



Shikhar Srivastava

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Experience Summary:

- I have nearly 11 years of experience in the Salesforce ecosystem and have been working at **Full Potential Solutions** as a "**Manager - Technical Architect**" since May 22.
- Former Employee of **OSF Digital (Nov'18- May'22)**, worked as "**Technical Architect**".
- Former Employee of **Baxter India (Mar'17- Sept'18)**, worked as "**Senior Associate Salesforce consultant**".
- Former Employee of **Valtech India (Aug'16- Mar'17)**, worked as "**Senior Software Engineer**".
- Former Employee of **Wipro Technologies (Jun'12-Aug'16)**, worked as "**Senior Software Engineer**".
- Extensive experience in managing projects through to completion, gathering business requirements and design process and system improvements to increase productivity, gain revenue and reduce costs.
- Responsible for all aspects of the product backlog, EPICS/Features and prioritizing/refining the backlog, removing blockers
- Coordinating life-cycle project activities, kickoff, design, implementation, prototype review, deployment.
- Managing direct communication of project progress/risks/delays about project stakeholders (business Key Users).
- Contribute to the definition of internal best practices, actively participate in the fine-tuning of defined governance processes.
- Create and update training materials, develop and deliver training sessions along with ongoing webinars for new hires as well as continual education
- Hire, mentor, and conduct performance review for Salesforce practice.
- Focus on problem solving and high paced value creation for our clients; using the Salesforce platform to deliver business value and support future growth through 'new' digital, cloud, and next generation technologies
- A highly experienced and accomplished Salesforce architect with a strong customer satisfaction record.
- Hands-on experience with CRM processes such as sales, marketing, customer service and customer support, business processes and recommended solutions to improve their processes with salesforce.com.
- Extensive experience in creating ecommerce end to end Solution using Salesforce Lightning and Cloud craze.
- Extensive experience in System architecture design, analyze and estimate and writing functional specification.
- Worked on Implementing Bi-directional Integration with Salesforce and external Application.
- Implemented and delivered projects under Agile Development Environment.

Professional and Technical Details:

- Languages : Apex, JAVA, JavaScript, C/C++, MySQL, MONGO DB, HTML, CSS.
- Productivity Tools : Force.com Developer Console, Force.com Eclipse IDE, Force.com Data Loader.
- Continuous Integration : SFDX, ANT, DevOps Center
- Code Repositories and tools: Bitbucket, GIT, JIRA, Source Tree

Achievements & Awards:

- Won Special prize in OSF-Hackathon 2020 competition in OSF Digital.
- Awarded with “Baxter Rising Star” award in Baxter India.
- Awarded with “Feature in Cap” and “Employee of the month” Award in Wipro technologies.

Current Work Experience:

Company: Full Potential Solutions

Project: Salesforce Sales Cloud Implementation

Client: America phone Service Provider

Duration: May'22 to Current

Description of Project: The project is implementing sales cloud implementation to ensure maximum leads gets distributed to Agents based on their performance and ensure the leads get converted effectively.

Responsibility:

- Manage technically complex salesforce deliveries including design, build, integration and deployment. Lead a team of 22 to include technical Lead, architect, BA, QA, Administrators, Developers.
- Manage the requirements gathering, code review and development along with developers and stakeholders.
- Align management and leadership view of current issues and benefits of implementing the proposed solution within time and cost constraints.
- Enable sales to move away from manual Lead Management and Reporting to automated model based on intelligent business rules and easily report on lead conversation rates and marketing influence through closed loop reporting capabilities.

Company: Full Potential Solutions

Project: Salesforce Service Cloud Implementation

Client: US Remittance Service Provider

Duration: May'22 to Current

Description of Project: The project is implementing service cloud implementation from scratch level and implemented integration with applications like outbound dialer and Case domain.

Responsibility:

- Led end to end delivery of a salesforce project which involved planning, assessment, design, developing, integration, testing and deploying a Salesforce for Service cloud.
- Create Project plans with detailed task distribution and execute project using Agile.
- Manage a deployment project to handle the integration of legacy platform with Salesforce.
- Manage the discovery phase and the full SDLC for a portfolio of projects that include integration, customization and enhancement to the service cloud with regional rollout for client.
- Lead functional and technical aspects of salesforce implementations and integrations with other internal and external systems and business processes.

Company: Full Potential Solutions

Project: Salesforce App exchange Product Implementation

Client: FPS Internal

Duration: Jan'23 to Current

Description of Project: The project is to build a product that would help in identifying a duplicate Record and merge them efficiently

Responsibility:

- Designed Solution framework which was developed and deployed as a managed package (private App Exchange product) in multiple concurrent phases.
- Responsible for providing strategic roadmaps, managing the product backlog, sprint retrospectives, sprint planning, monitor burn down to track capacity and remaining work for each sprint.

Previous Work Experience:

Company: OSF Digital

Project: Salesforce Lightning B2B Store Implementation

Client: Japanese Electronic Equipment Provider

Duration: July'21 to Current

Description of Project: The project is to build Lightning B2B Solution from scratch and Build an Integration with SAP and PIM System.

Responsibility:

- As a lead Architect, involved in direct client interaction and estimated and provided solution based on client Requirement.
- Implemented in setting up Lightning B2B Store using OOTB Salesforce B2B Solution (Lightning).
- Setup Integration with PIM System and Automate process where PIM system will create a CSV with product Images and Salesforce CMS Record is created accordingly.
- Created an Integration from SAP to get Product information and sync order, customer contact with SAP using Client Internal Window Server acting as a Middleware.
- Provided End-End User Interface built on Lightning B2B.

Company: OSF Digital

Project: Salesforce Lightning B2B Store Implementation

Client: Germany largest outpatient health company

Duration: Jan'21 to July'21

Description of Project: The project is to replace client existing B2B build on Mave Tenant with Lightning B2B Solution from scratch and Build an Integration across their internal system and database

Responsibility:

- As a Technical Architect, involved in direct client interaction and estimated and provided solution based on client Requirement.
- Implemented in setting up Lightning B2B Store using OOTB Salesforce B2B Solution (Lightning).
- Setup Integration using MuleSoft as middleware and designed solution and implementation to connect client internal database with Salesforce Lightning B2B.
- Designed solution for migration of client exiting customer and order data in Salesforce B2B without any data loss.
- Provided End-End User Interface built on Lightning B2B.

Company: OSF Digital

Project: Salesforce Cloud Craze B2B Store Implementation

Client: Japanese Leading Automatic Test Equipment Provider

Duration: Feb'20 to Jan'21

Description of Project: The project is to build and Enhance B2B Store using Cloud Craze and Implement Integration for Sales Cloud with oracle for real Time data Sync across all platforms.

Responsibility:

- As a lead, involved in direct client interaction and estimated and provided solution based on client Requirement.
- Implemented in setting up B2B Store using Salesforce B2B Solution (Cloud Craze), also designed Request for Quote and Create order Management and enhanced checkout process.
- Resolved Several CSR flow related Issues for client and helps client in maintaining license cost and managing Org permission and settings.
- Created an Integration with middleware Like SOA and Cloud Io to connect with Oracle Database.
- Involved in PR reviews and Deployment processes using SFDX and maintaining repositories/branches.
- Providing Support to Client queries and production Support.

Company: OSF Digital

Project: Lightning Migration

Client: Brazil- Retail Industry

Duration: Sept'19 to Feb'20

Description of Project: The project is to achieve lightning migration for existing Shopping Cart Process in Classic to Lightning

Responsibility:

- As a Developer Identify VF page/VF components/objects/custom button etc. needed for Lightning Migration.
- Setup the Lightning Experience.
- Create Lightning Component for each VF page, and custom Buttons.
- Designed functionality to create opportunity and update Opportunity Items through Lightning Interface.

Company: OSF Digital

Project: CRM Integration

Client: Canada- Retail Industry

Duration: May'19 to Aug'19

Description of Project: The project is to achieve Integration between Marketing Cloud to Service Cloud to External Application through REST API

Responsibility:

- As an Independent Developer my responsibility was to Analyze and Design Trigger on SFSC to Call REST API to Update/Insert Customer Record over SFMC and External Application to achieve Real Time Integration.
- Design Data Model for Client.
- Providing Support to Client and Project Deployment.

Company: OSF Digital

Project: SAP Integration

Client: Canada- Retail Industry

Duration: Feb'19 to May'19

Description of Project: The project is to achieve SAP Integration with Service Cloud and have bidirectional integration.

Responsibility:

- Create a mapping between fields in Service cloud and SAP.
- Create a schedulable Class to run every 30 mins and pick new records from service cloud to SAP.
- Implemented Logic to store Request/Response between Service cloud and SAP.

Company: OSF Digital

Project: Dell Boomi Integration

Client: US Leading Tire Manufacturer

Duration: Nov'18 to Jan'19

Description of Project: The project is to achieve integration between intact and Service Cloud

Responsibility:

- Setup configuration in Dell Boomi to integrate Intacct and Salesforce Service Involved in the Data modeling and UI design.
- Configure Objects/Custom Fields in Intacct and Service Cloud to store correct data.

Company: Baxter India

Project: GCS

Client: Baxter India

Duration: Oct'17 to Sept'18

Description of Project: The project is to enhance sales for EMEA region countries, to enable emails and SMS, on their order creation, process, and confirmation on delivery.

Responsibility:

- Provide guidance and leadership to complete projects on time.
- Involved in Data modeling and UI design.
- Do code through eclipse IDE to SVN and GIT.
- Designing visual force email templates, and SMS body.
- Designed Community portal with lightning.
- Integration with Nexmo to provide SMS functionality.
- Work on case order, product, providing data architecture.
- Integrated external data with lightning connect.
- Work on Agile Accelerator from salesforce to maintain PBI.

Company: Baxter India

Project: BOOST

Client: Baxter India

Duration: Mar'17 Till Sep'17

Description of Project: The project was to upgrade existing functionality to lightning experience, and to minimize the code, and organize it. As well new survey needs to be created on account object for better understanding of requirement and experience of the user of Baxter Product.

Responsibility:

- Played the role of master developer, provided guidance and peer review, and completed project on time.
- Involved in Data modeling and UI design.
- Deploy code through eclipse IDE to SVN and GIT.
- Designing lightning component, Events, coding both on client and server side to achieve functionality.
- Providing solutions to Integration with Baxter Connect.
- Using jQuery, JavaScript to achieve Survey functionality from client side itself, so to minimize load to server end.
- Directly interacting with BA and product owners to get requirements, and to provide the best solution.

Company: Valtech India

Project: Application to Enable Mobile/Online Customer Account Creation

Client: France Gas Company

Duration: Nov'16 Till Feb'17

Description of Project: Enable a 3rd Party Customer to submit the necessary Detail to have an account created in the Customer Systems of Record (SoR) via a simple & intuitive mobile or browser-based application. Enable the integration of the developed application with the existing Customer Portal. Enable an Employee to submit the necessary Detail on behalf of a 3rdparty customer to have an account created in the Customer Systems of Record (SoR) via a simple & intuitive mobile or browser-based application.

Responsibility:

- Involved in Data modeling and UI design.
- Creation of Salesforce community and changing its look and feel with Salesforce Lightning Component Framework.
- Enabling a continuous Integration using Copado app in Salesforce, and integrating it with GIT
- Providing Validation from JSON response generated by 3rd Party Integration in Salesforce.
- Providing different record types and granting access to required profiles in Salesforce.

- Created reports and dashboards based on managerial requirements.
- Designed Visualforce pages using apex code, created triggers and classes.

Company: Valtech India

Project: Homecare – Salesforce CRM for COPD

Client: Healthcare Company.

Duration: Aug'16 Till Nov'16

Description of Project: Specialty homecare companies such as imaging, hospice and surgical care clinics aim to reduce costs while improving the quality of care. The proposed homecare application COPD (Chronic Obstructive Pulmonary Disease) allows physician's greater access to the data generated from the services and thus improves the quality of care for the patients. The application helps physicians compare the revenue generated from different care plans and thereby improve the quality of service provided by them. Offering these services through CRM decreases confusion, minimizes wait time, minimizes manual data entry and frustration for both the patient and the physician.

Responsibility:

- Involved in Data modeling and UI design.
- Created new objects, fields, validation rules according to requirement.
- Created reports and dashboards based on managerial requirements.
- Designed Visualforce pages using apex code, created triggers and classes

Company: Wipro Technologies

Project: Chatter Integration.

Client: Visa Payment Company

Duration: Jan'15 Till July'16

Description of Project: The project is to integrate chatter feature of salesforce to AEM (External Web Application) where main client database resides. To improve productivity, client requirement is to see each post, comment, likes from salesforce to AEM respective to each user profile in salesforce, Based on User roles, access, and people and group that user follow on salesforce. Also, the requirement was to add iframe to open the chatter page from salesforce in AEM, when user try to look at Full Chatter Activity. The profile image in AEM should be same as User Profile Image on salesforce. And this project also involved Single Sign on to salesforce whenever User login to client VDI through SAML authentication, and to use OAUTH to Authorize User to access salesforce from AEM.

Responsibility:

- To access Chatter REST Api from code to get resource for feeds, comments, likes, users, groups,
- Study and use Workbench to use Resource URL in Servlet to fetch Post, Comment, Like, Profile basic Information.
- Development work Involves creating separate servlet for OAUTH login, Post, Like, Comments.
- Requirements and Analysis: Understanding the requirements of the client and studying functionality of OAUTH and SAML token.
- Gathering IDP Meta data and configuring it in salesforce to provide Single Sign on.
- Coordinated with UI team to get iframe and show chatter page from Salesforce as per requirement.

Company: Wipro Technologies

Project: Ecommerce Website

Client: USA Sunglasses Company

Duration: Sept'13 Till Dec'14

Description of Project: The project is to design an ecommerce application on Salesforce community using lightning component, which involved using community Home Page, Login, contact us pages to customize in client required format. Adding a product to add to cart and doing the cash payment.

Responsibility:

- Involved in the Designing data model.
- Creating a lightning component to achieve functionality.
- Using Lightning CSS to customize the look and feel of a page.
- Using Bootstrap in home page to design carousel and implements on click functionality using JavaScript.

- Creating a custom field in product object and adding filter on product page based on custom field from product.

Company: Wipro Technologies

Project: Pardot Integration

Client: USA Multinational Company

Duration: Dec'12 Till Sept'13

Description of Project: The project is to integrate Pardot with client-side Salesforce org, to enable B2B marketing automation by Salesforce that allows marketing and sales departments to create, deploy, and manage online marketing campaigns from one central platform.

Responsibility:

- Involved in Data modeling and UI design.
- Setting up the Salesforce Connector
- Mapping your Lead Fields to Contact Fields and getting custom fields to appear in Salesforce
- Adding Send to Pardot and Send Pardot Email to Salesforce Layouts
- Enabling Salesforce permission setup for Pardot
- Mapping Salesforce and Pardot custom fields, Username.
- Testing Your Salesforce Connector and Importing Salesforce leads and contacts.

Academic Credentials:

- B. Tech (Electronics & communication Engineering) from Amity School of Engineering & Technology (Amity University), Lucknow, UP in 2012.
- HSC from St. Paul's College, Lucknow, ICSE Board in 2006.
- SSC from St. Paul's College, Lucknow, ISC Board in 2008.

Personal Profile:

Language	:	Hindi, English, German (Basic).
Date of Birth	:	19 th July,1990.
Current Location	:	Lucknow, India