**SUMMARY:**

* 12 years of total experience of Salesforce/Force.com and ServiceMax architectural design and implementation strategy and planning.
* **15x Salesforce certifications**
* **ISTQB certified tester**
* **SCJP certified developer**
* **Rest API,SOAP API, Middleware integration** with Salesforce and other Application
* Good experience on **data import/export, transformation and cleansing .**
* Hands on experience with **Apex data loader, Jitterbit, informatica cloud connector,demand tool, import wizard**
* **Visualforce** page, **AURA & LWC component** designing
* **Apex** coding for business logic
* Development skills in **JAVA, SQL, HTML, JavaScript**.
* Writing **SOQL, SOSL** queries.
* Writing **Triggers, Workflows, Validation Rules,Process Builder**.
* **Integration** of Salesforce-CRM with outside ERP and BI applications.
* **Salesforce Lightning,Lightning Experience,Community builder**
* **Knowledge base,chatter,articles and chatter answers for community**
* **Reports and Dashboard** generations requested by business.
* **UNIX/LINUX** environment
* **Experience on Servicenow and Rally with agile process**
* Hands on experience **on ServiceMax(fieldservice management, field service scheduling & parts and return management and tracking), Lightning Field Service and force.com solution for Job-booking application.**
* **Good knowledge of ServiceMax package OOB functionality and SFM configuration**
* User training and rollback strategy planning
* Hands on experience on **Steelbrick, Apttus and custom force.com CPQ solution**.
* Detailed knowledge of Salesforce.com-CRM architecture.
* Good knowledge on AppExchange products like **Radian6,Salesforce for Twitter and Facebook, Cameleon, Thunderhead, Echosign, Right Signature, Docusign, SMS magic** etc.
* Development experience with IDE tools like **Eclipse.**
* Exposure on **DB2, CSS, AJAX,CSS3,HTML5,JQuery, Mobile JQuery, Backbone.JS,Mainframe,COBOL,JCL,CICS**
* Exposure to middle wire like **IBM Cast Iron and Mule Soft**
* Knowledge of **Batch Apex , Bulk API**
* Good knowledge in salesforce communities and service cloud console.
* Good knowledge **on Manual Testing and Software Testing Lifecycle**
* Good knowledge **on Credit Card, Insurance, Utility, Manufacturing, Healthcare and Retail Domain.**

**EDUCATION:**

* Bachelor of Technology from Biju Pattnaik University of Technology,Odisha

**TECHNICAL SKILLS:**

##### Primary:

* SFDC concepts
* Strong Apex, Visualforce, JAVA,SOQL, SOSL coding logic.
* HTML, CSS, Javascript,JQuery,AJAX

##### Secondary:

* Mainframe, COBOL, JCL, REXX, Easytrieve, CICS
* VisionPlus
* Manual Testing, Visionplus Testing
* C,C++

##### Data Base:

* DB2

##### Environment:

* UNIX/LINUX
* Windows NT/2000/XP
* z/OS

##### Tools:

* Data Loader, Excel Loader, MS-Office
* FileManager, FileAid, Changeman, Endeavor,TWS,CA7

##### Scripting:

* PERL Scripting
* UNIX Shell scripting
* Javascript
* Python

**SALESFORCE PROJECTS:**

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| --- | --- | --- | --- | --- |
| *1.* | **Project Name** : **Intelepeer Enhancement** | |  |  |
| **Client** | Intelepeer,US | |  |  |
| **Role** | Architect & Lead | |  |  |
| **Organization** | GyanSys | |  |  |
| **Duration** | (June/2017) – Oct 2019 | |  |  |
| **Team Size** | 4 | Domain : Telecom Product | | |

**Project Description**

Intelepeer works in telecom domain on cloud communication, contact center and voice services. Thay have some popular products on cloud calling, Advanced IVR and predictive dialing.

**As an architect, am responsible for**

* Impact analysis and technical design of requirement
* Quick implementation strategy to clear the current backlog with minimal enduser impact
* Multiple rollout and roll back strategy

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| *2.* | **Project Name** : **SBD Enahancement** | |  |  |
| **Client** | Stanley Balck & Decker,US | |  |  |
| **Role** | Lead Consultant | |  |  |
| **Organization** | GyanSys | |  |  |
| **Duration** | (Apr/2017) – (June/2017) | |  |  |
| **Team Size** | 3 | Domain : Telecom Product | | |

**Project Description**

SBD brings together the best of the best to create practical, meaningful products and services that make life easier—empowering people to do better, safer, more significant work

**As a Lead Consultant, am responsible for**

* Analysis of current issues in Org and any new enhancement request.
* Technial design and implementation
* Salesforce release impact on Org
* Org Maintenance and longterm goal planning

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| *3.* | **Project Name** : **Tate & Lyle Phase 2 Implementation** | |  |  |
| **Client** | Tate& Lyle,US | |  |  |
| **Role** | Lead Architect | |  |  |
| **Organization** | GyanSys | |  |  |
| **Duration** | (Jan/2017) – (Apr/2017) | |  |  |
| **Team Size** | 7 | Domain : Manufacturing | | |

**Project Description**

Tate &amp; Lyle is a British-based multinational agribusiness. It was originally a sugar refining business, but from the 1970s began to diversify, eventually divesting its sugar business in 2012.

**As a Lead Architect, am responsible for**

* Analysis of requirement Document.
* Designing the feasibility document and technical approach document.
* Implementing the design in Salesforce and in integration layer with other application
* Deployment and rollback strategy planning

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| *4.* | **Project Name** : **Cisco Lightning Community Implementation** | |  |  |
| **Client** | Cisco,US | |  |  |
| **Role** | Technical Architect | |  |  |
| **Organization** | Zensar | |  |  |
| **Duration** | (Dec/2015) – (Dec/2016) | |  |  |
| **Team Size** | 8 | Domain : Retails and Manufacturing | | |

**Project Description**

Cisco is using Liferay as current CMS . But they want to migrate the community to Salesforce for 49k community users as of now. The major drive for migrating into Salesforce is to use Salesforce native Content and Chatter. Also they want all the 220 pages to be designed in lightning so that they will be device compatable.

**As an architect, am responsible for**

* Analysis of requirement Document.
* Designing the feasibility document and technical approach document.
* Designing the POC for complex functionality
* Review of scope document and resource planning.

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| *5.* | **Project Name** : **Tools,Accelerators,Go To Market solutions and Support Projects** | |  |  |
| **Client** | Zensar Internal,FFF,Logitech | |  |  |
| **Role** | Tech Architect | |  |  |
| **Organization** | Zensar | |  |  |
| **Duration** | (Sep/2015) – (Dec/2015) | |  |  |
| **Team Size** | 8 | Domain : Internal to zensar | | | |

**Project Description**

During my work period with Zensar I was involved in some in house force.com tools and accelarators development like

Lightning Dreamforce Community

ICANN Lightning Community POC

Address Validator

Profile Comparator

Defect tracker

Data Comparator

Query Builder

Mass Update

SnapShot

I have also worked on Go to market industry solution for different domain like **nPower utility solution**,**Job Booking application,Retail solution.**

I was also involved in support projects like Logitech and FFF.

**As an architect, am responsible for**

* Analysis of business requirement and pain areas.
* Market research on existing tools.
* Designing approach and limitation analysis
* Working closely with Salesforce product team
* Involved in marketing strategy for the tools.

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| *6.* | **Project Name** : **Zen CRM** | |  |  |
| **Client** | Zensar,Pune | |  |  |
| **Role** | Tech Architect | |  |  |
| **Organization** | Zensar | |  |  |
| **Duration** | (Sep/2015) – (Nov/2015) | |  |  |
| **Team Size** | 6 | Domain : Internal to zensar | | | |

**Project Description**

Currently Zensar is using salesforce as a CRM. Zensar acquired another firm IBU which was also using Salesforce. Zen CRM project was for merging existing zensar ETS and new IBU org into a single SFDC Org, keeping both the business process live in IBU Org.

**As an architect, am responsible for**

* Analysis of requirement Document.
* Designing the feasibility document and technical approach document.
* Designing approach for business process migration and merge.
* Designing data migration approach document.
* Review of scope document and resource planning.

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| *7.* | **Project Name** : **Smartest Energy Consulting Assignment** | |  |  |
| **Client** | Smartest Energy Ltd.,UK | |  |  |
| **Role** | Tech Lead | |  |  |
| **Organization** | Zensar | |  |  |
| **Duration** | (Apr/2015) – (Dec/2015) | |  |  |
| **Team Size** | 7 | Domain : Utility | | | |

**Project Description**

SEL is one of the major energy traders in UK. They have both generation and retail business for energy. SEL has already implemented Salesforce in 2010 but the current users are not happy about Salesforce and the management is not satisfied with the current implementation of pipeline management.

**As a tech lead, was responsible for**

* Analysis of requirement Document, scope and major pain areas for users..
* Analysis of current implementation and preparing the Gap documen.
* Fitgap anlysis of ServiceMax and designing business specific force.com solution on field service
* Preparing different metrics on current implementation usage.
* Coming up with solution approach for Quick Win and long term implementation.

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| *8.* | **Project Name** : **Affymetrix Org Consollidation** | |  |  |
| **Client** | Affymetrix,US | |  |  |
| **Role** | Tech Lead | |  |  |
| **Organization** | Zensar | |  |  |
| **Duration** | (Dec/2014) – (Aug/2015) | |  |  |
| **Team Size** | 7 | Domain : Health Care and Pharma | | | |

**Project Description**

Affymetrix is a global leader in manufacturing Genechip. It acquired eBioscience . Both Affymetrix and eBioscience were using Salesforce . So we merged these two Orgs into single instance.

**As a tech lead and BA, am responsible for**

* Design of functional, technical specification and design decesion document for the requirements
* Designing the metadata and data migration approach
* Designing the POC for complex functionality
* Review of deliverables before delivery
* Migrating metadata and data to production Org and Golive from client location.

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| *9.* | **Project Name** : **RedHat Customer360** | |  |  |
| **Client** | RedHat,US | |  |  |
| **Role** | Tech Lead | |  |  |
| **Organization** | Deloitte USI | |  |  |
| **Duration** | (Mar/2014) – (Dec/2014) | |  |  |
| **Team Size** | 12 | Domain : Sales | | |

**Project Description**

RedHat Customer360 project is to enhance the current Redhat sales system and modify the existing Sales process to give sales representative the easiest way of winning an opportunity.

**As a tech lead, am responsible for**

* Design of technical specification document for the requirements
* Designing the integration architecture
* Designing the POC for complex functionality
* Review of deliverables before delivery
* Optimization of coding

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| *10.* | **Project Name** : **POWA** | |  |  |
| **Client** | POWA Technologies,US | |  |  |
| **Role** | Team Member | |  |  |
| **Organization** | Deloitte USI | |  |  |
| **Duration** | (Feb/2014)– (Mar/2014) | |  |  |
| **Team Size** | 4 | Domain : KnowledgeBase | | |

**Project Description**

POWA Technology wants to maintain their knowledge base for partner community in salesforce. This project mostly involved partner community customization , knowledgebase maintenance and user score rating.

**As a team member, was responsible for**

* I joined the project in SIT phase. So mostly involved in issure resolution,defect resolution.
* High priority change request
* Code deployment
* Employee rating system design

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| *11.* | **Project Name** : **Farmers Billing** | |  |  |
| **Client** | Farmers Insurance,US | |  |  |
| **Role** | Team Member | |  |  |
| **Organization** | Capgemini India Pvt. Ltd. | |  |  |
| **Duration** | (May/2012)– (Jan/2014) | |  |  |
| **Team Size** | 27 | Domain : Insurance | | |

**Project Description**

Farmers Insurance Group (informally Farmers) is a [Los Angeles](http://en.wikipedia.org/wiki/Los_Angeles), [California](http://en.wikipedia.org/wiki/California) based [insurance](http://en.wikipedia.org/wiki/Insurance) group, which provides auto, home, small business, specialty, life, financial services and other products to approximately 10 million U.S. households.

Farmers group now plan to use Salesforce to give their customer the best fee. This is a part of whole Farmer Insurancewhich involves the billing functionality for End-User.

**As a team member, was responsible for**

* Involved in technical design document that involve business requirements, technical specifications, timelines and

for tasks.

* Coding business login in APEX coding and Visualforce page design.
* Creating Workflows and Triggers
* Data migration and Sandbox creation
* Customization of Salesforce Out of box functionalities.

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| *12.* | **Project Name** : **Yours Insurance(Digitization of Insurance)** | |  |  |
| **Client** | Capgemini (It was a research and development project for product design) | |  |  |
| **Role** | Team Member | |  |  |
| **Organization** | Capgemini India Pvt. Ltd. | |  |  |
| **Duration** | (Jan/2013)– (Apr/2013) | |  |  |
| **Team Size** | 15 | Domain : Insurance | | |

**Project Description**

The whole process is to give customer the feel of best available technologies of now a days.

This is to show that everything related to an Insurance could be done by using latest technology which would be giving similar feel across browser and across devices.

**As a team member, was responsible for**

* Involved in technical design document that involve business requirements, technical specifications, timelines and

for tasks.

* Coding business login in APEX coding and Visualforce page design.
* Integration with outside application like (Guidewire and Sterling)
* Integration with AppExchange products like Radian6,Salesforce for Twitter and Facebook, Cameleon, Thunderhead, Echosign, Right Signature, Docusign, SMS magic etc.
* Creating Workflows and Triggers
* Data migration and Sandbox creation
* Customization of Salesforce Out of box functionalities.

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| *13.* | **Project Name** : **BestRightInsurance** | |  |  |
| **Client** | Best Right Insurance, US | |  |  |
| **Role** | Team Member | |  |  |
| **Organization** | Capgemini India Pvt. Ltd. | |  |  |
| **Duration** | (Aug/2012)– (Jan/2013) | |  |  |
| **Team Size** | 21 | Domain : Insurance | | |

**Project Description**

Best Right Insurance migrates to Salesforce for better customer satisfaction.

The object of this project is to establish Best Right Insurance in Salesforce-CRM and to integrate with the other sub systems successfully.

**As a team member, was responsible for**

* Involved in technical design document that involve business requirements, technical specifications, timelines and

for tasks.

* Coding business login in APEX coding and Visualforce page design.
* Integration with outside application like (Guidewire)
* Creating Workflows and Triggers
* Data migration and Sandbox creation
* Customization of Salesforce Out of box functionalities.

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| *14.* | **21 Century** | |  |  |
| **Client** | 21 Century, US | |  |  |
| **Role** | Team Member | |  |  |
| **Organization** | Capgemini India Pvt. Ltd. | |  |  |
| **Duration** | (Aug/2011)– (July/2012) | |  |  |
| **Team Size** | 18 | Domain : Insurance | | |

**Project Description**

21st Century Insurance is an [auto insurance](http://en.wikipedia.org/wiki/Auto_insurance) company and is wholly owned by the [Farmers Insurance Group](http://en.wikipedia.org/wiki/Farmers_Insurance_Group) of Companies®. They are headquartered in [Wilmington, Delaware](http://en.wikipedia.org/wiki/Wilmington,_Delaware), and provide private passenger auto insurance in 48 states and the [District of Columbia](http://en.wikipedia.org/wiki/District_of_Columbia).

This project was based on the service cloud deployment for 21Century

**As a team member, was responsible for**

* Involved in technical design document that involve business requirements, technical specifications, timelines and

for tasks.

* Coding business login in APEX coding and Visualforce page design.
* Integration with outside application
* Creating Workflows and Triggers
* Data migration and Sandbox creation
* Customization of Salesforce Out of box functionalities.
* TestData design
* Smoke test
* Preparation of test classes

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| *15.* | **Project Name** : **Statements and Letters Subsystem** | |  |  |
| **Client** | CapitalOne,US | |  |  |
| **Role** | Team Member | |  |  |
| **Organization** | Capgemini India Pvt. Ltd. | |  |  |
| **Duration** | (Jan/2011) – (July/2011) | |  |  |
| **Team Size** | 28 | Domain : Finance | | |

**Project Description**

Capital One Financial Corp. ([NYSE](http://en.wikipedia.org/wiki/New_York_Stock_Exchange): [COF](http://www.nyse.com/about/listed/quickquote.html?ticker=cof)) is a U.S.-based [bank holding company](http://en.wikipedia.org/wiki/Bank_holding_company) specializing in [credit cards](http://en.wikipedia.org/wiki/Credit_cards), [home loans](http://en.wikipedia.org/wiki/Mortgage_loan), [auto loans](http://en.wikipedia.org/wiki/Auto_loan), [banking](http://en.wikipedia.org/wiki/Bank) and [savings](http://en.wikipedia.org/wiki/Savings_account) products. Its the pioneer in mass marketing of credit cards in the early 1990s.

We receive the data for each card holder every month from the business side. The data is then loaded to salesforce and a monthly report of the total transaction is generated and sent to the customer along with other promotional offers or any special card member news. A remind mail is sent to the customer every week starting from payment due date till the payment has been received and confirmed by the business.

**As a team member, was responsible for**

* Involved in the technical design document that involve business requirements, technical specifications, time lines for tasks.
* Involved in monthly loading (data loading to salesforce).
* Involved in template designing for various card member news, important message, monthly statement, reminder notice.
* Contributed for designing customer charge-back page design.
* Contribution in writing apex logic and workflow.

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| *16.* | **Project Name** : **FDI DBS** | |  |  |
| **Client** | First Data International,Singapore | |  |  |
| **Role** | Team Member | |  |  |
| **Organization** | Capgemini India Pvt. Ltd. | |  |  |
| **Duration** | (Sep/2010)– (Dec/2010) | |  |  |
| **Team Size** | 8 | Domain : Banking(credit card) | | |

**Project Description**

First Data Corporation is an American [payment](http://en.wikipedia.org/wiki/Payment) processing company headquartered in [Atlanta, Georgia](http://en.wikipedia.org/wiki/Atlanta,_Georgia). First Data is a provider of electronic commerce and payment solutions.DBS Bank Ltd(The Development Bank of Singapore Limited) is the largest bank in [South East Asia](http://en.wikipedia.org/wiki/South_East_Asia) by assets and among the larger banks in [Asia](http://en.wikipedia.org/wiki/Asia). It has market-dominant positions in consumer banking, treasury and markets, asset management, securities brokerage, equity and debt fund-raising in Singapore and [Hong Kong](http://en.wikipedia.org/wiki/Hong_Kong).

We receive all the information of new eligible customers from business and then according to their credit bureau score and other financial information a particular type of card is chosen for the customer and then it is sent for approval of higher authority. If the request is approved then customer is intimated with new welcome-kit (Email) and if rejected then the appropriate reason is sent to the customer.

**As a team member, was responsible for**

* Involved in technical design document that involve business requirements, technical specifications, timelines and

for tasks.

* Contributed in APEX coding logic and Visualforce page design.
* Designed the welcome-kit and reason of rejection template.
* Designed template for up-gradation notification.

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| *17.* | **Project Name** : **HSBC CRS CMS** | |  |  |
| **Client** | HSBC | |  |  |
| **Role** | Team Member | |  |  |
| **Organization** | Capgemini India Pvt. Ltd. | |  |  |
| **Duration** | (Aug/2010) – (Sep/2010) | |  |  |
| **Team Size** | 19 | Domain : Banking | | |

**Project Description :**

HSBC is a [universal bank](http://en.wikipedia.org/wiki/Universal_bank) and is organized within four business groups: Commercial Banking; Global Banking and Markets ([investment banking](http://en.wikipedia.org/wiki/Investment_banking)); Retail Banking and Wealth Management ([retail banking](http://en.wikipedia.org/wiki/Retail_banking) and consumer finance); and Global Private Banking.

This project mainly deals with the four layers of security setup. Auto-generated registration key is created and used each time.

**As a team member, was responsible for**

* Involved in project documentations like preparing Business requirement documentation, Technical specification,

Traceability matrix, RTT, MOM and timelines for tasks.

* Java coding logic for auto generation of registration key.
* Preparing Unit test scripts and Unit test results.
* Code walkthrough and business logic implementation.

**SERVICEMAX PROJECTS:**

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| --- | --- | --- | --- | --- |
| *1.* | **Project Name** : **Dormakaba** | |  |  |
| **Client** | Dormakaba,Global | |  |  |
| **Role** | Architect & Lead | |  |  |
| **Organization** | GyanSys | |  |  |
| **Duration** | (June/2017) – Till Date | |  |  |
| **Team Size** | 12 | Domain : Manufacturing Product | | |

**Project Description**

Dormakaba is a leading manufacturer of doors, lock and digital lock. Their main business model is revenue through service. So servicemax plays an important part of their environt. It is a global implementation across the world including Europe, US, APAC and Australlia.

**As an architect, am responsible for**

* Impact analysis and technical design of requirement for Salesforce and ServiceMax
* Quick implementation strategy to clear the current backlog with minimal enduser impact
* Multiple rollout and roll back strategy for region wise Go-Live

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| *2.* | **Project Name** : **Delta** | |  |  |
| **Client** | Delta,US | |  |  |
| **Role** | Architect | |  |  |
| **Organization** | GyanSys | |  |  |
| **Duration** | (Apr/2016) – (June/2017) | |  |  |
| **Team Size** | 9 | Domain : Manufacturing | | |

**Project Description**

Deltafaucet is a faucet manufacturing company based out of US. They focus both on sales and service. So this implementation was for both Salesforce and ServiceMax.

**As a Lead Consultant, am responsible for**

* Analysis of current issues in Org and any new enhancement request.
* Technial design and implementation for Salesforce and ServiceMax
* Integration design between Salesforce and SAP
* Salesforce release impact on Org
* Org Maintenance and longterm goal planning