**Bhat Parikshit Narayan**

**PROFESSIONAL SUMMARY**

* **Having a total 12+ years of experience in IT technologies, 7+ years of experience in Salesforce.com Configuration**, Customization and integration and 4 years’ prior experience in JAVA technologies – Core Java, JSP & Servlets, and Spring IOC.
* Hands on Experience in [**Salesforce.com**](http://salesforce.com) **configuration**, customization - such as Apex classes, triggers and Visualforce pages.
* Experience in building enterprise Lightning Apps combining SLDS, Lightning App Builder and Lightning Component features
* Hands on Experience in Integrating Salesforce with Third Party Products/Applications such external publicly hosted systems/any other party which is accessed through SF.
* Agile working experience with both on-site and off-shore teams demonstrating dynamic technical leadership.
* Strong communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilizing them in a productive manner.
* Continuous Integration & Continuous Delivery implementation skillset using Jenkins, Bitbucket etc.
* Worked on SDLC implementation methods like waterfall and agile methodology using scrum and JIRA
* Good Knowledge on Understanding of Various Business Processes in Salesforce and Direct Interaction with Client.
* Good experience of working on POCs to showcase customizations alongside app Exchange Products like Conga Composer and Live Message.
* Experience on working with and configuring the Service Console to satisfy business requirements
* Configure Platform Encryption to satisfy business requirements
* Design and Configure Omni Channel to work with Live Agent as well as Live Message to push chats and text to agents
* Experience in working with Salesforce Content Management
* Experience in managing and executing production data migrations
* Experience in designing and implementing salesforce object model and master data model to drive business functionality
* Experience in working with lightning components.
* Working knowledge of Streaming API and Platform Events
* Working knowledge of salesforce Console Integration Toolkit

**Salesforce**

* Application Design and Requirement Gathering, Interface Design, Salesforce Configuration and Customization using APEX/VF, Application Performance fine tuning, Platform events
* **SalesForce.com** (Configuration, Customization)
* **Force.com** (Apex, VisualForce)
* Lightning Components, Various AppExchange Products
* HTML, Java-Script, CSS,SLDS, JQuery ,Service Console, Platform Encryption, Omni channel for Agents, Live Chat for Agents, Salesforce Content Management, Salesforce Console Integration Toolkit, REST and SOAP integrations

**DOMAIN EXPERTISE & SOLUTIONS**

* **Customer Relationship Management, Cards Acquiring, Customer Service, Contract Lifecycle Management**

**Education:**

* Bachelors in Engineering from Pune University, India (AUG 2003- Dec 2007).

**CERTIFICATIONS AND AWARDS**

* **Salesforce Certified Force.com Developer (DEV 401)**
* **Sun Certified Java Developer (SCJP 1.5)**
* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Platform App Builder**
* **Client Assimilation award**

**TECHNICAL SKILLS**

* **Languages :** Java and Apex.
* **Salesforce Technologies :** Apex Classes, Triggers, Visual force Pages, Visualforce components, Lightning components, lightning web components
* **Framework :** Force.com and Spring IOC.
* **Web Technologies :** HTML, JavaScript, XML and JQuery.
* **Operating System :** Windows family.
* **Tools :** Force.com IDE, Eclipse, Apex Explorer, Workbench, Source Tree, Data Loader, VSCode, Git, GitHub
* **Deployment tools :** Change sets, Eclipse and ANT, Jenkins
* **AppExchange Packages :** Conga Composer, Conga Orchestrate, Live Message Heywire, Super Clone Pro, Action Grid, DocuSign, Action Grid, Copado
* **Collaboration tools :** JIRA, Confluence

**Trailhead:** [**https://trailhead.salesforce.com/me/parikshitbhat8**](https://trailhead.salesforce.com/me/parikshitbhat8)

**LinkedIn:** [**https://www.linkedin.com/in/parikshit-bhat-18858b17/**](https://www.linkedin.com/in/parikshit-bhat-18858b17/)

**PROFESSIONAL EXPERIENCE**

**Client: Sunrun Inc, CA August 2020 - Till date**

**Designation: SFDC Senior Developer**

**Project Name: SGIP**

**Project Description:** The SGIP project is a salesforce platform solution that is designed to sell energy storage devices independently or along with the solar panels. The salesforce platform facilitates the sales, layout design, rebate approvals and rejections lifecycles for the opportunities. It's also responsible to track the post approval life cycle of the product from site visit to all the way to installation and integration.

**Roles & Responsibilities:**

* Understand overall solution landscape and deliver solutions for the CLM workstream, develop overall solution design and recommendations, conduct design review meetings and lead the technical design and architecture.
* Work with product owners and business to understand requirements and suggest most viable solutions alternatives the salesforce platform provides.
* Design and develop salesforce solutions, enhancements are required to satisfy new platform requirements.
* Responsible to analyse and propose changes to project lifecycle wizard to improve its performance
* Review and update all data scrubs scripts to update legacy and concurrent data due to updated design changes.
* Support devops team to resolve any build issues and source code issues to ensure a stable build is always available to ensure continuous delivery.
* Involved in providing support for critical defects and production deployment and issues to ensure issues are resolved within SLA. Perform any other duties and responsibilities as assigned.

**Client: Google Cloud, Sunnyvale, CA March 2020 - July 2020**

**Designation: SFDC Tech Lead / Applications Engineer**

**Project Name: Vector CLM**

**Project Description:** The Vector project is a salesforce platform solution that is designed to sell Google products to B2B customers worldwide. **Salesforce CPQ** is used by sales to drive the quote lifecycle and manage product bundles. It also involves contract lifecycle management and digital signature. As part of the CLM process Conga Templates, Conga Orchestrate, Conga Redlining is used to generate the documents and DocuSign is used to drive the digital signatures.

**Roles & Responsibilities:**

* Understand overall solution landscape and deliver solutions for the CLM workstream, develop overall solution design and recommendations, conduct design review meetings and lead the technical design and architecture.
* Work with product owners and business to understand requirements and suggest most viable solutions alternatives the salesforce platform provides.
* As tech lead review design for each story to ensure best practices and coding standards are adhered to and suggest changes. Review the change and provide level 1 approval for change to be propagated to higher environments.
* Document and recommend design changes to the CLM environment in line with best design practices as recommended by Salesforce. Created pre-sprint technical design and involve in grooming activities
* Primary POC for any P0 issues raised as part of SIT, UAT, BAT and Production releases. Responsible for troubleshooting these issues and providing fixes within the SLA.
* Work with app exchange partners like Conga and DocuSign to enhance the current solution to have a seamless user experience. Collaborate to achieve extendable and configurable solutions along with the recommended product solutions.
* Develop POC solutions for functionalities from the product backlog to gauge the solutions feasibility.
* Support devops team to resolve any build issues and source code issues to ensure a stable build is always available to ensure continuous delivery.
* Involved in providing support for critical defects and production deployment and issues to ensure issues are resolved within SLA. Perform any other duties and responsibilities as assigned.

**Client: Western Union, San Francisco, CA / Denver, CO Aug 2018 to March 2020**

**Designation: Tech Lead / Onsite Coordinator**

**Project Name: Settlement 1B**

**Project Description:** The Settlement 1B is a transformation project that focuses on migrating the current Western Union agent and advising set-up from a legacy mainframe based platform to a cloud based Salesforce platform. This involves pricing set-up, advising set-up as well as reporting configurations set-up. Salesforce is responsible for capturing this data and sending it to the downstream system ORMB (Oracle Revenue Management and Billing). Part of this project also involves having existing agent data setup to be migrated to the Salesforce Platform.

**Roles & Responsibilities:**

* Performed gap analysis of requirements, developed overall solution design and recommendations, conducted design review meetings and led the technical design and architecture to achieve Cognizant customized software solution for Salesforce.com (Force.com Platform).
* Documented the high level solution and provided detailed estimates, provided technical guidance and was a technical mentor to the SCRUM team for end to end Agile Implementation.
* Created pre-sprint technical design and involve in grooming activities
* Worked on proof of concepts to gauge business feedback on the proposed solution design and understand areas of improvements and enhancements to the design.
* Lead integration discussions from a salesforce perspective with other teams like the integration layer teams, downstream systems etc.
* Worked with the integration teams to set up the integration configuration to call the micro-services hosted on the AWS (Amazon Web Services) platform.
* Performed technical reviews, led and coordinated cross-functional team’s technical discussions and recommended best practices.
* Setting up Standards and Guidelines for the development team to achieve quality production code that powers critical services and products to Cognizant Clients.
* Manage mock data load activities to line up to production data migration.
* Involved in providing support for critical defects and production issues, work and provide technical guidance to cross-functional teams involved in various technologies to ensure issues are resolved within SLA. Perform other duties and responsibilities as assigned.

**Client: Western Union Business Solutions Feb 2018 to Aug 2018**

**Designation: Tech Lead /Onsite Coordinator**

**Onsite** **location** – **San Francisco, CA**

**Project Name: WU EDGE**

**Project Description:**

The project involved enhancements and maintenance of the invoicing and payments platform built on Salesforce Community Cloud. It involved releasing new features on a monthly basis to existing and new customers to facilitate businesses to manage their Booking and generate payments effectively. Part of this project also involved enhancements to the sales and services clusters built on Sales Cloud and Service clouds respectively.

**Roles & Responsibilities**:

* Development and support for EDGE payment platform built on Salesforce Community Cloud.
* Work with Product Team and Product Owners to understand the features to release in the monthly release and design appropriate solutions in line within current community cloud architecture.
* Analyze the performance degradation of the community
* Work with SFDC Architects to design high-level solutions and establish a design roadmap for the project.
* Perform peer review of components built by the team
* Lay down guidelines to follow the recommended coding practices and design principles in line with the organizational quality and standards guidelines.
* Manage the CI/CD process for the monthly release
* Prepare the technical documentation of the features released as part of the monthly release.
* Prepare a detailed implementation plan for each monthly release and track if the pre-implementation tasks are performed by the corresponding teams and support any issues that arise then.
* Support production implementation and post production warranty.
* Support SIT and UAT testing.
* Perform IA and estimate story points for stories.
* Involved in code review of team members
* Involve new team members in development and provide them with the understanding of the existing system.
* Work with end users and SMEs to help them understand the SFDC application.
* Work with SFDC Architects to design high-level solutions and establish a design roadmap for the project.

**Client: Johnson & Johnson Consumer Products** **April 2016 to Jan 2018**

**Designation**: Tech Lead /Onsite Coordinator

**Onsite** **location** – Fort Washington, US

**Project** **Name: GCC**

**Project Description:** The project involved replacing the client's existing customer service system with Salesforce Service Console. The scope of the project was to utilize as much as out of the box solutions with salesforce to satisfy the minimum viable product requirements. The project also involved adding new channels like SMS Text and chat functionality alongside existing service channels like emails and calls. The project also involved customized wizard like solutions to add products to case as well as generate orders and line items to facilitate refunds to dissatisfied consumers. Data gathered within the salesforce system would periodically be shared with downstream systems to provide valuable feedback as part of quality and safety regulations.

**Roles & Responsibilities:**

* Onsite coordinator and lead a team to deliver end to end solution
* To understand the functional requirements and prepare detailed design.
* Interact with the client to gather and understand the business and functional requirements.
* Involved in development and unit testing.
* Work on various POCs to showcase and get initial feedback from the client.
* Perform IA and estimate story points for stories.
* Involved in code review of team members
* Involve new team members in development and also train to provide them with the understanding of the existing system.
* Work with end users and SMEs to help them understand the SFDC application.
* Work with SFDC Architects to design high level solutions and establish a design roadmap for the project.
* Customize existing solution to include functionalities from Appexchange products live Conga Composer and Live Message
* Configure Omni Channel as required by the business requirements
* Design and Develop Lightning Components to replace Visual force pages as part of Lightning Migration.
* Design customized solutions utilizing app exchange packages APIs to satisfy client requirements.
* Design solutions to manage the entire orders and order line items lifecycle including inventory.
* Work with the middleware team for downstream integration. Provide the middleware team with highly selective queries to ensure performance is not degraded for single query fired to get case as well as child object related data.

**Client: Barclaycard, Northampton, UK August 2014 to Mar 2016**

**Designation: Technical Lead / Onsite Coordinator**

**Project Name: bPaid**

**Project Description:** The application has been established to support a number of objectives including investment in a new technical platform and delivery environment in order to grow its market position and continue to meet customer demands, cost reduction, process transformation, straight through processing, digital servicing, and improved customer experience.

The Onboarding Interim solution/Onboarding Lite (OBL) combines the core functionalities of Capture, Decisioning and Fulfilment, along with downstream integrations and Servicing functionalities of Onboarding.

The Goal of the Interim solution is to deliver a Minimum Viable Product (MVP) for Onboarding, which provides no detriment to customer or colleague experience. The MVP consists of:

* A single approach to data capture for 90%+ of applications.
* Alignment with customer experience work for go-to on-boarding.
* Minimal rework of OBL delivered capability to move to / integrate with full on-boarding solution.

**Roles & Responsibilities:**

* Project leader and onsite coordinator and lead a team of 15 members to deliver end to end solution
* To understand the functional requirements and prepare detailed design.
* Interact with the client to gather and understand the business and functional requirements.
* Involved in development and unit testing.
* Manage and triage SIT and UAT defects
* Perform IA and estimate of change requests
* Involved in code review of team members
* Involve new team members in development and also train to provide them with the understanding of the existing system.
* Design service model for all downstream interfaces
* Work with interface teams and build services and map SFDC elements for the interfaces.
* Work with end users and SMEs to help them understand the SFDC application.
* Conduct show and tell sessions with the BDA team
* Work with the migration team to help them understand SFDC data model and map legacy system data model to SFDC data model.
* Design solution to capture billing and settlement details points for a particular merchant and allow flexibility to manage the hierarchy of these merchants using drag and drop features.
* Understand the pricing packaging model and design a solution to display the pricing packages to display to the merchant.
* Work with the UI team to build device agnostic visual force pages
* Create a generic callouts business layer to orchestrate fetching merchant details from multiple sources and display the results
* Work on ETL integration and support.
* Work on POCs to check on if communities can be utilized to self-serve merchants

**Client: Barclaycard, Pune, India Feb 2013 to Aug 2014**

**Designation: Technical lead**

**#1 Project Name: Online Application**

**Project Description:** OLA is for Small Medium Enterprise customers, fulfilling requirements by filling form directly through a web site. The requirement for the project was as a result of recognizing the opportunity to rationalize the recruitment process to enable a faster throughput of applications under more controlled and measurable management.

**Roles & Responsibilities**:

* Worked as a senior developer and designer in an offshore team.
* Working on Change requests monthly includes coding of Apex Classes, Visual force pages
* Improving functionality of CRM with workflows, Triggers
* Prepared the Detailed Level Design document
* Implemented Trigger factory pattern to avoid Salesforce limitations
* Manage defects and support SIT and UAT testing.
* Dev support during live proving of SFDC releases

**Technologies:** Force.com, Visual force, Apex, Workbench

**#2. Project Name:** **Merchant Onboarding**

**Project Description:** The project involved building a native application to allow merchants to be on boarded via an iPad device and then send the data to downstream systems to fulfill the merchant’s case.

**Roles & Responsibilities:**

* Worked as a senior developer in an offshore team.
* Customization of existing CRM system
* Working on Change requests monthly includes coding of Apex Classes, Visual force pages
* Improving functionality of CRM with workflows, Triggers, Approval Processes
* Deploying monthly CR releases with demos, PPT's and documentations.
* Build reports and Dashboards as per the Client requirement
* Manage defects and support SIT and UAT testing.
* Dev support during live proving of SFDC releases
* Involved in warranty support

**Technologies:** Force.com, Visual force, Apex, Workbench

**Client: NPower, Pune, India Jan 2012 to Feb 2013**

**Designation: SFDC developer**

**Project Name:** Grantee Portal Build

**Project Description:** The project involved the advanced configuration and customization of an AppExchange production – Foundation Connect to meet the business requirements of the client. This application tracks the grant details as well as the payments details for all the grants given out by Open Society Foundations (OSF).

**Roles & Responsibilities:**

* To understand the functional requirements and prepare detailed design documents.
* Interact with the client to gather and understand the business and functional requirements.
* Involved in development and unit testing.
* Customizations and configurations of the existing app exchange product.
* Unit / peer testing of the modules and support for the ST, UAT, Production phases.

**Technologies:** Force.com, AppExchange, DocuSign,

**Client: Rabobank, Pune, India Aug 2010 to Nov 2011**

**Designation: Java Developer**

**#1. Project Name:** **Virtual Factory**

**Project Description**

Advice modules are part of a marketing strategy used to promote their products. The modules provide assistance to users in deciding on a product they want. The module will evaluate the user situation and based on the inputs provided by the user it suggests a product most suitable for his or her situation. The project involved migration of these existing advice modules from .Net to Java Portlets.

**Roles & Responsibilities:**

* To understand the functional requirements and prepare design documents.
* Interact with the client to gather and understand the business and functional requirements.
* Involved in development, unit testing, ST and SIT support and deployment.
* Development of deployment scripts.
* Involved in the end to end successful delivery of modules.

**Technologies:** Eclipse, Junit, Match Tool, Sonar

**#2. Project Name:** **Net. Data**

**Project Description**:

It’s a migration project to convert the existing Net. Data application to a Java application. The application operates as an interface between SWIFT and the Tandem application that processes and sends SWIFT messages. This system is used by the bank to monitor and control the status of various Swift messages.

**Roles & Responsibilities:**

* Design documents and Class diagrams.
* Requirement Analysis and POC.
* Interaction with clients, business users to understand the existing system.
* Involved in coding, unit testing.
* Unit / peer testing of the modules and support for the ST/SIT phases.

**Technologies:** Java, Apache Wicket, Junit, IBM rational.

**Client: ABN Amro Aug 2009 to Aug 2010**

**Designation: Java Developer**

**Project Name: Access Bulk Channel**

**Project description:** The Access Bulk Channel (ABC) receives the payment order files from the customers over a message queue. It will process the order files and store the payments in the Mid-Office database. The ABC process will also employ various checks on the order files such as signature verification, contract check, etc. Basically ABC is a bulk processing channel which is responsible for processing and persistence of payments.

**Roles & Responsibilities:**

* To understand the functional requirements and prepare detailed design documents.
* Interact with the client to gather and understand the business and functional requirements.
* Involved in development and unit testing.
* Development of deployment scripts.
* Unit / peer testing of the modules and support for the ST, SIT, ET and Production phases.
* Developed functionality for handling BTL91 file format.

**Client: Daimler Chrysler, Pune, India Sep 2008 to Jan 2009**

**Designation: Java Developer**

**Project Name: SRS**

**Project description:** SRS is software for recovering the warranty cost, from the suppliers, incurred for repairs or replacement of the parts supplied by the supplier. It is used for getting various kinds of reports in the form of Hit-Lists.

**Roles & Responsibilities:**

* Understand requirements and build web components and database components
* Perform component and unit testing
* Support SIT testing.