**Anbazhagan Venkatachalam**

Lead Application Developer

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**PROFILE**

Over 14 years of diverse IT experience with full life cycle application and system development. I welcome opportunities for new challenges and creative thinking. I am recognized for mastering skills and harnessing new skills quickly.

**EXPERIENCE/EXPOSURE**

Specialization : **Salesforce (4 years), Siebel (10 years).**

Experience : **14 years**

Current Organization : **StubHub Inc., USA.**

Designation : **MTS II Software Engineer.**

**TECHNICAL SPECTRUM**

**Salesforce** : Development, Administration, Deployment, LwC, Visualforce, REST/SOAP Integration.

**Modules** : Service Cloud, CPQ, Sales Cloud.

**Siebel** : Development, Open UI, Upgrade, CTI, EIM, Assignment Manager.

**App Stack** : NodeJS, React, Google Cloud Platform (MERN).

**Databases** : Oracle, MySQL, Postgres.

**Versioning** : Perforce, GitHub.

**Languages** :Apex, JavaScript, eScript, SQL, SOQL, SOSL.

**Others** : Unit testing**.**

**Tools :** Workbench, ANT, Salesforce DX, VS Code, Jenkins, Data Loader.

**CERTIFICATIONS**

* Salesforce Developer
* Salesforce Advanced Administrator
* Salesforce Administrator

**EMPLOYMENT**

* StubHub Inc. : **MTS II Software Engineer** (Nov 2013 - Till Date)
* Cognizant Technology Solutions : **Senior Consultant** (Dec 2009 - Nov 2013)
* Birlasoft ltd : **Software Engineer** (Aug 2006 - Dec 2009)

**EMPLOYMENT SUMMARY**

**Employer: Stubhub Inc. Nov 2013 - Till Date**

**MTS II Software Engineer**

*Technical Role: Lead Salesforce Developer*

*Expertise: Salesforce, Databases, Web Development, Siebel, Telephony.*

* Leading the development team that build applications for customer service entity of Stubhub, which includes Salesforce Service Cloud, Self-service portal, Chat, Knowledge base, Genesys and Amazon Connect.
* Working closely with the Product Management and Business teams to analyze the requirements of the users and provide productive, robust and implementable solutions.
* Hands on Salesforce development experience building apex triggers, apex classes, SOQL, SOSL & test classes to accomplish business needs.
* Worked on the design plan to migrate existing CRM application to Salesforce in a collaborative work environment.
* Hands on administration activities including building database schema, configuring objects, process builder, workflow rules, visual flow, managing user access, assignment rules, web to case, application & org settings.
* Building apex classes to be reused for real time, scheduled and batch processing to accomplish business requirement.
* Building user interface using visual force and lightning framework to customize application to better suit usability & productivity per business needs.
* Building Lightning Web Components, lightning app builder, app manager to improve user experience of the application and service portal.
* Integrating Service Cloud application with external applications (including IBM bpm system, stubhub.com, NodeJS app and Google Cloud Platform APIs) using REST & SOAP based real-time integration.
* Deploying meta data changes from Dev Sandbox to QA, and PROD sandboxes utilizing SFDX deployment tool & Jenkins.
* Worked extensively on performance tuning improvements for the application.
* Built communities, creating user access, profiles, permissions, record types
* Developed lightning components for Community Pages.
* Designed and built reports and dashboards as per business requirements.
* Lead the project implementation of transition from Siebel to Salesforce achieving functional parity meeting project timelines.
* Working on self-service portal development and chat application enabling better customer experience.
* Work experience in tools including Visual code, GIT, Force.com IDE, ANT migration, Workbench, Data Loader, Copado.
* Experience working in different software development life cycle models.
* Mentoring team mates on Salesforce, web portal, communication and other modules.

**Employer: Cognizant Technology Solution Dec 2009 – Nov 2013 Senior Consultant**

*Client: eBay, Stubhub*

*Role: Lead Consultant*

*Expertise: Siebel, Database, Web Development*

* Integral part of the Siebel application development team responsible for building CS applications for eBay and Stubhub.
* Worked on Siebel development activities including UI, business and data layer modifications.
* Building business logic with eScripts, workflows and other automation processes.
* Oracle database development including building materialized views and performance enhancement activities.
* Integrating Siebel with different applications using webservices (SOAP & REST) and JMS queues.
* Expertise in Siebel CTI and email process implementation.
* Designed the integration framework component for eBay, which won the Cognizant internal award for “Best Reusable Component”.
* Coordinating with offshore teams on an onsite-offshore model.

**Employer: Birlasoft Ltd Aug 2006 - Dec 2009**

**Software Engineer**

*Client: GE Healthcare*

*Role: Consultant*

*Expertise: Siebel, Database, Web Development*

* Member of Siebel development team responsible for integrating Siebel with various applications (like Self-service portal, ClearQuest, PeopleSoft and Oracle Apps).
* Involved in the complete SDLC implementation of the project including design, coding and testing.
* Integrating Siebel with external applications real-time interface using (SOAP XML) and MSMQ queues.
* Exposure to quality assurance tools and processes.
* Worked extensively complying with various GE quality standards & processes.

**EDUCATION**

B. Tech, Information Technology.

* College : Thiagarajar College of Engineering, Madurai.
* University : Anna University, India.
* Year : June 2002 - May 2006.
* GPA : 7.12

**WORK AUTHORIZATION**

* H1B (Valid Through Oct 2022)