DEEPANKAR BINJOLA

Senior Manager Technical Architect

Contact: 8929090799 Deepankar.bjl@gmail.com

Career Objective

I am an IT professional who has 11 years of Experience in Salesforce domain. Had Extensive experience in salesforce customization and configuration. Proven ability to transform client ideas into beautiful design. Worked on different domains Banking & Finance, Health Care, Insurance and Telecom industry. Currently working as Solution Architect. I also have international work experience of around 5 years in United States.

Additional Skills

- Project Management Skills
- Collaboration
- Interpersonal skills
- Critical Thinking
- Communication Skills
- Self Motivated

Work Experience

Senior Manager Technical Architect

Sep(2021) – Present
Vodafone Intelligent Solutions India

- **Vodafone ESF** – An Enterprise Salesforce software to handle sales cycle of different products. Complete end to end cycle of sales activity in collaboration with different integrated systems

- **SMAT** – Software solution for Financial Team. To support end to end Commission process for end users as well as history tracking of every change made on different direct and partner users

Manager Technical Architect

Feb(2020) – Sep(2021)
Vodafone Intelligent Solutions India

- **Vodafone ESF** – An Enterprise Salesforce software to handle sales cycle of different products. Complete end to end cycle of sales activity in collaboration with different integrated systems

- **SMAT** – Software solution for Financial Team. To support end to end Commission process for end users as well as history tracking of every change made on different direct and partner users

Senior Technical Lead

Oct(2018) – Feb(2020)
Atos- Syntel India

- **Client Humana** – A Service Cloud software solution that automates the service Cloud using service console with combinations of Vf pages, controller and APIs. Custom webchat impletation for customers to interact with customer care representatives.

Technical Lead / Release Manager

July(2016) – Sep(2018)
Cognizant USA

- **Client Optum Health** – A software solution that automates the health care business for Optum clients by utilizing unique business rules (visual flows & Process Builders).

Technical Lead / Release Manager

Nov(2015) – July2016)
Cognizant USA

- **Client Standard Insurance –** (Claim Management Solutions) is a software solution that automates the claim process by utilizing unique business rules and workflows. Eliminate manual processes and workarounds.

Senior Developer

Oct(2013) – Nov(2015)
Syntel INC USA

- **Client American Express – Certification Database** is web application through which merchants associated with American Express handles there different projects life cycle (creation of project request, creation of project, updates on project records and completion of projects with surveys).

- **Client American Express –New & Resources** is an existing project for merchants with American Express. Worked on new enhancements in the functionality,like creating an admin page for the admin users. So that they can send email notifications to the user based on the contents owned by the merchant users. Additional functionality was added in this project for providing admin access to the Blueprint page for email notifications.

- **Client American Express – POSE LAC** is a web application for Client manager in American express to enable the terminals for the LAC merchants (Mexico andArgentina) via automated process.

- **Client American Express – OPEN CARD Products** (Digital Marketing System) is an application designed for American Express, for the Top client Acquisition andTop client Group domain for getting Tele-marketing business. One of the highest revenue generated with this project to American Express.

- **Client American Express –Ldap** Integration is a web application tool designed to deactivate the users in merchant force on the basis of feed coming from LDAP system. Email notifications are there for user deactivation in salesforce.

- **Client American Express – Automatic Setup Automation** is the web application for the merchant's setups with American Express. SE number is assigned to theuser. Merchants will be providing their confidential information and setups will be created for them. This tool is handled by Client managers. In this Project we have implemented lot of enhancements in the existing system.

Software Developer

Oct(2011) – Oct(2013)
Syntel INC India

- **Client American Express –**Automatic Setup Automation is the web application for the merchant's setups with American Express. SE number is assigned to the user. Merchants will be providing their confidential information and setups will be created for them. This tool is handled by Client managers.

- **Small Merchant Integration Tool** (SMIT) SMIT is web and mobile based application designed for AMEX merchants. This applicationwill help the merchants to find out American express locations via their Laptops, I pad's or any android device

- **New & Resources** is an existing project for merchants with American Express. Created different VF pages to support multiple complex needs of business processes. With Customer feedback mechanism in mind.

Education

2007 – 2011   **Uttarakhand Techincal University**   **Bachelor of Information Technology**

Project Responsibilities

- Work with Business team to prioritize the Business level requirement - High, Medium or Low.
- Ensures those requirements are Complete, Correct, Unambiguous, Testable and Traceable.
- Collect the Functional and Non Functional requirements from all the impacted systems and collate it in the master document.
- Conduct periodic meetings with Business and Technology teams for reviewing the requirement document.
- Coordinate with all stake holders to get the sign-off
- Coordinate and conduct Solution Architecture Review (SAR).
- Code Check-ins in Repository with GIT commands
- Integral part of Pokering of sprint stories
- Defect resolution before SLA timeline
- Release management activities to deploy changes to higher instances
- Perform Code Reviews to adhere best practices
- Provide guidance to junior Developers
- Ensure solution design is properly verified before implementation.
- Worked on Integration with third party services and collaboration with them
- Ensure on time delivery of sprint stories
- Worked with different repositories like Bitbucket, Git
- Experience working with lightning LWC(Lightning web Components) and Aura Components.
- Ensure pre-implementation activities are started well in advance.
- Coordinate and collect implementation plan from all the impacted teams.
- Experience Working with different CI/CD implementations
- Experience on Apex, Trigger, SOQL, SOSl, S-controls and Visual-Force pages.
- To complete the implementation plan task document specifying pre-implementation, implementation post-implementation activity, contact list, escalation matrix.
- Guide the offshore team with the design analysis.
- Helped team in resolving the issues coming in SIT/UAT.
- Worked with development team to complete the requirements
- Provided the technical assistance whenever required
- Cost and time analysis for the project
- Design document creation
- Risk analysis & Mitigation

Core Skills

Project Methodologies

- Waterfall, CMMI, ISO 9001, Method-1(Amex Proprietary), SDLC2.0,Agile Methodology,SAFE Agile

Technical Skills

- Core-JAVA, Salesforce, Visualforce Pages, Apex Coding, Rest, SOAP Integration, Apex Triggers, LWC components, Aura Components, Salesforce Configuration(Flows, Process Builder, Workflows, Sharing Rules, OWD etc.), Platform Events, Salesforce CLI

- Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud

- JQuery, Java Script, Oracle, HTML, CSS, SQL, Bootstrap

- Site.com, Click Tool, Postman, SOAPUI, Data Loader, VS Code

Operating Systems

- Windows 11/10/8/7/98/2000/XP/NT, MAC OS

Business Modeling Tools

- MS Office, MS Visio, Rally Agile Management Tool, HP Quality Control, Salesforce Agile Accelerator, Azure GIT, Visual Studio, Jira, Microsoft SharePoint

Certifications

Salesforce Administrator	Salesforce Platform App Builder	Salesforce Platform Developer 1
Salesforce Platform Developer 2	Salesforce Sales Cloud Consultant	Salesforce Service Cloud Consultant
Salesforce Sharing and Visibility Designer	Salesforce Data Architecture and Management Designer	Salesforce Solution Architect