

Vishal Ramchandra Arbune

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Technology Analyst, Infosys Limited

Available at: +91-9766851006

Salesforce certified developer with 7 years' experience. Areas of prowess include salesforce Analysis, Design, Configuration, development & enhancement.

EXPERIENCE SUMMARY

- Experienced in implementation of SFDC applications, security model, apex classes, apex triggers, workflows, process builder, approval processes etc.
- Hands on experience in CICD pipeline and having good exposure of deployments through Copado, Bamboo and Change set.
- Hands on experience in integration using rest API.
- Well versed in using tools like VSCode, SourceTree, Jira & Confluence.
- Hands on experience in Version/Source Control tools like Bitbucket, Stash, GIT and SVN Tortoise.
- Implemented picklists, dependent picklists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
- Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Cases, Leads, Campaigns as per client's need.
- Developed process enhancements through automations including Workflow, Approval Processes, and Escalation Rules
- Deep understanding of technology with focus on delivering business solutions.
- Experience in Team handling with Agile methodology.
- Presently performing in the capacity of **Technology Analyst** with **Infosys Limited**.
- Involved in Customer interactions, requirements analysis and inputs.
- Academic Credentials include **BE IT (Information Technology)**

Areas of Experience

Industries:

- > Telecom
- > Retail
- > e-Governance

Salesforce Skills:

- > External Objects
- > Platform Events
- > Conga URL, Conga Queries
- > Conga Template
- > Process builder, Queues
- > Workflow, Approvals
- > Dashboards & Rest services

Version Control:

- > GIT, SVN Tortoise
- > Jira, VS Code, Source Tree
- > ServiceNow
- > Maven, ANT
- > Bamboo
- > Splunk

Web Technologies:

- > HTML, Java Script, JSP, Servlet

Programming languages:

- > Java / J2EE
- > Spring Core
- > Web Services (REST)
- > Hibernate

RDBMS:

- > Oracle 10G, Postgres

Servers:

- > WebLogic, Tomcat 6.0

Certifications:

- Cloudsense 401 Q2C Certification.
- Salesforce.com Certified Platform Developer I.

PROFESSIONAL EXPERIENCE:

Name of the Company	Designation	Duration from	Duration to
Infosys Limited	Technical Lead	January 2016	Till Date
ETP International	Sr. Software Engineer	July 2014	January 2016

AWARDS

Award	Issuer	Period
Insta Award	Infosys ECSADMC	February 2020
Insta Award	Infosys ECSADMC	January 2019
Insta Award	Infosys ECSADMC	May 2017
Team Award	ETP	April 2015

PROJECTS EXECUTED

Organization: Infosys Limited.

Project	Telstra – Pricing Contracting Mission
Duration	July 2020 – Till date
Primary Role	Salesforce Admin/Developer, Salesforce Lightning, CS developer
Application	Salesforce.com
Description	<p>The project is all about to use C2O basket flow for applying one-time discount on Hardware devices. These discounts are based on a particular transaction (Basket) which needs to be approved by a dedicated Hardware pricing team to proceed. Customer Orders Hardware devices with or without plans on Outright purchase, and Telstra decides to give n% discounts for Hardware devices ordered in that Basket (Transition) post approval from a Hardware pricing team. Apply discounts on hardware's for a given customer for a set period. Apply discounts on hardware's across customers if sale occurs during promo period. Deal Management package mainly provides functions like: Deal Optimization, Basket Negotiation, Bulk Discounts which can be used along with Pricing Service to derive Net price post all discounts. CS consolidates all Discount information into a single place "Discount" in Product Configuration for Pricing Service to use.</p>
Responsibility	<ul style="list-style-type: none">• Attend backlog grooming session and understand business requirement.• Estimation on created user stories against business requirement.• Develop the functionality as per the business requirement.• Deployment to QA sandbox and provide internal demo to the stakeholder.• Post QA approval provide support to deploy on higher orgs using GIT and Copado tools.• Support on INC raised while UAT in between sprint and end to end deployment for changes.• Active participation in the client communications for new release and to resolve the issues• Developing reusable code components for future enhancements.

Project	Telstra – Onefund and Delegated pricing
Duration	May 2019 – July 2020
Primary Role	Salesforce Admin/Developer, CS developer, Salesforce Lightning
Application	Salesforce.com
Description	The project is all about Telstra Oonefund functionality. Based on the type of contract Flexible & Committed a corresponding fund record will be created and will be associated to customer billing account. Flexi fund accrued either on monthly or quarterly basis and each fund accrual will expire on yearly basis. Committed fund assigned day on which contract is signed & expire on contract expiry date. Funds will be calculated based on blended margin and fund % as agreed in the Committed scenario loyalty contract. Customer is obliged to honor spend for committed period as agreed in the Committed scenario loyalty contract. Fund redeemed for product/price item gets stored. Oonefund Redemptions record will be inserted under fund record only after sales transaction is confirmed. Fund balance shown at solution will be equal to balance at CIDN/Account level. Once Basket synched and contract is finalized the final order gets generated.
Responsibility	<ul style="list-style-type: none"> • Done Enhancement for various solution through Solution Console (CS) and integrated with Conga package. • Deployment to sandbox and production using GIT and Copado tools. • Implemented Quote & Contract generation with Conga Queries, Conga Templates, Conga Composer and DocuSign. • Active participation in the client communications for new release and to resolve the issues • Developing reusable code components for future enhancements.

Project	Telstra – Seed and Sync
Duration	January 2018 to May 2019
Primary Role	Salesforce Admin/Developer
Application	Salesforce.com
Description	The project is all about Telstra Sales. SFDC Customer which is exposed as a RESTful API for the partner applications to consume. NotifyCustomer & NotifyContact services are an Inbound service to Salesforce which will provide the capability to external systems to create/update a customer & Contact in Salesforce. The service uses JavaScript Object Notation (JSON) to pass the data from and to the client. SFDC Customer is a resource-based API.
Responsibility	<ul style="list-style-type: none"> • Multiple interfaces are built to integrate salesforce with Legacy system like Siebel and order journey. • Implemented Orchestration Process for Order Journey in B2C. • Implemented Platform Events for ManageCustomer and ManageContact API with RCRM Integration • Development of Apex classes, Triggers, Workflows, process builder and REST based Web Services. • Deployment to sandbox and production using GIT and Bamboo tools. • Active participation in the client communications for new release and to resolve the issues • Developing reusable code components for future enhancements.

Project	Sensis - IdentityIQ
Duration	August 2016 to January 2018
Primary Role	Salesforce Admin/Developer
Application	Salesforce.com
Description	Sensis was one of the Australia's #1 marketing services company. It provides digital marketing needs to business in Australia. White Pages and Yellow pages are main product of Sensis. The yellow pages are for businesses and organizations & White pages are lists of residential subscribers. Listings in the yellow pages are grouped by category which includes IAM Portal, IIQ, IDM operator, SCOS, SCAS & SSAS deployment, MyAccount, Ping and MAPI services.
Responsibility	<ul style="list-style-type: none"> • Understanding requirements and participated in estimation exercise. • Developed the Triggers, Validation rules and workflows. • Unit Testing. • Analysis and documentation of different system functionalities. • Develop the functionality as per the business requirement. • Deployment to QA sandbox and provide internal demo to the stakeholder. • Post QA approval provide support to deploy on higher orgs using GIT and Copado tools. • Support on INC raised while UAT in between sprint and end to end deployment for changes. • Active participation in the client communications for new release and to resolve the issues • Developing reusable code components for future enhancements.

Project	Safe Harbor
Duration	January 2016 to August 2016
Primary Role	Salesforce Admin/Developer
Application	Salesforce.com
Description	The sales representative was the primary user of Symantec-Safe Harbor. With help of this they perform the activities like: Track customer interactions, Set tasks and reminders for follow-up with contacts, Creates and builds workflows for faster task and contact management, Identify bundling and upsell opportunities for current customers and Produce quotes and contracts.
Responsibility	<ul style="list-style-type: none"> • Created Email templates, custom labels, custom settings • Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects. • Experience on Salesforce Apex, Visual force, Workflows and Approvals etc. with end-to-end product development experience on Force.com platform in a structured development environment • Customizing standard objects like Accounts, Contacts, Opportunities, Cases, Leads, Campaigns, as per client's need. • Created reports and dashboard in salesforce. • Develop the functionality as per the business requirement. • Deployment to QA sandbox and provide internal demo to the stakeholder. • Post QA approval provide support to deploy on higher orgs using GIT and Copado tools. • Support on INC raised while UAT in between sprint and end to end deployment for changes. • Active participation in the client communications for new release and to resolve the issues • Developing reusable code components for future enhancements.

Organization: ETP International.

Project	Store Front and Store Operations
Client	Titan
Duration	July 2014 to January 2016
SDLC Model	Agile
Description	The product named 'Store Front' and Store Operations are the proactive retail solution for Merchandise & Retailers, specifically designed to handle the day-to-day activities of big retail shops. The main activities for which the product is used for are: Billing, Sales Return, Bill Cancellation, Proforma Invoice, Advance Orders, Invoicing, Cancellation of Advance Orders and Customer & Product management as well.
Responsibility	<ul style="list-style-type: none">• Undertake KT Sessions from BA and Prepared Understanding Document• Development of deliverables keeping coding standards and guidelines in mind.• Unit testing and consecutive CR / Bug Fixing Support.• Project Deployment & Integration related tasks.• Daily and Weekly Status Reporting to the Manager / Client
Technologies	Salesforce Admin/Developer, Force.com
Server	WebLogic
Tools	Eclipse, ServiceNow, GIT, Splunk

Personal Details

Name: Vishal Ramchandra Arbune
Passport Details: L7080187
Languages: English, Hindi, Marathi.
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Permanent Address: A/P: - Dudhondi, Tal: - Palus, Dist: - Sangli. 416308

Personal Dossier

I hereby declare that the above-mentioned details are correct to the best of my knowledge and belief.

(Vishal R. Arbune)