**Mohan**

**PROFESSIONAL SUMMARY:**

* Expertise with Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Custom Cloud and Analytics Cloud
* Expertise in synchronizing data from Salesforce for custom applications via API calls or Database or DBAmp.
* Expertise with Agile SCRUM Methodology.
* Experience in working as a Product Owner/Manager.
* Experienced in Developing Technical Design Documents.
* Experience in Apex, Visual force, API, SOQL, SOSL, Work-flows, Approval process, Profile & sharing settings and customizing on demand CRM application on sales force platform.
* Extensive experience with Visualforce, APEX, Classes, Triggers and SOQL.
* Experience in integration third party systems with Salesforce.
* Experience in SAML, OAUTH and SSO in Salesforce.
* Expertise in Crystal Reports on Salesforce Reporting.
* Expertise in windows batch programming, VBA and VB Scripting.
* Involved in User Acceptance testing for the projects involved and was responsible for signing off the requirements.
* Involved in all phases of Software Development Life Cycle. Mainly involved in Business Analysis, Onsite/Offshore Project Co-ordination, Project Management, and Design
* Worked on setting up and implementing Live Agent.

Expertise in creating Live Agent Setup for Chat in Salesforce.com Service cloud

**EDUCATION:**

* Master of science in engineering
* Master of business administration – Currently Pursuing

**TECHNICAL SKILLSET:**

**Salesforce Technology:** Apex Triggers, Apex Classes, SOQL, SOSL, Visual Force Pages, Force.com, Eclipse IDE Plug-in, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**Operating Systems:** UNIX, Windows 98-8, Windows NT-2012, Ubuntu, SUSE Linux, MAC OS.

**Databases:** Oracle, IBM UDB DB2, SQL Server, MySQL.

**Database Modeling:** Erwin, Microsoft Visio

**Languages:** C, C++, Pro\*C, Java, BASIC, COBOL, HTML, Perl, JavaScript, VBScript**,** Shell Script

**GUI:**Visual Basic.

**ETL Tools:**Informatica, Cognos, Data Stage, Erwin.

**Reporting Tools:** Crystal Reports, Cognos.

**Awards:**

Employee recognition (RISE Award) for exceptional customer service.

**PROFESSIONAL EXPERIENCE:**

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| Thermo Fisher Scientific, Inc. Pittsburgh, PA Dec 2016 to Till Date  *As Salesforce Lead Engineer/ Integration Specialist*  Thermo Fisher Scientific has a global implementation of Salesforce and is in the progress of migrating European division to Salesforce.   * Interacted with the Business team in collecting the requirements. * Implemented SSO for the ORG. * Integrated other Salesforce Orgs into our org. * Implemented Lightning and transitioned users to it. * Developed various lightning components. * Written custom code using Apex and VF pages. * Transitioned Visualforce Pages into Lightning. * Worked on Complex Territory Management Implementation on a Global scale (EU,US,APAC) * Working on Adoption of AGILE Methodology into our team. * Created BRD, FRD and TC (User Stories) documents. * Integrated SAP Application to Salesforce through API. * Created Batch Apex classes to pull the data from Mainframe Application into Salesforce. * Implemented State and Country/Territory Pick lists according to the ISO Codes. * Worked on Process Builder. * Worked on Production Support Issues. * Created various workflows and approvals. * Generated various reports and dashboard for Salesforce in analytics cloud. * Created custom application for Change Management to pull data from Salesforce into Excel. * Created custom application for Permissions on Objects and Field level accessibility in Excel. * Created custom applications using the Enterprise, Partner and Metadata APIs to manage the Objects and their attributes.   Cummins, Inc. Columbus IN Sep 2016 to Dec 2016  *As Salesforce Lead Engineer/ Integration Specialist*  Cummins Inc. is in the process of implementing an identity solution through Salesforce for their global customer base as well as their internal employees.   * Migrated Org to Lightning Experience. * Setup Partner Communities and automated the process. * Worked on Lightning Apps and Process Builder * Implemented two step verification systems for the mobile users. * Implemented OTP (One-Time-Password) for the mobile users. * Implemented SSO (SAML) for identity management with external applications. * Integrated External systems through the API so that the related dropdown fields are updated from the local servers that are being used (Ex: Azure for US, SAP for Europe, etc.). * Designed the customer facing pages for the mobile registration and sign in. * Implemented OAuth2.0 apps to connect to and provide identity to the Xamarin Apps. * Involved with business in collecting and documenting the requirements. * Created Design Documents for the release. * Created numerous automations using triggers, process builders, workflows and Apex. * Integrated the legacy systems and Windows Azure systems to the ID verification with LDAP. * Implemented Communities for the Individual business areas to satisfy the unique set of identity and registration requirements. * Centralized the Code for a better re-usability. * Modularized the code for better maintenance. * Updating existing processes by adding new validations prior to creating the user in the system so that usage of licenses is limited to a verified individual.   FedEx Compatible Apr 2016 to Sep 2016  *As Salesforce Lead Engineer/ Integration Specialist*  FedEx compatible department certifies their providers on the usage of FedEx software with their own. Involved in the full implementation of the project.   * Migrated Org to Lightning Experience. * Setup Partner Communities and automated the process. * Worked on Lightning Apps and Process Builder * Migrated Accounts and dependents from an internal application to Salesforce using Data Loader. * Loaded Initial Revenues from Tableau Export into individual revenue objects for individual accounts in Salesforce using Data Loader. * Generate Excel export of the custom object through the API * Created custom Apex triggers for Certificate validation. * Created custom Visual Force pages for the custom Certification objects. * Used dynamic SOQL and streamlined the change management in Salesforce * Created various workflows and approvals in the marketing cloud. * Generated various reports for Salesforce in analytics cloud. * Created custom application to pull data from Salesforce into Excel and generate MS-Word and MS-Excel documents. * Created custom applications using the Enterprise, Partner and Metadata APIs to manage the PIWs and their attributes. * Proficient with SOAP and REST APIs of Salesforce. * Proficient with CRUD and File based API calls.   Apple Inc., Sunnyvale CA Sep 2015 to Apr 2016  *As Salesforce Lead Engineer*   * Facilitate Daily SCRUM meetings Onshore and Offshore. * Co-ordinate Requirements with Offshore Team. * Oversee Deployment and delivery of the sprint. * Facilitate Sprint Planning sessions with Teams for story estimation and prioritization. * Facilitate Story sessions with the Teams and Business users individually and collaboratively. * Facilitate Sprint Review sessions on a weekly or as needed basis to review the current sprint. * Facilitate Sprint Retrospective sessions with team to retrospect the previous sprint. * Facilitate Release Planning and Release Readiness meetings with the DevOps and Business Teams * Created and deployed several reports for different user profiles based on the need in the organization. * Designed various HTML Email templates. * Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams * Implemented web to lead, auto lead conversion through triggers, email notifications in the sales cloud. * Developed Apex Classes, Apex Triggers, and APEX Controllers to develop custom business logic. * Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports * Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams * Effectively created the Pick lists, dependent Pick lists and junction objects to establish the connectivity among objects. * Automated movement between Environments using ANT. * Used GIT and JIRA for confirming to Agile Methodology. * Delivered Continued Delivery and Continuous Deployment through Continuous Integration. * Used Data Loader for data management in force.com platform * Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files. * Used SOAP and REST APIs of Salesforce to integrate with other internal applications.   FedEx Compatible (Remote) Apr 2015 to Sep 2015  *As Salesforce Lead Engineer*  FedEx compatible department certifies their providers on the usage of FedEx software with their own. Involved in the full implementation of the project.   * Implemented web to lead, auto lead conversion through triggers, email notifications in the sales cloud. * Implemented Communities and Partners in the community cloud. * Generate the Certificates in MS-Word, Upload into Salesforce in community cloud. * Generate Excel export of the custom object through the API * Created custom Apex triggers for lead conversion and certification approval in custom cloud. * Created custom Visual Force pages for the custom Certification objects. * Used dynamic SOQL and streamlined the change management in Salesforce * Created various workflows and approvals in the marketing cloud. * Worked with the IT team in implementing the web to lead for collecting the leads in sales cloud. * Generated various reports for Salesforce in analytics cloud.   TFM Inc, Pittsburgh, PA Apr 2011 to Apr 2015  *Software Lead Engineer*  **Major responsibilities:**   * Managed a team of developer’s onsite. * Loaded 25000 Leads every week for the sales team using Data Loader and made sure there are no duplicates. * Analyze client’s business requirements and processes through document analysis, interviews, workshops, and workflow analysis * Facilitating Weekly meetings with Business Users. * Collecting Requirements through the weekly meetings and Documenting the BRD * Communicate client’s business requirements by constructing easy-to-understand data and process models. * Translating the Business requirements into performable tasks * Provide input into developing and modifying systems to meet client needs and develop business specifications to support these modifications. * Liaise between business and technical personnel to ensure a mutual understanding of processes and applications. * Full lifecycle application development * Designing, coding and debugging applications in various software languages. * Software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis * Object-oriented Design and Analysis (OOA and OOD) * Software modeling and simulation * Front end graphical user interface design * Software testing and quality assurance * Performance tuning, improvement, balancing, usability, automation. * Support, maintain and document software functionality * Integrate software with existing systems * Evaluate and identify new technologies for implementation * Project Planning and Project Management * Test the performance of operating systems, installs electrical or electronic parts, and inspects equipment to detect potential defects. * Trouble shoot all hardware and software issues. * Maintain standards compliance * Implement localization or globalization of software * Application support * Participate in day to day business activities in Trafficpro, Docworks, TMS and Salesforce. Manage the identification and evaluation of new tools available in the market place.   **Projects Worked:**  **Salesforce Implementation:**  Implement Salesforce in the organization so that the leads are managed effectively in sales cloud.   * Interact with business users to prepare and update Business Process Requirements document for Salesforce Implementation * Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. * Implemented the business process through Opportunities and created custom reports for the same. * Involved in requirement gathering, functional and business meeting with Client side business people. * Implemented SSO (SAML) for identity management with external applications. * Successfully lead the Salesforce.com deployment. * Implemented Territory Management through Customizable Forecast * Implemented Power dialer app for domino and seek lists. * Implemented GeoMap App for calculating the nearest leads. * Worked on setting up and implementing Live Agent. * Worked on implementing Salesforce Console. * Implemented Web to Case and Email to Case. * Implemented Case Assignment rules and Case escalation rules to queues for proper case assignment and case escalation. * Created Skills set for implementing Live Agent pre-chat forms. * Worked with various SalesForce.com standard objects like Accounts, Contacts, Leads and Opportunities. * Developed and configured various Custom Reports and Report Folders for different user profiles * Developed and deployed workflows and approval processes for opportunities and products/ assets management. * Used SOQL and SOSL queries during the data migration and custom development. * Created and used Email templates in HTML and Visual force. * Used Data migration tools and de-duplication. * Interacted with the Salesforce.com support team on a regular basis. * Customized user Roles, Role hierarchies, Profiles and sharing settings to ensure that the protected data is available only to the authorized users.   **ITIL Implementation in Salesforce**  Customer service application for managing Incidents, Requests, Problems and Changes. Provide an interface to log phone calls as requests and incidents. Integrate incidents and requests with issues in JIRA. Auto-notifications when any ticket is opened/updated/closed in custom cloud.   * Created multiple record types for the tickets with individual page layouts and individual field defaults. * Integrated the Incidents and Requests from Salesforce to JIRA and JIRA to Salesforce * Developed various workflow processes to notify account/ticket owner when the ticket is opened/ updated / closed. * Created and used Email templates in HTML and Visual force for ticket notifications. * Developed Visualforce pages, Apex Classes and Apex Triggers for various functional needs in the application. * Developed various Custom Objects, Tabs, Components and Controllers. * Used the sandbox for testing and migrated the code to the deployment instance after testing. * Customized user Roles, Role hierarchies, Profiles and sharing settings to ensure that the protected data is available only to the authorized users. * Created Apps and Tabs   **On-Boarding Process**  Develop a custom application to Onboard new Clients. Automatically assign the tasks depending on the previous task completion.   * Created multiple Triggers and validation rules for each stage of On-Boarding. * Created and used Email templates in HTML and Visual force for custom notifications. * Developed Visualforce pages, Apex Classes and Apex Triggers for various functional needs in the application. * Developed various Custom Objects, Tabs, Components and Controllers. * Used the sandbox for testing and migrated the code to the deployment instance after testing. * Customized user Roles, Role hierarchies, Profiles and sharing settings to ensure that the protected data is available only to the authorized users. * Created Apps and Tabs   **Claim Validations**  Connect to external vendors API (SOAP, XML, REST and EDI) and validate the claims submitted for each client.   * Developed Apex pages to connect to individual API of vendors and update fields with the returned data. * Developed custom app, custom tabs and custom objects per the requirements. * Developed Custom Reports in Salesforce and crystal reports * Developed Dashboards to show the claims submitted and processed on a daily, weekly, monthly basis   **Internal website**  Create an internal website for HR and General Purpose   * Website was created using PHP, Bootstrap, Rain TPL, HTML5 and CSS * Integrated Google Maps API to find the nearest leads from the address given. * Integrated with external API’s of our vendors to import the daily fuel charges and daily weather reports.   **Automation Scripting**  Created numerous scripts using VBS, MS-Excel VBA and MS-DOS Batch programming to automate. These include   * Routing Daily Salesforce Reports to specific distribution groups based on the report type. * Importing the weekly data export into the database. * Routing notifications to specific individuals based on the type of custom app.   **Mentoring users**   * Developed best practices on the usage of Salesforce in the organization. * Delivered mentoring sessions for the new users and teams. * Troubleshooting issues with users and teams.   **Reports**   * Connected to Salesforce database using DB Amp into SQL Server and Created several stored procedures to pull LIVE data for reporting purposes. * Created Dashboards for LCD screens with the live data using DB Amp. * Extended the usage of LIVE Data to internal applications. * Created custom reports in crystal format. * Created a Data warehouse to connect and import the data from Salesforce and other custom applications. * Created a custom leaderboard to display in the lobby areas. * Created custom SQL's in MS SQL Server for the reports.   Environment: Windows  Highmark blue cross blue shield Inc, Pittsburgh, PA Mar 2007 to Apr 2011  *As Tool Engineer*  **Major responsibilities:**   * Manage the identification and evaluation of new tools available in the market place. * Develop long term strategies concerning tool usage at Highmark, including multiple tool interaction, tool replacement, emerging technology, and adoption strategies. * Develop tool architecture to meet enterprise architecture and infrastructure and user requirements using proven methodologies. * Design, implement, monitor, and document processes using proven methodologies. * Running large multi team projects which implement new tools and upgrade existing tools. * Leading multiple teams to develop best practices, standards & supporting processes for new tools. * Leading multiple teams to provide ongoing tool support, including mentoring, training and help desk support.   **Projects Worked:**  **Merging Multiple Rational Projects**   * Merged multiple projects into single domain to reduce the administrative efforts to maintain. * Merged requirements, package structure, discussions, documents and tracing in RequisitePro. * Merged Test Plans from all the projects into one project, while carrying the links for the automated scripts into domains. * Merged multiple rational functional test projects into one project. * The RequisitePro projects ranged from 1,500 - 25,000 requirements. * The Test Manager projects ranged from 1,500 - 60,000 assets * The Rational Functional Tester projects ranged from 600 - 6,000 scripts.   **Migrating Rational Projects**   * Migrated Rational projects from one security group into another while maintaining the integration. * Renamed RequisitePro, Test Manager and ClearQuest links to maintain the integration. * Created copies of RequisitePro, Test Manager and ClearQuest links to maintain the integration.   **Automation Scripting**   * Created numerous scripts using VBS, MS-Excel VBA and MS-DOS Batch programming to automate the admin activities. These include   + Adding/Deleting users to/from the user groups in RequisitePro and Test Manager projects   + Collecting metrics for RequisitePro and Test Manager Projects for the monthly report. These include the number of assets and users per project and overall unique users.   + Identify the invalid users in the system and automatically deleting them from the system on a monthly basis. * Integrating between third party tools like PEGA.   **Version Migration**   * Participated in upgrades of Versions by validating the environments with current environments. * Implemented the rational tools in the virtual environment. * Tested new versions by performing TPOC. * Served as an SME for the rational tools.   **Mentoring users**   * Developed best practices on the usage of Rational RequisitePro, Rational Test Manager, Rational Functional Tester and ClearQuest. * Delivered mentoring sessions for the new users and teams for the rational tools. * Troubleshooting issues with users and teams.   **Reports**   * Created custom reports in crystal format for Test Manager. * Created custom reports in Cognos format for all the rational toolset. * Created custom SQL's in db2 and oracle for the reports.   Environment: Windows  Qualcomm, San Diego, CA Oct 2006 to Mar 2007  *As Rational Administrator*  **Major responsibilities:**   * Created Rational Test Manager Projects using Rational Administrator using Sybase Anywhere Database * Create Users and Groups in Rational Administrator for users to log into Rational Test Manager * Mentor teams on how to use Rational Test Manager * Create custom reports in Rational Test Manager using Crystal * Troubleshoot issues that are encountered by users and give resolutions on it * Server configuration for Sybase Anywhere Database and to keep the server up and running all the time * Run data store doctor to fix issues in Rational Test Manager * Create guides for teams to follow and show them how to use Rational Test Manager * Integrate Rational Test Manager with Rational Clearquest and RequisitePro * Help teams to design a strategy on how to create test plans / test cases / implement test cases and then finally an execution and build strategy on how to generate logs and the process to promote logs to update the test case state * Test the software for new releases * Mentor teams on how to use Rational Manual Test along with Rational Test Manager * Create projects for Rational Functional Tester and integrate them with Rational Test Manager * Create demo slides on how to use Rational Functional Tester (Basic and Advanced Functions) * Mentor teams on how to use it and troubleshoot issues with Rational Functional Tester * Support users with custom java coding and feature that can help make Functional Testing faster, better and efficient * Work with the users to create a strategy to handle complex situations and applications * Worked as Rational RequisitePro Administrator to create custom projects for customers and maintaining security * Mentored teams on using the tool and mechanisms to create views, so that data can exported out of RequisitePro into word documents   Environment: Windows  **Lexmark, Lexington, KY Mar 2005 – Sep 2006**  *As Rational Tools Administrator*  **Major responsibilities:**   * Developed schemas for change management using Rational ClearQuest * Created users and security groups for Clearquest, RequisitePro and Test Manager * All the tools were integrated so that a complete SDLC can be used productively for projects * Created project for Rational Requisite and also maintained the master schema for all projects * Updated 10 projects with new changes in the schema for RequisitePro * Helped users with issues with any of the tools, and troubleshooting the issues giving fast turnaround time with resolution * Created reports for RequisitePro, ClearQuest and Test Manager using SoDA * Worked with Crystal Report to create report formats for ClearQuest * Mentored teams on how to use the tool effectively and better performance of the tools * Worked with teams to understand their needs and how the tool can help to get the data they need in the form of SoDA, Views or Queries * Got quick metrics about requirements from RequisitePro using Metrics feature * Created hooks in ClearQuest using Basic as the language and supported more than 15 user databases * Ran data store doctor every month to make sure that Test Manager assets are always in check and less errors for projects * Single handedly worked with all the tools and learnt all the tools by reading and working on them * Developed a strategy on how to use Test Manager to create Test Plans and how to use the promotion levels inside Test Manager * Created Parent-Child records in ClearQuest so that multiple defects can be created from one request * Tested different versions of the software and worked with the network team to deploy the new version to more than 200+ users and handles post deployment issues with the tools * Worked with the DBA’s to create admin and user databases. Also worked with the network to folders on the network with which assets could be created for RequisitePro and Test Manager * Worked with the server team to set up ClearQuest Web and Req Web   Environment: Windows |
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