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| **SHASHIKANT NIKAM**  **Email:** <shashi.nikam87@gmail.com>  **Mob:** (+91) **-** 9730657614 | https://drm--c.na114.content.force.com/servlet/servlet.ImageServer?id=0153k00000AH6hb&oid=00DF0000000gZsu&lastMod=1571903578000 |

**Technical Experience Summary**

* Overall 11.4 years of IT experience with around **5 years in Salesforce** and 6.4 years in Perl development, Linux.
* Domain expertise in **Travel & Hospitality**
* Expertise in SFDC configuration, customization, programming with **APEX Class, Batches, Triggers, APIs, VisualForce, Data Modeling, SOQL, SOSL, Java Script, Integration, Lightning, LDS,** **REST, SOAP & Metadata API.**
* Visualforce Custom Design Patterns –
  + Show and Hide component based on actions using Java Script, JQuery
  + Reduce the number of navigations – create parent & child records from same visualforce page
  + Reduce the number of button clicks, CRUD operation without page refresh using Ajax
* Asynchronous Apex Design Patterns – **Batch** Apex, **Future** call, **Schedule** Apex
* Experience in Salesforce.com security and sharing model
* Expertise in configuring and administrating Salesforce CRM environment.
* Extensive experience using Force.com, creating **Profiles**, Page Layouts, **Workflow** Alerts, **Process Builder**.
* Expertise in maintaining the Functional areas of Data Management, Accounts, Contacts, Leads, Opportunities, Quotes, Activities, Dashboards and Reports.
* Worked on big objects to save storage space and archive data to be accessible within salesforce
* Rich experience in Perl, UNIX, and Shell Scripting, MSSQL & MySQL
* Roles and Responsibilities handled
* Analyzing the requirements
* Co-ordination with client on requirement elicitation
* Designing, Coding, Unit Testing
* Peer code reviews, coach and mentor junior developers
* Provide detailed Deployment Plan including pre-deployment & post deployment

**Professional Experience**

* Working as a System Analyst with **Cybage Software Pvt. Ltd** from Nov 2011 till date.
* Worked as Software Engineer with **Tricom India Ltd** from Oct 2009 till Nov 2011.

**Certifications**

* April 2021 - Salesforce Certified Platform Developer I (SP21)
* August 2020 - Salesforce Certified Administrator (SP20)
* April 2009 - RedHat Certified Engineer (RHCE 05)

**Skill Sets**

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| **Operating Systems** | Window 8, 10 and Linux |
| **Technologies/Languages** | Force.com, Apex, Triggers, Batches, APIs Visualforce, Lightning, JavaScript, Data Loader, Perl, Shell Scripting, Lightning Navigation, LDS, Salesforce Declarative utilities, REST, SOAP, Metadata API |
| **Software Tools** | VS Code, Force.com IDE, ANT, Force.com workbench, Rally, Quip, Service Now |
| **Design Architecture** | MVC |
| **Database** | SOQL(Salesforce), MSSQL, MySQL |
| **Version Control** | VSS, SVN, CVS |

**Projects Undertaken**

1. Project Name: Salesforce Orgs (SFOrgs)

**Technologies**: Salesforce, Apex, VF Pages, Service Now, Metadata API, Schedulable & Batch Class, AJAX

**Client**: Amadeus

**Project Description:** The project basically focused of enhancements in existing business functionalities and completely independent tools that to ease the user access day to day work, facilitate non-admin users access to admin functionalities like scheduling jobs etc. Develop VF pages that uses managed package functions to create invoices in bulk or by scheduling jobs from VF page. This project also involves declarative Utilities like workflow, process builder, flows etc. custom settings, custom metadata types, remote site settings.

1. Project Name: SF to SF AND SF to ServiceNow Integration

**Technologies**: Apex, Batch Class, REST & SOAP API, Metadata API, JSON

**Client**: Amadeus

**Project Description**: This project is to collect all the multiple remote SF Org information at runtime and store in one SF object. The batch is executed on regular intervals to achieve this. The information collected is mainly – File storage information, Unmanaged Custom Objects, Apps, Tabs, Installed Packages details, number of Salesforce License & user’s information. If any error occurs then they are logged in custom object. Credentials are stored as a part of SF record itself.

In Order to integrate SF Cases & ServiceNow cases, we used Rest API. We performed two way integration, i.e. when any CRUD operation performed in SF then ServiceNow data automatically synced up with SF and vice-versa. The fields like subject, description, status, attachments & case comments are passed in between on create / update.

1. Project Name: Case Flags

**Technologies**: Force.com, Apex, Batch class, Visualforce pages

**Client**: Amadeus

**Project Description**: We analyzed the functionality of this managed package and implemented all the features. It helps user monitor organization’s response time with cases at a glance via color coded flags. Case Flags is a purpose-built application for Salesforce, using color-coded flags for your organization to effectively.

* Find and Prioritize Cases needing Attention
* Avoid SLA Violations & Case Neglect
* Calculate Initial and Ongoing Response Times (*Both inside and outside of Business Hours)*
* History tracking
* Clear / Set flags based on specific actions like, emails, Tasks or case comments
* Measure performance of support team

1. Project Name: TravelClick (Cost Of Living Adjustment [COLA])

**Technologies**: Force.com, Zuora Managed Package, Apex trigger, Batch Class, REST API, Dataloader

**Client**: TravelClick

Project Description: Renewal business and multi-year contract are common things in TravelClick world. Most of the clients are having long term contract with TravelClick. TravelClick Finance team decided to levy cost of living adjustment on the contract anniversary. Managing these changes manually was very tedious and error prone and needed dedicated resources which is not cost effective. The challenging part was with the Zuora managed package. Any change in the existing subscription has to be made with Amendment only. The standard amendment process had limit of 10 rate plans in one callout. To address this we have to implement custom process using batch to send the charges to Zuora Billing API. This also involved other Zuora API to apply the annual increase YOY from the account/opportunity on the eligible rate plans. This required creating fall back mechanism to support failed record update before the invoice is generated. The batch is scheduled to run 45 days before contract anniversary.

1. Project Name: Classic to Lightning Migration

**Technologies**: Apex, Aura components, Quick actions, LDS

**Client**: TravelClick

Project Description: Migrated client from classic UI to lightning UI. The existing system has lot of actions for which we have created lightning aura components. Existing system had many s-controls for which complete new lightning components were required to create.

Even conga tool migrated from classic to lightning. It was great learning experience to successfully migrate to lightning UI. The project had very strict deadline so we have to plan accurately and had no scope for delay. Used LDS, navigation, Application and component events, callback for Rest API callouts. Many of the VF pages were tweaked to match the lightning UI.

1. Project Name: Copy User Attributes

**Technologies**: Apex, Visualforce pages, Javascript

**Client**: TravelClick

Project Description: The purpose of this project is to provide custom solution for admins to copy users attributes, permission sets, groups, from one user to another of same profile using custom VF page. On vf page user can select source & destination user and select the multiple attributes to copy from source to destination user seamlessly.

1. Project Name: Search & Replace Tool

**Technologies**: Apex, Visualforce pages, Batch

**Client**: TravelClick

Project Description: The purpose of this project is to seamlessly delete the records from SF Database by removing dependency. VF is designed where the record ID is provided as input and on button click application identifies it’s relationships with other records in SF, takes backup of existing data (email will be sent to running user) and once the replacement ID is provided, user can simply replace it with dummy replacement ID. Also in another section user can find out references of object’s fields in workflows, process builders, validation rules, triggers and classes.

1. Project Name: Dynamic Remote Site settings creation

**Technologies**: Apex, Batch, REST API, Metadata API

**Client**: Amadeus

Project Description: When the batch runs, it hits multiple SF Orgs and collects information like, API Usage, Custom Objects, and Storage Information. If for any org end point URL configuration is not configured, batch fails. So if the exception occurs related to remote site settings not present then create it using Metadata API and continue to extract the information again.

1. Project Name: HotelsCombined\_WebScraping

**Technologies:** Perl, Shell Scripting, XML, HTML, Trello, SVN

**Databases:** MySQL, SQL Server 2012

**Client:** HotelsCombined.com

**Project Description**: Project deals with the crawling of hotel websites. It includes scraping of data related to hotel information, reviews, ratings of hotel, ratings of each review listed, and hotel names in different languages. This data then uploaded to client’s database or XMLs as per the requirement. Crawlers need to be updated on time intervals to ensure the latest and more accurate data. Some of the crawlers are completely automated to execute on specific time intervals.

**Role and Responsibility in project:**

* Developed this project from scratch. Accountable for the development of complete basic framework and shared modules of this project. Handled installation of all Perl modules and complete setup of the project.
* Accountable for Requirement Understanding, Analysis, Coding, Unit Testing, code review.
* Written shell scripts to optimize unit testing efforts.
* Created local SVN server to manage code base.
* Played role of CC, QL and actively involved in process audits.
* Involved in direct communication with client over calls, Skype and mail.

1. Project Name: RateShopper

**Technologies:** Perl, CGI, XML, HTML

**Databases:** MySQL

**Client:** TravelClick

**Project Description**: Project deals with the crawling of CAR websites and scraping of data mainly related to rates.

**Role and Responsibility in project:**

* Worked as a Consultant to guide team of 2 developers and 1 QA.
* Accountable for Project design, Requirement analysis, setting up the basic framework and coding of shared modules.

1. Project Name: DR-AAI

**Technologies:** Perl, Moose, Catalyst

**Client:** Digital River

**Project Description**: The Web Application uses Catalyst MVC Framework. RegNow is based upon a do-it-yourself model. With short click-through contracts, key commerce features and functionality, along with customizable set-up options, vendor can launch their global online businesses and start selling in minutes and hours, rather than days.

* **Vendor:** This is the one who owns the product.
* **RegNow Affiliate Network:** Affiliates promote vendor’s products and generate brand awareness—increasing product exposure, sales potential and ultimately the revenue. The more affiliates there are promoting the products, the greater the exposure for the vendor’s products versus competitors' products.

**Education**

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| **Degree** | **College/University** | **% Obtained** | **Passing Year** |
| BE | TKIET Warananagar, Shivaji University (Maharashtra) | 62.50 % | 2008 |
| HSC | D.P. Bhosale College, Koregaon, Satara | 71.83 % | 2004 |
| SSC | Saraswati Vidyalaya, Koregaon, Satara | 72.80 % | 2002 |

**Passport Details**

* Passport No. : K3603370
* Valid up to : 14/02/2022