

## Ghanalingamurthy D B

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### Summary of experience and qualifications

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**Experience:** A competent Senior Solutions Architect – Salesforce, FinancialForce with more than 8+ Years of experience on salesforce development platform and Implementations along with integrations.

**Roles:** Sr. Architect in Conga/Apttus and significant exposure on client communication, BRD analysis, Implementing design solution for a major and minor implementation of salesforce, FinancialForce and integrations.

- Worked on FF PSA, Sales Cloud, Community projects and RFE's along with POC, Prototype Development
- Experienced in complete life cycle of salesforce implementation including requirement gathering, solution design, development, QA and UAT testing and Deployment.

### SFDC Experience

- Salesforce area and tools: Extensively worked on following SFDC Implementation:
- ✓ Salesforce framework involving apex triggers, apex classes, Visualforce pages, batch and scheduler classes.
  - ✓ Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also worked on profiles and configured the permissions set, Validation Rules, Approval Process, workflows, Reports, Dashboards, Email Templates, process builder and flows, Login Flows
  - ✓ Experience working with VS code, Force.com IDE, CLI & apex Data Loader, workbench, Metadata Types using ANT, Data Migration using data loader, **Integration - Web service with soap api and rest api(both inbound and outbound)**, Partner WSDL, Enterprise WSDL, **SSO and SMAL config, Command line data loader** with task scheduler via FTP in VM
  - ✓ Experienced in **Sales cloud** –lead and partner management and **Service Cloud**- salesforce Communities, **FinancialForce PSA** and Live agent Implementation.
  - ✓ Worked on the complete production deployment process using Kintana tool,SVN,GitHub, Change sets and eclipse Metadata API, Tooling API and Involved in Unit Testing, smoke testing, apex Test Coverage and Code Reviews.
  - ✓ Trained and certified in apttus CLM. Implemented CLM process using apttus XAE and XAW tool
  - ✓ Working on lightning administration and basic lightning components for new client org from past 9 months.
  - ✓ Experienced in TDD,BRD preparation and deployment CCB process

### Technical Skills

<b>Operating Systems</b>	Windows,MS-DOS and Fedora
<b>Good Knowledge On</b>	Core Java,Salesforce.com Administrations & development, apex, VF , HTML, CSS, apttus CLM, Standard and custom apex REST API, SSO,data migration, JSP, SQL.
<b>Tools</b>	VisualStudio Code, Eclipse, Oracle 10g, Salesforce Dev and sandbox (Professional) edition DataLoader, bugzilla tool, Kintana, SVN, apttus XAE and XAW, Copado, Clari

Salesforce trailhead profile: <https://trailhead.salesforce.com/en/me/005500000061XgeAAE>

## Experience Summary:

**Company** : Apttus(Conga) **Period** : Jan 2020 to till

**Role** : Sr. Solution/Tech Architect

**Project** : FinancialForce PSA , LMA Automation, Apttus 1.0 Implementation, Harmony - FF PSA (Conga 2.0) Implementation, Milestone Automation, Territory Setup - Clari

**Technical Skills** : FF PSA, VF, Apex, REST API with OAuth 2.0, LWC, Copado, Clari

**Responsibilities:**

- Gathering requirements from Clients and providing the design for the same to implement on salesforce platform.
- Automation of license management for Gainsight.
- FinancialForce Ph - 2 , Productive Utilization implementation and milestone automation for FF PSA.
- Addressing the code related incidents related to user, contact and PTO's Integration, FinancialForce and Case Managements.
- Design and implementation of Apttus Migration Project and Harmony FF PSA(Conga 2.0) Implementation.

**Description:**

Conga implemented sales, service cloud and community to interact with its customer related to company products. Integration with workday, NetSuite and concur system has been implemented to have data integrity among the system. FinancialForce managed package is been using to track the timesheet, billings, projects and products tasks for the internal employees along with customized utilization calculations.

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**Company** : Manhattan Associates **Period** : Oct 2018 to Jan 2020

**Role** : Sr. Enterprise Applications Analyst

**Project** : FinancialForce PSA, Enigma Project, WD-SFDC photo API service, Sales Cloud, Lightning Community Enhancements and Case Management,

**Technical Skills** : VF, Apex, REST API, OAuth 2.0, FF PSA, LWC, Admin - Einstein Analytics

**Responsibilities:**

- Analyzing System and requirements to make sales cloud and community enhancements.
- Automation of user license removal and Campaigns touchpoint population on Lead and Contact.
- Dataflow and Dataset creations in Wave Analytics for new requirements.
- Addressing the code related incidents related to Integration, FinancialForce and Case Managements and integration with JIRA and Workday
- Implemented the photo service REST API for the salesforce user accounts

**Description:**

Manhattan implemented sales cloud and lightning community to interact with customer on the issue related to company products. Wave analytics product has been implemented to provide the overall status of projects for both internal and external customers. Integration with workday, JIRA and GP system has been implemented to have data integrity among the system. FinancialForce managed package is been using to track the timesheet, billings, projects and products tasks for the internal employees

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**Company** : Harman(Samsung) – Consilio **Period** : Sep 2016 to Sep 2018

**Role** : Senior Product Engineer

**Project** : 1. Product 1. Data migration EQD – Consilio, 2. Data export automation, 3. SFDC – CASE Integration. 4.JobSetup-Case Implementation, 5. Apttus CLM implementation & Administration, 6. Process and Data sync - AD , 7. Lightning rollout project

**Technical Skills** : VF, Apex, REST API, OAuth 2.0, Data Loader, Demand Tool, FuseIT.SFDC, SSO (as SP)

**Responsibilities:**

- Developed Job Setup project to track the closed won projects in salesforce along with notifications to all the

## Resume

departments with feasibility to upload the contract documents to SharePoint system for each project and SD integration.

- Successfully migrated the data from newly acquired company i.e., EQD to our Consilio salesforce org which involves events and tasks data along with std and custom object data. The data loader and demand tool was exclusively used to execute this project along with data clean.
- Automated the weekly data export from salesforce to shared drive of Consilio intranet using .net framework and FuseIT.SFDC.
- Designed and developed the two inbound apex REST API along with Oauth 2.0 to provide the engagement details to external system in order to facilitate the real time engagement data sync and bulk projects data retrievals as batch job for the external systems.

### Description:

Consilio legal IT is hosted on Salesforce CRM and segregated into sales and client info modules. The Consilio sales cloud implementation deals with sales process. It also controls sales collaboration and sales performance management. The EQD org, AD org data is migrated to Consilio org along with client information. The weekly data export is automated and several integration with other application is been done to process the data as per business requirement

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**Client** : TCS – Brocade **Period** : Jan 2015 to Sep 2016  
**Role** : Senior Developer  
**Project** : 1. Product Relationship Management (PRM). 2. SFDC-PRM to CornerStone data integration 3. StealApp with PRM. 4. PerkSSO 5.Averetek web service set up

**Technical Skills** : Triggers, workflow process, Visualforce template, VF, Apex, SOAP & REST API, OAuth 2.0

### Responsibilities:

- Analyzing System and Environmental requirements from Brocade Business analyst.
- Optimizing design which meets high performance and operational requirements by applying normalization.
- Defining the agreed upon and light weigh solution approach feasible on Salesforce.com.
- Creating and managing the Project Documentation such as Functional Design Document, Technical design document, Deployment documents and Unit test cases as part of the Project/RFE process.
- Quality Reviews, Test Verification and Validation.
- Ensure application related production problems-code fix and incidents are resolved within agreed SLA (Software level agreement) levels.
- Code commit in versioning system.
- Providing KT (Knowledge Transfer) session of implementation to support team.
- Deploying from sandbox to production via Kintana and change set.
- Code fix for PRM related issue.
- Interaction with the business users to understand their suggestions and doing technical feasibility study for the same.

### Description:

Brocade IT is hosted on Salesforce CRM (customer relationship management) and segregated into below modules. The Brocade Sales cloud implementation deals with sales process. It also controls sales collaboration and sales performance management.

The Brocade Service cloud implementation deals with capturing the cases that are logged by the customers in case of defects in its products, tracking the cases and integrating with other applications to maintain a knowledge base of the case solutions.

The Brocade PRM (Partner Relationship Management) implementation deals with Lead Management, Deal Registration, Partner On-Boarding & Maintenance and Integration and SSO (singly sign on).

## Resume

**Client** : TCS - NXP Semiconductor **Period** : Sep 2012 to Dec 2014

**Role** : Developer

**Project** : Model N Interface and LMS Project, SAP CMD Project and CMD CRM Project, TCS - ILP - OTBES, Communities and Data Migration, Case Management Project, Live Agent Implementation Project, CSS Application and Inventory management Application

**Technical Skills** : Apex, Live agent, Visualforce, SOQL, HTML, JavaScript, Community Cloud, Web Service method, CSV upload and CSV parsing

#### Description

- Developed and deployed salesforce CRM integration solutions with SAP and Model N system (SOAP API)
- Designed and implemented the UI in salesforce to upload data that comes from LMS system
- Implemented the ability to handle multiple chat windows at one time and The ability to integrate the chat solution with Salesforce so that all customer records are retained, real-Time monitoring capabilities for Agents and Supervisors
- Reporting capabilities for live agent which include the number of chat sessions completed/resolved per agent along with Ability to set/use standard answer template to certain questions and agents should be able to see the chat messages before customer hits the send button
- Feature development and module enhancements in Invoice IT Product.
- Developed salesforce Communities and Migrated legacy application data via CLI data loader
- Developed Case management system as per business requirements
- ROOTS (Real-time Overall On-line Traceability system) in general used to find out the root cause of the quality complaint and enhancements has been taken care for the same
- Development of Disti Promo which is used to track promotions for different distributors and for each division there are different branches which participate in the promotion. At the end of the window of time prizes will be awarded to the top performers.
- Development of Product COC app which is an intranet application designed to automate the creation of a Certificate of Conformance document in pdf format. The creation of the documents can be done on demand by any user who is authorized to access the application.

#### Award Details

Title	Category	Sub-Category	Received On
Salesforce BBA	Awards by Client	Job Setup & integration	11/11/2017
Token of appreciation	Awards by Client	Data Migration	20/12/2016
Brocade Button Award-PERK SSO Project	Awards by Client	Project	17/5/2016
Brocade Button Award-PRM	Awards by Client	Star Awards	1/9/2015
On The Spot Award	Awards for Excellence	On The Spot Awards	29/06/2015
Best Team	Awards for Excellence	Star Awards	15/11/2013

#### Education Summary

Qualification	Subject	College	Percentage
Bachelor Of Engineering	Computer Science And Engineering	SIT college,Tumkur	9.09 CGPA
Standard XII / H.S.C.	PCMB	JSS,Mysore	81.83%
SSLC	State Syllabus	MDMRS,hassan	85.4%