



**Vasudev Sathu**

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## Summary of Experience

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- Over 15+ years of experience in IT industry including CRM, web and cloud related technologies with complete project life cycle experience in analysis, requirement specification, design and implementation of various projects.
- Certified Consultant with experience in **Salesforce CRM** application with architecting, administration, business analysis, configuration, integration and testing skills.
- Experience with web based programming(**Apex, VisualForce, Salesforce APIs, Lightning, SOAP or REST based web services**, JavaScript, JQuery, CSS, HTML5, VBScript, XML, SQL)
- Proficient in dealing with functionalities related to **Sales cloud, Service cloud, Marketing cloud, Community Cloud**, Custom Cloud and Analytics Cloud.
- Expertise in Internet related technologies like Java, J2EE, .NET, ASP and also Object Oriented Design.
- Worked in various roles as an Architect, Lead, Technical analyst, lead developer, post production support and performance analyst by following agile methodologies.
- Excellent Communication skills (verbal and written), interpersonal and consulting skills
- Work authorization is **US Citizenship** with active Public trust clearance.

## Training and Certification

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- **Salesforce Certified Platform Developer 1**
- **Salesforce Certified Platform App Builder**
- Siebel Certified Core Consultant
- AWS Cloud Practitioner and Associate Training.
- Java & J2EE Certifications from Sun Microsystems.

## Technical Skills

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Operating Systems:	Solaris, Windows 2000/98/NT, UNIX, Linux, MCP, HP-UNIX (9000).
Software:	SFDC, Force.com, Data Loader, Siebel IP 20.02, EAI, EIM, Smart Scripts
Database:	Oracle 11g/10g/9.x, MS SQL Server 7 & 2000, DB2, SQL, PL/SQL, MS-Access 2000, DMS II
BI:	OBIEE 10.1.3.4/11g, BI Publisher, DAC 7.x, Siebel Analytics 7.7 / 7.8
ETL:	Informatica Power Mart, Informatica Power Center 9.x/8.x/7.x/6.x
Cloud:	<b>AWS, Salesforce, Sales Cloud, Service and Marketing Cloud.</b>
Languages:	C/C++, JAVA, AJAX, ASP, HTML, CSS, JavaScript, JSON, Python, JQuery, COBOL, XML, VisualForce, Apex
Middleware:	Websphere MQ, TIBCO, WBI, IBM Content Manager, AMC/Avaya CTI
Mainframe:	Unisys Mainframe A-series, COMS, WFL
Methodologies:	UML, RUP, MS Project Visio, Requisite Pro, CMMI
Source Control:	GitHub, Jenkins, Visual Source Safe, PVCS Tracker, Clear Case

## Education

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- Masters in Computer Science, University of Massachusetts, Lowell - 2002
- Bachelors in Computer Science Engineering, India – 1999

### **Project: OMWI Relationship Management, FDIC, Arlington, VA (Jun'20–Present)**

#### **Lead Salesforce Consultant**

**Environment:** SFDC, Salesforce Sales Cloud

#### **Responsibilities**

- Worked as the chief point of contact for assisting in translating business requirements to the technical specifications and provided weekly status of implementation details to MWOB project stakeholders.
- Participated in the assessment phase of the project by providing high level architectural design, research potential implementation road maps, conduct feasibility assessments for supporting external libraries and responsible for delivery of the product to client.
- Worked with team members to identify project tasks, estimated work effort, timelines and resource planning.
- Good understanding of the **SFDC architecture**, Agile Methodologies and worked in a fast paced agile environment with participation in Scrum and Sprint Planning meetings.
- Worked on architecting integrations of Salesforce.com APIs like **SOAP, REST**.
- Responsible for project deployments for all the releases and for Post deployment Testing.
- Created Public Groups, Queues, Permission Sets, Profiles, Users, Role hierarchy, Org-Wide default settings, sharing rules, Formula fields, Workflow Rules - Email Alert, Field Update, Time-dependent Actions and Approval Process, Process Builder
- Designed and developed cross-platform security-compliant data auditing capabilities and logging framework.

### **Project: Medicare Appeals System, CGI, Fairfax, VA**

**(Oct' 17 – May' 20)**

#### **Senior Salesforce Consultant**

**Environment:** Salesforce, Service Cloud, Webservices

#### **Responsibilities:**

- Built a strategy to handle CMS's Appeals adjudication process for QIC's, ALJ and Part D users Appeal requirements.
- Worked with business, application team and QA teams to customize Appeals functionality.
- Experience with Force.com, APEX coding, Visual Force
- Extensively involved in designing, configuring and enhancing the Cases, Claims and Beneficiaries screens using **Visualforce and Apex**.
- Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals and metadata API.
- Proven experience in developing scheduled batch jobs, workflows, apex classes, and triggers for RESTful interfaces.
- Excellent knowledge of SOQLS,SOQLS,Webservices,Security Model, **Data Loader**, Profiles, roles, custom objects/fields, Email Templates/Handling.
- Competent in **SFDC** Administrative tasks like **creating Profiles Roles Users Email Services Approvals Workflows Dashboards Tasks and Events**.
- Implemented various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and report Folders to assist managers to better utilize Salesforce as a sales tool.

**Project: New York Health Benefit Exchange, Maximus, Reston, VA (Oct' 16 – Sep '17)**  
**Salesforce Consultant**

**Environment:** Service Cloud, CTI integration

**Responsibilities:**

- Responsible for leading NYHBE User interface design and development in line to the GUI requirements and report business processes.
- Designed and developed NYHBE/MAXe Contact search interfaces.
- Involved in Salesforce development including Apex, Visualforce, REST, APIs, SOQL, Javascript, CSS, and HTML.
- Good understanding of standard Chatter objects and their limitations.
- Designed, implemented and deployed the Service Cloud with **Omnichannel** and also created various profiles specific to users.
- Well maintained Test Code Coverage Unit Testing for all the codes in the system following the Salesforce limits.
- Created various Validation rules and workflows specific to limited user groups by filtering out through their profiles.
- Responsible for project deployments for all the releases and for Post deployment Testing.
- Experience with migration of data from excel to **SFDC** through apex data loader such as import, export and update the data.

**Project: CRMIS, CGI Federal, Fairfax, VA**

**(Sep'09– Sep'16)**

**Senior CRM Consultant**

**Environment:** Siebel Public Sector 8.1.1.9, Siebel Tools, eScript, Workflow Manager, Web services, XML, EAI, BI Publisher, Oracle 11g, Solaris 9

**Responsibilities:**

- Involved in transforming functional requirements into technical specifications for Case Intake process by designing the data model and organizational hierarchy.
- Worked on integrating Siebel CRM with legacy systems using Siebel EAI integration technologies for retrieving Beneficiary, Provider and Claim related information using External Business Component and VBC's and BI Publisher.
- Feasibility Analysis and study for future upgrades with performance tuning of the application

**Project: CEB Sales Cloud, CEB, Washington DC**

**(Oct 05 – Aug'09)**

**CRM Consultant**

**Environment:** Oracle CRM, Workflow Manager, XML, EAI, HTTP

**Responsibilities:**

- Designed and developed multi-organization structure and visibility rules for Sales and Marketing in Oracle CRM. Fine-tuned the layout of applet and views using web layout editor.
- Developed integration workflows for transferring Inbound, Outbound account & order records to the legacy systems.
- Design and implement solutions (using industry standard best practices) with functions in the organization that utilize and access Salesforce.com

**Additional Information:** References available upon request