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| |  | | --- | | **Anand Kulkarni** | | E-mail: anandkulkarni1@gmail.com  Mobile: +91-9972557576. | |  |

## PROFESSIONAL SUMMARY

I am a highly skilled Technology Lead, with 10+ years of professional experience in the field of Information and Communication Technology. I have extensive experience in Requirements Gathering, Analysis, Design, Implementation, Support and Maintenance of Software Applications for various clients.

## PROFESSIONAL OVERVIEW

* **Salesforce Certified developer** **and Service cloud Consultant** have cleared all the maintenance certifications till date on new release features of Salesforce.
* A CRM professional with over seven years of experience, working on different CRM packages mainly Salesforce CRM and Amdocs CRM.
* Manage a team of developers, including work assignment, mentoring, performance reviews, and career progression
* Experience in Salesforce.com that includes Administration, Configuration, Development and Support.
* Worked on Partner community, Case Management, Deal Registration, Knowledge management, Field Service Lightning.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services (email-to-case), Approvals, Workflows, Validation rules, Tasks and actions, Custom buttons, Visual Force and HTML email templates, email alerts, Assignment rules, milestones and Business hours, knowledge articles, OWD.
* Proficiency in deployment tools like workbench, change sets and Ant tool.
* Vast experience in requirements gathering, system analysis and solution design.
* Worked on various salesforce.com standard objects like Leads, Accounts, Cases, Contacts, Opportunities and Products.
* Developed Custom Formula Fields, Validation Rules, Workflows, Process Builder and Approval processes for automated alerts and field updates.
* Ability to handle various stake holders both internal and external.
* Possess experience in handling production issues, problem solving and root cause analysis.

## CERTIFICATIONS

* Completed Force.com dev401 certification CREDENTIAL ID: **2480143**
* Completed Salesforce Certified administrator ADM201 certification CREDENTIAL ID: **8437551**
* Completed Salesforce Certified Platform App Builder certification CREDENTIAL ID: **18342143**
* Completed Salesforce Certified Platform Developer I certification CREDENTIAL ID: **18708317**
* Completed Salesforce Certified Marketing Cloud Email Specialist certification CREDENTIAL ID: **20055071**
* Completed Salesforce Certified Service Cloud Consultant certification CREDENTIAL ID: **1954609**
* Completed Salesforce Certified Field Service Lightning Consultant certification CREDENTIAL ID: **20544383**
* Copado Certified AdministratorCREDENTIAL ID: **003232**

## TECHNICAL SKILLS

##### Technologies : Visualforce and Webservices

##### Programming : Apex, SQL, PL/SQL

##### Operating Systems : Solaris 9.0, Windows NT/2000/XP/7

##### CRM Packages : Salesforce CRM and Amdocs CRM

##### Database : Oracle 10G, SOQL and Apex triggers.

##### Scripting Languages : UNIX Shell Scripting

##### Others : BMC Remedy

## EXPERIENCE

Working as Technology Lead since August 2017to till datein **Accenture** Bangalore India

Worked as Technology Lead from March 2009to August 2017in **Infosys Limited** Bangalore India

## PROJECTS

**Domain :** Pharmaceuticals

**Role :** Technology Lead

**Work Location :** Bangalore, India (offshore)

**Environment :** Salesforce (SAAS), APEX and Lightning

**Responsibilities**

* Spearheaded Requirements Analysis, Setup, configuration and customisation of Salesforce.com environment.
* Responsible for documenting high level design and detailed level design of the project.
* Executing the project by taking complete by ownership and interacting with the stakeholders for a regular feedback.
* Added custom fields and validations to new and existing objects as per the business requirements
* Performed Unit Testing, System Testing and supported System Integration Testing.
* Creation of custom reports as per business requirements using Apex and Visualforce pages.
* Developed Work flow rules, Time Dependent Action Triggers, email templates to implement the business logic.
* Developed Apex classes, Triggers and Visual force pages as per the business requirements.
* Performed Unit Testing, System Testing and supported System Integration Testing.

**Domain :** Manufacturing

**Role :** Technology Lead

**Work Location :** Bangalore, India (offshore)

**Environment :** Salesforce (SAAS), APEX and Visualforce

**Responsibilities**

* Worked as a Salesforce Developer for setting up the Partner Community for the Partners.
* Worked on Case management, Deal Registration and Lead Management development.
* Extensively involved in administration setup like manage Users, Security Controls and Data Management activities
* Responsible for managing SIT , UAT , Roll-Out activities , Production deployment along with onsite-offshore coordination
* Responsible for translation activities for all the regions

**Domain :** Manufacturing

**Role :** Technology Lead

**Work Location :** Bangalore, India (offshore)

**Environment :** Salesforce (SAAS), APEX, Web services and Visualforce

**Responsibilities**

* Worked as a Salesforce Developer for developing the webpages using visualforce and apex programming.
* Extensively involved in administration setup like manage Users, Security Controls and Data Management activities
* Involved in SFDC integration with other systems, SFDC Workflows & Approvals, Security settings ,Apex and VF pages implementation
* Responsible for managing SIT , UAT , Roll-Out activities , Production deployment along with onsite-offshore coordination
* Responsible for translation activities for all the regions

**Domain :** Telecom

**Role :** Technology Lead

**Work Location :** Bangalore, India (offshore)

**Environment :** Salesforce (SAAS), APEX, Webservices and Visualforce

**Responsibilities**

* Spearheaded Requirements Analysis, Setup, configuration and customisation of Salesforce.com environment.
* Responsible for documenting high level design and detailed level design of the project.
* Executing the project by taking complete by ownership and interacting with the stakeholders for a regular feedback.
* Added custom fields and validations to new and existing objects as per the business requirements
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* Developed Work flow rules, Time Dependent Action Triggers, email templates to implement the business logic.
* Developed Apex classes, Triggers and Visual force pages as per the business requirements.
* Performed Unit Testing, System Testing and supported System Integration Testing.

**Domain :** Telecom

**Role :** Technology Analyst

**Work Location :** Hyderabad, India &**Melbourne, Australia (Onsite).**

**Visa Type :** UC457

**Environment :** Amdocs CRM, J2EE, Solaris, Web logic 9.2, Oracle 10G, Tuxedo

**Responsibilities**

* Worked on Business Initiatives for Wholesale and Retail Customers as part of Telstra's Enterprise Transformation Program
* Involved in preparing Order of Magnitude (OOM) for various business initiatives
* Performed requirements gathering and understood business requirements.
* Attended workshops with diverse Business groups, Technical Architects, SMEs, vendors and Interfacing teams to determine the best possible Solution for a Business Initiative.
* Proposed feasible solutions for the business requirements and explained pros and cons of each approach.
* Authored the detailed design documents and obtained sign off from the relevant stake holders.
* Developed solutions using Java Messaging Service, Java Web Services to facilitate auto case creation via external interfaces.
* Performed code reviews and suggested code changes as and when required.
* Involved in tuning the SQL queries to improve performance.
* Liaised with both business and IT areas across Onshore and Offshore Teams at Infosys.
* Supported System Integration and User Acceptance Testing
* Helped the support teams as and when required.

**Domain :** Telecom

**Role :** Software Engineer**.**

**Work Location :** Hyderabad, India(offshore).

**Environment :** Amdocs CRM, J2EE, Solaris, Web logic 9.2, Oracle 10G, Tuxedo

**Responsibilities**

* Worked as a shadow resource and later as a Java developer for the project.
* Involved in the creation and configuration of different processes using Amdocs Process Manger
* Understood the business requirements and coded as per the functional specifications in agile development methodology.
* Developed PL/SQL procedures as per the business requirements.
* Designed Unit Test Plan and supported the System Integration Testing.
* Supported the deployment team during deployment activities.

## EDUCATION

* Bachelor of Engineering from PDA college of Engineering, Gulbarga with 67% aggregate
* Board of intermediate, Karnataka, passed out in first class with 68%
* Board of Secondary School Education, Karnataka, passed out 70%

## Personal Profile

* Father’s name Shripadrao Kulkarni.
* Marital Status Married.
* Languages known Kannada, English, Hindi and Marathi.
* Address Flat F4 SGS Highland BEML 4th stage

Near Maxcure hospital, Rajarajeshwari nagar

Bangalore-98

I hereby declare that the details given by me are true and correct to my belief.

**Anand Kulkarni**