

# Yash Rohan Singh

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## Professional Summary

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*Salesforce Developer* with consulting experience in Life Sciences and Finance sector, focused on digital transformations using Salesforce ecosystem. Experienced Salesforce Solution developer in implementing global large scale projects using Service Cloud and Community cloud. Key member of Deloitte's Accelerator Team **MedConnect**, actively helping projects to identify the best solution and also aid in sales pursuits for Life Science and Health Care clients, prepare RFP responses and estimation models for SFDC projects. Also been part of various firm initiatives at Deloitte, to collaborate new ideas and build new tools based on newer technology for future pursuits.

Expertise include DevOps setup, current state assessment, build future state vision, strategize implementation road-map, requirement gathering and designing custom applications on Salesforce platform.

## Work History

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### *Senior Salesforce Developer, ContractPod AI*

*08/2020 to Present*

CLM Based Appexchange product

Team Size – 3

- Designed the whole devops process for the development lifecycle, which eased the development and lifecycle, also helped the team to rollout multiple functionalities parallelly.
- Built multiple complex components which helped the user to customize their Contract based on their needs.
- Developed the integration framework between Salesforce and the external system, so as to make complex callouts in much more modular way.
- Designed and developed the Logging Framework so as to make sure all the errors in package are monitored and taken action upon. A major success for the team as we got to initially analyse the issues as well as once the package was installed, we could leverage this functionality to help user
- fix issues if any
- Designed a configurable way to store all the metadata involved which hugely decreased the dependency on the code involved and made it easier to design functionalities based on different client requirements.
- Designed the release document and technical specification documents.
- **Technical Capability** – LWC, Appexchange Product, Docusign, Integration, Rest API, Javascript, Apex.

### *Consultant, Deloitte Consulting*

*07/2019 to Present*

Consultant, Leading US based Pharma Firm

Team Size – 12

- Part of the team which designed end to end enterprise grade solution using Salesforce lightning platform and Customer Communities, enabling real-time collaboration between the Apheresis Centres, Care Sites and Drug Manufacturing plants, replacing legacy systems and decreased the response time by 40%.
- Designed the complex security model for portal by creating a private share model and using public groups to provide access to the community Users on the need basis thus increasing the security of the PHI/PII Data on external facing portals.
- Took the initiative for creating the Devops strategy for the Agile development, built data migration, release management documents considering GXP standards. Also, created architecture design diagrams, SDD documents.
- Designed the self-signing feature by authenticating the session using username/password to insure authenticity of the scheduling request and apply security check.

- Designed the complex wizard screen using lightning flows and components to intake apheresis requests from portal and automate the scheduling process, decreasing the time of intake by 40%.
- **Technical Capability** – Salesforce Community Cloud, Lightning Rollout, Salesforce Platform, Salesforce SHIELD

Consultant, US based MedTech firm

Team Size – 6

- Designed and implemented a complex Case Management system. The Application tracks medical inquiry, adverse event and Product Complaints from health care professionals and provisions the agents to provide a response to these enquiries.
- Designed the customer community to create custom UI screens using Lightning components for inquiry intake. *Developed Einstein chat bot capabilities* along with Live agent on the community to automate the inquiry intake capabilities and reduce the manual efforts.
- Setup the Salesforce knowledge, case escalation, assignment rules, workflow rules.
- Trained the new team members, Campus recruits and cross trainees on the salesforce development.
- **Technical Capability** – Salesforce Community, Service Cloud, Lightning and Apex Development, Einstein Chat bot, Rest API, Knowledge

#### **Business Technology Analyst , Deloitte Consulting**

**05/2017 to 07/2019**

Business Technology Analyst, Leading US based Pharma Firm

Team Size – 16

- Designed and implemented a Service Cloud based application .The application helped live agents to provide information to the healthcare provider with the help of Salesforce Knowledge Article and also maintain case for each inquiries.
- Designed the whole Knowledge architecture wherein the knowledge articles can go through different processes.
- Designed and implemented the Onboarding Module in the application , which was one of the key module in the release.
- Was part of the full cycle implementation , starting from discovery phase to go-live phase , was also responsible for creating the SDD documents and technical specification document apart from development .
- Created different generic components which helped the team to faster their implementation throughout the project lifecycle.
- **Technical Capability** – Salesforce Platform, Lightning and Apex Development, REST API

#### **Senior Associate Consultant, NTT Data**

**09/2016 to 05/2017**

Senior Associate Consultant, Life Science Healthcare Product

Team Size – 10

- HSD (Healthcare Solutions Division) provides a comprehensive solution for hospital maintenance which helps in efficient management of resources, Patients and Finances. RCM (Revenue Cycle Management), one of the modules of HSD, primarily deals with Payments made and expenses incurred by the Patient from Admissions to discharge/transfer (ADT). Management of resources has also been integrated to provide for efficient handling of resources.
- Optimum is an NTT DATA Health care tool which is being used in all the major hospitals of USA for all their administrative and the functional work of hospitals..
- Part of the development team, to maintain the current software and develop on new enhancement, to integrate the legacy system with newer ,modern Cloud technology.

#### **Certifications**

- Salesforce Certified Platform Developer 1

## **Education**

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- B-Tech in Computer Science (Jaypee Institute Of Information Technology) (2016)

## **Accomplishments**

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- **Project Award (2019)** – Recognition by Deloitte , awarded to an individual who has gone ‘above and far beyond’ for innovation, teamwork and customer satisfaction.
- **Applause Award (2020)** – Awarded by Deloitte for exceptional work .
- **Spot Award (2018)** – Recognition by Deloitte.

