

 **Pravin Shendge**

**SYNOPSIS**

SYNOPSIS

Around **10+** years of experience in CRM Software Development Practice. Experienced in creation of detailed design document. Hands on experience on Salesforce.com, Informatica & Siebel.

SUMMARY

* 7+ years of experience in Salesforce.com (SFDC) including Migration, Integration, Customization, and Development.
* 3 + years of experience in leading development projects on Salesforce.com includes Sales cloud, Service cloud , Lightning based custom applications and Enablement of Lightning experience on salesforce classic applications.
* Good knowledge of Salesforce LWC component design , creation and applications with integratons on js and third party js libraries.Hands on experience on Salesforce DX methodology and implementation.
* More than 1 year of experience in Siebel 7.7 Configuration , EIM.
* Hands on experience on Informatica 8.6.1 (On Premise) for Integration with other applications.
* Hands on experience on Informatica cloud in integrations among different salesforce application.
* Well understanding with Software Development and Software Testing Life Cycle.
* Good knowledge of SQL, PLSQL, XML, OOPS ,JavaScript and JQuery.
* A quick learner in adapting new technology with ease.
* Self motivated with good technical and interpersonal skills.

QUALIFICATION

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| **Degree** | **Institute** | **Year** |
| Bachelors of Engineering  Information Technology | Mumbai University | 2009 |

CERTIFICATION

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| --- | --- | --- |
|  Certification | Institute | Year |
| Salesforce Developer Salesforce Administrator Salesforce Certified Platform App Builder Salesforce Certified Service Cloud Consultant Salesforce Certified Sales Cloud Consultant Salesforce Certified Platform Developer I Salesforce Advanced Administrator Salesforce Certified Platform Developer II Salesforce Certified Field Service Lihtning Consultant Salesforce Certified Application Architect | Salesforce.comSalesforce.comSalesforce.com Salesforce.com Salesforce.com Salesforce.com Salesforce.com Salesforce.com Salesforce.com Salesforce.com | 201220152015 2016 2016 201720172018 2018 2019 |

HIGHLITED PROFESSIONAL EXPERICANCE

**Larsen & Toubro Infotech** From Apr 19 to till date

Reporting to: Project Manager

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| --- | --- |
| Project Name | **Fox Entertainment** : **Visual Program Schedule (VPS)** |
|  Role  | : **Architect** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **Jan 2020 to till date** |
|  Tools Used | : **SFDC , LWC , Salesforce DX and sheet js.** |

**Description:** Restructure existing .net implementation into Salesforce Lightning Platform.

 **Roles and Responsibilities:**

* Design & Implementation of Data Model and architecture of Non-Linear Scheduling.
* Design and Implementation of Business Rules and Services to support Non - Linear Scheduling.
* Designed and implemented Salesforce LWC components to display streaming episodes on different network targets.
* Designed and Implemented Apex Enterprise Design Patterns for Apex Classes.
* Designed and Implemented Salesforce Dx services for deployments.
* Designed and implemented utility apex classes to support UI calls from third party js applications hosted on Salesforce platform.

Reporting to: Project Manager

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| Project Name | **LTI** : Salesforce RFPs and Platform Accelerators |
|  Role  | : **Architect** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **Apr 2019 to Dec 2019** |
|  Tools Used | : **SFDC**  |

**Description:** Worked on RFPs and internal tools for process enablement and accelerators.

 **Roles and Responsibilities:**

* Estimates and proposals
* Salesforce RFP’s and Platform Accelerators.

**Accenture Solutions Pvt Ltd** From **Oct16** to **April 2019**

Reporting to: Project Manager

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| --- | --- |
| Project Name | **Cardinal Health**: **Pharma Modernization Program** |
|  Role  | : **Team Lead** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **Oct 2018 to Apr2019** |
|  Tools Used | : **SFDC , Angular js, Ember js** |

**Description:** Enhance Foundational Pharma module to onboard multiple Business Units.

 **Roles and Responsibilities:**

* Implementation of Apex Services to support UI calls from Ember/Angular JS Frameworks.
* Design utility apex classes to support UI calls from third party js applications hosted on salesforce platform.
* Modify and create Stub classes and handler methods to support continuation calls to SAP/HANA.
* Write callback methods and parsing methods to process the response collected from interfaces.
* Stub classes for doing callouts to middleware using HTTP methods.
* GENESYS CTI implementation.
* Chatter and feed tracking using connect api methods.

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Adecco (CORE Template)** |
|  Role  | : **Team Lead** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **July 2017 to till date** |
|  Tools Used | : **SFDC**  |

**Description:** Implement a core template application for country rollout.

 **Roles and Responsibilities:**

* Implementation of custom functionalities to support Lightning experience enablement, GDPR and candidate management.
* Work along with Talent Rover managed pacjage to support sales reps in recruiting process.
* Lightning actions to replace custom JavaScript buttons, URL hacks and Visulforce redirects.
* Design custom Home page components to support native functionalities.
* Programmatic coverage to support predefined values on button overrides.
* Development using Lightning Components
* Created Lightning Components using salesforce lightning design system.
* Created js controllers and helper classes to support client side logic.
* Created Apex Classes to handle server side logic and DML.
* Written Test classes for code coverage.
* Used TFS for Versioning and ANT to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Adecco (LEX Enablement)** |
|  Role  | : **Team Lead** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **May 2017 to June 2017** |
|  Tools Used | : **SFDC**  |

**Description:** Enablement of Lightning experience on salesforce classic implementation.

 **Roles and Responsibilities:**

* Rework on existing implementation to support Lightning experience enablement.
* Lightning actions to replace custom JavaScript buttons, URL hacks and Visulforce redirects.
* Design custom Home page components to support native functionalities.
* Programmatic coverage to support predefined values on button overrides.
* Development using Lightning Components
* Created Lightning Components using salesforce lightning design system.
* Created js controllers and helper classes to support client side logic.
* Created Apex Classes to handle server side logic and DML.
* Written Test classes for code coverage.
* Used TFS for Versioning and ANT to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Walmart Talent (Performance Management)** |
|  Role  | : **Team Lead** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **Oct2016 to May2017** |
|  Tools Used | : **SFDC**  |

**Description:** Implemented a Performance management application for walmart, used by directors and above  roles for annual performance cycle using Lightning components with multilingual and multidevice support.

**Roles and Responsibilities:**

* Development using Lightning Components
* Created Lightning Components using salesforce lightning design system.
* Created js controllers and helper classes to support client side logic.
* Created Apex Classes to handle server side logic and DML.
* Written Test classes for code coverage.
* Used Ant to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.
* REST integrations with SUMO Notifications APIs to implement PUSH Notifications.

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Partner Portal for ABI** |
|  Role  | : **Team Lead** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **Feb2016 to Sept2016** |
|  Tools Used | : **SFDC**  |

**Description:** Implemented a Partner Portal community application for ABI (**AB InBev )** , using Lightning components with multilingual and multidevice support.

**Roles and Responsibilities:**

* Development using Lightning Components
* Created Lightning Components using salesforce lightning design system, Using Napilli community templates to support enhance page layouts and flavored UI Experience.
* Created js controllers and helper classes to support client side logic.
* Created Apex Classes to handle server side logic and DML.
* Written Test classes for code coverage.
* Used Ant and GITHUB to deploy code to various environments.
* REST API Integration with SAP
* Used restful web services (HTTP Request and Response object) for doing callouts.
* Created Apex classes and scheduled it to run on regular basis.
* Prepared Business specific SFDC reports & dashboards.

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Commercial Asset Management (Internal)** |
|  Role  | : **Team Lead** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **DEC2016 to JAN2016** |
|  Tools Used | : **SFDC**  |

**Roles and Responsibilities:**

* Development using SOAP API
* Exposed apex classes as a WSDL to client mobile application using SOAP.
* Written Test classes for code coverage.
* Used Eclipse and Change set to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.

Reporting to: Project Manager

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| Project Name | **: Live Agent Implementation** |
|  Role  | : **Team Lead** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **Oct2015 to Dec2016** |
|  Tools Used | : **SFDC**  |

**Description:** Implemented a Live Agent application to support Marriott service agents to handle client traffic and do the business effectively using Salesforce Live Agent.

**Roles and Responsibilities:**

* Development using Salesforce Live Agent.
* Enable Salesfore Live Agent feature in Service console.
* Added Customized UI using external css and js libraries.
* Created Apex Classes to handle server side logic and DML.
* Written Test classes for code coverage.
* Used Eclipse and Change set to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.

**Cognizant Technologies Solutions Pvt Ltd** From **May 13** to **Oct15**

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Abbott India Limited** |
|  Role  | : **Offshore Developer** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **May 2013 to July 13** |
|  Tools Used | : **SFDC**  |

**Description:** Headquartered in Mumbai, Abbott India Limited, a publicly listed company and a subsidiary of Abbott Laboratories, enjoys strong brand equity in multiple therapeutic categories such as Women's Health, Gastroenterology, Neurology, Thyroid, Diabetes & Urology Pain Management, Vitamins, Anti-Infectives & other therapy areas.

**Roles and Responsibilities:**

* Development using Apex, Visual force
* Created APEX Trigger and Classes.
* Created on Batch APEX to schedule the processes.
* Created Visual Force pages to customize the application.
* Written Test classes for code coverage.
* Used Eclipse and Change set to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Western Union (AIM)** |
|  Role  | : **Offshore Developer** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **July 2013 to July 2014** |
|  Tools Used | : **SFDC , Informatica, Apptus-Echosign** |

**Description:** Western Union connects people and businesses around the globe by providing fast, reliable and convenient ways to move money.Around 160-year history and more than 500,000 Western Union Agent locations in more than 200 countries and territories strengthen their commitment to offering their services in every corner of the globe.

**Roles and Responsibilities:**

* Customize and personalize Salesforce.com to fit environment's specific needs.
* Configured Salesforce.com security model by creating profiles, permission sets, OWD settings, Role hierarchy and sharing rules.
* Setup Apps, Objects, Page Layouts, Related Lists, Tabs, Roles, Profiles.
* Validation Rules, Workflow Rules, Sharing Rules, Approval Processes.
* Integration of SFDC with Clent Applications using APEX Web Services:-
* Used restful web services (HTTP Request and Response object) for doing callouts.
* Created Apex classes and scheduled it to run on regular basis.
* Integration of SFDC with other SFDC sandboxes using Informatica :-
* Used Informatica On demand to connect different SFDC Sandboxes.
* Development using Apex, Visual force
* Created APEX Trigger and Classes.
* Created on Batch APEX to schedule the processes.
* Created Visual Force pages to customize the application.
* Used Apptus  Echosign application for agent Esignature and Template management.
* Written Test classes for code coverage.
* Used Eclipse and Change set to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.

Reporting to: Project Manager

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| Project Name | : **Western Union (Agent Maintenance)** |
|  Role  | : **Offshore Developer** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **July 2014 to April 2015** |
|  Tools Used | : **SFDC , Informatica, Apptus-Echosign** |

**Description:** Western Union connects people and businesses around the globe by providing fast, reliable and convenient ways to move money.Around 160-year history and more than 500,000 Western Union Agent locations in more than 200 countries and territories strengthen their commitment to offering their services in every corner of the globe.

**Roles and Responsibilities:**

* Customize and personalize Salesforce.com to fit environment's specific needs.
* Configured Salesforce.com security model by creating profiles, permission sets, OWD settings, Role hierarchy and sharing rules.
* Setup Apps, Objects, Page Layouts, Related Lists, Tabs, Roles, Profiles.
* Validation Rules, Workflow Rules, Sharing Rules, Approval Processes.
* Integration of SFDC with Clent Applications using APEX Web Services:-
* Used restful web services (HTTP Request and Response object) for doing callouts.
* Created Apex classes and scheduled it to run on regular basis.
* Integration of SFDC with other SFDC sandboxes using Informatica :-
* Used Informatica On demand to connect different SFDC Sandboxes.
* Development using Apex, Visual force
* Created APEX Trigger and Classes.
* Created on Batch APEX to schedule the processes.
* Created Visual Force pages to customize the application.
* Used Apptus  Echosign application for agent Esignature and Template management.
* Written Test classes for code coverage.
* Used Eclipse and Change set to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Western Union (Digital Enrollment)** |
|  Role  | : **Offshore Developer** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **April 2015 to till date** |
|  Tools Used | : **SFDC , Informatica, Apptus-Echosign** |

**Description:** Western Union connects people and businesses around the globe by providing fast, reliable and convenient ways to move money.Around 160-year history and more than 500,000 Western Union Agent locations in more than 200 countries and territories strengthen their commitment to offering their services in every corner of the globe.

**Roles and Responsibilities:**

* Customize and personalize Salesforce.com to fit environment's specific needs.
* Configured Salesforce.com security model by creating profiles, permission sets, OWD settings, Role hierarchy and sharing rules.
* Setup Apps, Objects, Page Layouts, Related Lists, Tabs, Roles, Profiles.
* Validation Rules, Workflow Rules, Sharing Rules, Approval Processes.
* Integration of SFDC with Clent Applications using APEX Web Services:-
* Used restful web services (HTTP Request and Response object) for doing callouts.
* Created Apex classes and scheduled it to run on regular basis.
* Integration of SFDC with other SFDC sandboxes using Informatica :-
* Used Informatica On demand to connect different SFDC Sandboxes.
* Development using Apex, Visual force
* Created APEX Trigger and Classes.
* Created on Batch APEX to schedule the processes.
* Created Visual Force pages to customize the application.
* Used Apptus  Echosign application for agent Esignature and Template management.
* Written Test classes for code coverage.
* Used Eclipse and Change set to deploy code to various environments.

Prepared Business specific SFDC reports & dashboards.

**Hexaware Technologies Ltd.** From **December 2009** To **April 2013**

Reporting to: Project Manager

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| --- | --- |
| Project Name | : **Unisys** |
|  Role  | : **Offshore Developer** |
|  Environment | : **SALESFORCE** |
|  Duration  | : **Jan 2011 to April 13** |
|  Tools Used | : **SFDC , Informatica.Eloqua** |

**Description:**UNISYS Corporation - provides a huge range of hardware and software products as well services to different customers in 26 different countries.

Consulting, Systems Integration, Outsourcing, Infrastructure, Server Technology (Systems & Technology) etc.

Unisys designs, builds, and manages mission-critical environments for businesses and governments

**Roles and Responsibilities:**

* Data migration from Siebel to SFDC
* Data migration using Data loader and Informatica
* Fetch data from Siebel to CSV files through Informatica
* Created .sdl files for field mapping.
* Loaded data from csv files to SFDC using Data Loader.
* Customize and personalize Salesforce.com to fit environment's specific needs.
* Configured Salesforce.com security model by creating profiles, permission sets, OWD settings, Role hierarchy and sharing rules.
* Setup Apps, Objects, Page Layouts, Related Lists, Tabs, Roles, Profiles.
* Validation Rules, Workflow Rules, Sharing Rules, Approval Processes.
* Integration of SFDC and Deal Maker(TAS) using APEX Web Services:-
* Used restful web services (HTTP Request and Response object) for doing callouts.
* Created Apex classes and scheduled it to run on regular basis.
* Development using Apex, Visual force
* Created APEX Trigger and Classes.
* Created on Batch APEX to schedule the processes.
* Created Visual Force pages to customize the application.
* Written Test classes for code coverage.
* Used Eclipse and Change set to deploy code to various environments.
* Prepared Business specific SFDC reports & dashboards.
* Implemented Partner Portal.
* Implemented partner portal from scratch.
* Performed Lead management for partner portal leads.
* Eloqua to SFDC Integration.
* Created Lead assignment rules in SFDC to auto assign leads came from eloqua to appropriate Lead queue.
* Worked on Lead conversion process in SFDC.
* Worked on Web-to-Lead functionality.
* Integration from SFDC to PeopleSoft using Informatica:-
* Integrated SFDC and PeopleSoft using Informatica.
* Created mapping, sessions and workflow to flow employee information from PeopleSoft to SFDC.
* Using Informatica created the processes to take backup of SFDC data in oracle table.

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| --- | --- |
| Project Name | : Unisys |
|  Role  | : Offshore Developer |
|  Environment | : Siebel 7.7 |
|  Duration  | : Dec 2009 to Jan 2011 |
|  Tools Used | : Siebel Tools 7.7 EIM |

**Description:**UNISYS Corporation - provides a huge range of hardware and software products as well services to different customers in 26 different countries.

Consulting, Systems Integration, Outsourcing, Infrastructure, Server Technology (Systems & Technology) etc.

Unisys designs, builds, and manages mission-critical environments for businesses and governments

 **Roles and Responsibilities:**

* Configured and customized the Applets, Views, Screens, Business Components and Business Objects through Joins, Links, MVGs and MVLs.
* Involved in configuring State Model and worked in configuring List of Values, Pick Lists (Static & Dynamic), Toggles and Drilldowns.
* Extended the Siebel tables through Custom tables and columns.
* Implemented the Declarative Configuration Alternatives using Data User Properties. Customized the application using Siebel eScript as alternative to configuration extending the functionality.
* Implemented EIM best practices in mapping Siebel data with external data through EIM tables and implemented Siebel Alerts in EIM Delete and Merge jobs to avoid conflicts.
* Worked with data import / export and integration with legacy systems. Modified and designed batch jobs to import / export data between Siebel database and legacy systems.
* Involved in Data Mapping for loading the Legacy data and prepared complex SQL queries, configured and optimized configuration (.IFB) files to run EIM job for data load.
* Prepared the EIM jobs integrating with the external system for bulk import of data.
* Using SQL plus database application tool wrote complex SQL queries against other Legacy Systems to retrieve data and validate it for Siebel Import process.

Rewards & recognition

* Hexaware : Certification of recognition - Ace of the month April 2011
* Cognizant : Certification of recognition - Best Practice and Partner Award in 2013.
* Cognizant : Certification of recognition - Best Project of the year 2014.
* Accenture : ACE Award Winner (Walmart  Performance Management) in 2017.
* Accenture : Technocrat Award (Adecco  CORE V2.0 Implementation) in 2018.

Personal details

**Date of Birth:** 24th Feb 1988

**Sex :** Male

**Marital Status :** Married

**Phone :** +91- 8976527350

**Passport :** Yes

**Email ** **pravinshendge@yahoo.co.in**

**Nationality ** Indian

 I hereby declare that all the details given above are true to the best of my knowledge and belief.

 Thank You

Pravin Shendge