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**Sunny Kashyap**

**Salesforce Certified Domain & System Architect.**

**CloudSense CPQ consultant**

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**Place of Residence**: Delhi NCR, India

**Career Aspiration**

Looking for a role that helps the organization in achieving the desired objectives by leveraging my experience around Solution Design and Development in **Salesforce CRM**, Product Modelling and CRM Order Management.

**Career Summary**

* Salesforce Professional with 9+ years of experience and having extensive knowhow of CRM Sales, Order Management and Service Processes for both B2B and B2C segment. Worked in various Process Design and development assignments.
* 10X salesforce certifications including Salesforce System Architect, Integration Architect, Identity and Access Management Designer and Data Architecture & Management Designer, Salesforce CPQ, Certified Vlocity CPQ consultant.
* Experience of Solution Design for **Order Management & Orchestration** (both New Order & Change) involving Salesforce, **CloudSense Orchestration** and Designing & Building interfaces with Provisioning & Billing Application.
* Extensive knowledge of **CloudSence** CPQ **using Sale console** and **Solution Console**.
* Extensive knowledge of Salesforce Integration Patterns design & development, Deployment Lifecycle tools like ant, Metadata APIs or Force.com Migration tool
* Experience with Salesforce SSO (Both IDP-Initiated or SP- Initiated), App Launcher, and Social Sign.

**Current Project Role**

* Solution Design & Development for Telecom Product Management implementation on Salesforce & **CloudSense** for leading Telecom Service Provider based in United Kingdom.

**Education:**

* **Master degree in Computer Application (MCA)** from Rajasthan Technical University (India) 2011 batch with honors.

**Technical Competencies**

**Salesforce.com**

* Experience in Integration Architecture Design, Interface Design and Development using SOAP and REST service.
* Hands on Experience in Development Lifecycle Management including migration using Salesforce Metadata API, GIT based Source Control and versioning & Branching.
* Experience in Salesforce Configuration, Apex, Visual Force, Rest based JSON Integration.
* Alignment of Salesforce.com process to Telecom Processes.
* Knowhow of various Authentication and Authorization mechanisms supported by Salesforce Identity.

**Cloudsense**

* End to End Design & Development of Automation & Orchestration flows for different Telecom Order Scenarios including New Order, Solution Change, Rate Revision, Suspend, Resume & Disconnect.
* Knowhow of Cloudsense Telecom Order Data Model.

**JAVA and Spring MVC**

* Worked on development and support project using various Java based technologies Like Spring MVC, Struts 2.0 , EJB, JavaScript Ajax and HTML.

**Most Recent Assignment – Roles & Responsibilities**

**Understand business requirements for Service/Sales cloud for telecom channels, and come up with the solution according to the global template and agree on the design approach with the core design authority and build the solution in salesforce.**

**Responsibilities (Most Recent Assignment)**

* **Part of the design and development team and try to keep the development with minimum coding and customisation and more configuration**
* **Align with design authority and come up with multiple solutions to keep the development as close to OOTB and reduce customisation**
* **Convert each requirement into high level design in Salesforce, agree with business, then update in Jira for agile sprint delivery and development.**

**Key Solution Contributions (Most Recent Assignment)**

* Part of team responsible to set the standards of Integration with OCS Team for all Integration Transactions across the Program.
* Designed & Developed Pre sales and Pricing module in **Cloud Sense**.

**Payroll Company:** Tata consultancy Services

**Client:** British Telecom

**Location:** London

**Other Assignment – Roles & Responsibilities**

**Design & Development of Order Management Module for a B2B Telecom CRM Transformation Program for India based leading Communication Service Provider**

**This is the most complex and mission critical module in the entire Program covering 70% of Functional Requirements. Following facts make it complex:**

* 8 different Order Types to be supported including New & MACD
* More than 20 Integration Touch points across 4 Third Party managed application endpoints
* Entire Order Orchestration to be managed within SFDC / CS with complexities of Error and State Management
* Entire Product Model Transformation from Commercial View to Technical View & Billing View to be managed within SFDC
* Near to Zero Order Failure Rate Expectation with provision for Auto Retries

**Responsibilities (Most Recent Assignment)**

* **SFDC & CS Order Processing Solution Design & Development** as per the functional design.
* **Participated Develop Integration Solution** **Design** workshop for finalizing interface specification with various boundary application.
* **Part of core development team** & present across all phases of Testing Life Cycle to support the Testing (both New and Change)
* **Coordinates** with TCS Internal Teams including Program Management, BA Teams Testing Teams and various Third Party Teams for all Order Processing Scenarios.

**Key Solution Contributions (Most Recent Assignment)**

* Part of team responsible to set the standards of Integration with ESB Team for all Integration Transactions across the Program.
* Designed & Developed Integration Framework being used across all modules in the Program.

**Payroll Company:** Tata consultancy Services

**Client:** Bharti Airtel India.

**Other Engagements**

* Worked as a Software Engineer Sr. Analyst with Accenture Bangalore from Aug 2015 to March 2016.
* Worked as Software Engineer in SDG Software India Pvt. Ltd, Noida from June2013 to July 2015.
* Worked as a Software Developer in Saigun Technology, Noida from June 2011 to May 2013.