|  |
| --- |
| **RAMANA REDDY GV**  **E-Mail: gvramanareddy17@gmail.com | Phone: +91-9739157053**  Dynamic & dedicated Leader with global, multi-cultural and diversified experience in strengthening business opportunity through strategic technology planning and technical architecture; targeting leadership role in **Solution Architecture (Salesforce.com), Global Delivery Management, Integration Solution, Pre-Sales and Team Management** with an organization of high repute. |
| **Profile Summary**   * **A focused & goal-oriented professional** with **nearly 16 years** of career success in Technical Architecture, Project Management, Global Service Delivery and IT Solutions Formulation for onsite clients in **USA, Netherlands & Thailand**   **Key Impact Areas**   * **Technology Roadmap/ Leadership** * **Salesforce Development, Customizations and Administration** * **Project Execution & Delivery Management** * **Solution Architecture** * **Application Design & Development** * **Account Management/ Pre-sales Support** * **IT Strategy & Solutioning** * **Process Enhancement/ Performance Tuning** * **Quality, Cost & Risk Control** * **Team Management** * Technocrat with specialization in end-to-end **Salesforce Solution Architecture**, Transition and Technology Management; led business operations through **senior level planning** and **analysed delivery issues** in a timely fashion * **16X Salesforce.com Certified** including Application Architect, System Architect following large scale complex SFDC implementations      * Comprehensive experience on **Salesforce Cloud Computing Environment** (Salesforce.com, Force.com Platform, Salesforce Integration, Service Max Field Applications) and **Java-J2EE** * Experience in spearheading **application development & engineering** activities **-** design, coding, enhancements, architecture enablement, customer support, training across **Healthcare, Life Sciences & Finance Domains** * Gained rich design, development and managerial experience in **Salesforce Administration and Customization, Lightning, Service Cloud, Web Service Integration (REST & SOAP), Service Max, Data Loader and Salesforce Deployments** * **Forward-focused Project Manager** with expertise in managing projects from scope management to activity sequencing, effort & cost estimation, risk analysis to quality and applying **Agile/ Waterfall Methodology** to add value to the deliverables * **Technical Architect** with proven skills in developing architectures for various business functional areas, resolving integration & interfacing issues between various applications with focus on optimizing **application performance and scalability** * Skilled in leading **delivery management activities and consulting practice** including liaising with clients, gathering & eliciting requirements, devising cost-effective solutions as per global delivery frameworks and analysing & mitigating risks * Employed an efficient approach to meet customer needs; worked with team to build **business cases** that linked proposals to customer's goals, strategies and relevant business metrics demonstrating industry and competitive proficiency * **Top performing team player, learner & effective leader** with capability in managing large teams through mentoring & problem-solving   **Knowledge Purview**   * Pioneered the creation of Lightning App Builder, application, components and events, workflows, approval processes, validation rules and sharing & security rules; worked on different data tools - Apex Data Loader, Work Bench, Import Wizard & Translation WorkBench * PaaS: Contributed towards developing & improving applications & products using Lightning and Force.com Development Platform (Apex Class, Apex Triggers, SLDS, SFDC Lightning Components) * Point & Click: Created & updated data model to include fields, relationships & objects, developed business processes with workflows, approvals & process builder, configured security & access, and managed the user interface using page layouts & record types * Customization: Customized applications using Apex Class, Apex Trigger, Lightning Components, Batch Apex & VF * Integration: Integrated with an external system through REST, SOAP Webservices * Deployment: Drove Changeset, ANT Deployment and gained knowledge in CI using Autoranbit, Jenkins, Git * Tools: PMD & Checkmarx - Static Code Analysis for Code Review, SFDC Optimizer, Health Checks, SOAP UI, Workbench, Postman Tool * Java/ J2EE: Acquired extensive experience in Core Java, J2EE Technologies * Acquired extensive knowledge of Salesforce.com Governor Limits, Lightning UI, Apex, Data Model Skills * Object Oriented Analysis and Design based on Unified Modelling Language (UML) tool like Rational Rose   **Employment Details**  **Since Jan’12 with Cognizant Technology Solutions, Bangalore as Salesforce Technology Architect/ Technical Manager**  **Feb’10-Dec’11 with ACI Payment Systems, Bangalore as Technical Consultant**  **Sep’04-Jan’10 with Oracle Financial Services Software Ltd., Bangalore as Associate Consultant**  **Key Result Areas:**   * Managing end-to-end SFDC design, development & delivery activities involving customization, structured code management and integration with existing architecture * Extending support towards managing the production issues with key focus on optimizing application performance and scalability * Interfacing with Salesforce clients & users; gathering the necessary account requirements to successfully plan each project, and implement those plans to their organizational needs * Spearheading complete delivery management functions including planning, designing/ developing solutions, managing projects, coordinating with clients and providing technical leadership for new projects * Facilitating end-to-end delivery of the project, meeting internal and external objectives: * Estimation, risk, scope, time, resource, quality and change management * Value-adds, continuous process and productivity improvement * Expectation management of team * Leading projects from inception to implementation to streamline business processes as Offshore Lead * Translating & documenting the business requirements to the detailed technical design & solution, performing code reviews and managing developers throughout the development, testing, and support phases * Working with Business & Functional Leaders and devising strategic plans to enhance operations; implementing strict measures in operating procedures to optimize resource/ quality/ process/ capacity utilization * Suggesting technology-based solutions for enhancing functional efficiency and achieving business excellence; managing risks and planning for contingencies to ensure minimal effect on deliverables * Driving efforts to integrate Salesforce with other systems and applications, to include troubleshooting existing web service integrations and third-party components * Delivering pre-sales & client engagement support and ensuring appropriate use of accelerators to ensure cost effective project delivery * Acting as an escalation gate; following customer-centric approach to resolve customer issues/ escalations, resulting in achieving the customer satisfaction matrices and repetitive business across accounts multiple times * Mentoring & motivating the performance of team members to ensure efficiency in process; identifying skills gaps and fulfilling the same through training & mentoring   **Technical Skills**   |  |  | | --- | --- | | Sales Force/ Service Max: | SFDC Customization, Configuration, SFDC Integrations, Lightening Framework, Apex Classes/ Controllers, Apex Triggers, SOQL, SOSL, Service Cloud, Service Max Field Service Applications, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation and Release Management | | Languages: | Java, J2EE (JSP, Servlets, JDBC, XML), Oracle PL/SQL, UML, Hibernate, Web Services (SOAP & REST), ANT, VXML, Struts and jUnit Testing Framework | | Support Tools: | RTC & Rally | | Version Control/ Release: | Changeset, Force.com Eclipse Migration ANT Tool and AutoRABIT | | Databases: | Oracle and SQL Server | | Tools: | Eclipse IDE, Checkmarx, PMD, SOAP UI, Workbench and Dataloader.io | | Project Management Tools: | SharePoint 2013, Visio and MS Project |   **Certifications**   * Certified Salesforce Administrator * Salesforce Certified Advanced Administrator * Salesforce Certified Platform Developer I * Salesforce Certified Platform Developer II * Salesforce Certified Platform App Builder * Salesforce Certified Community Cloud Consultant * Salesforce Certified Einstein Analytics and Discovery Consultant * Certified Salesforce Service Cloud Consultant * Salesforce Certified Sharing and Visibility Designer * Salesforce Certified Integration Architecture Designer * Salesforce Certified Data Architecture and Management * Salesforce Certified Development Lifecycle and Deployment Designer * Salesforce Certified Identity and Access Management Designer * Salesforce Certified Field Service Lightning Consultant * Certified Salesforce Sales Cloud Consultant * Certified Service Max Administrator (from GE Digital - FSU1 Certified) * Certified Java Professional * Completed Highest Ranking of Ranger in Salesforce Trailheads with over ~140 K points   **Education**   * **M.Tech. (Information Technology with Distinction)** from Punjabi University * **B.Tech.** from JNT University (Campus), Hyderabad   **Soft Skills**  **Personal Details**  **Date of Birth:** 30th April  **Languages Known:** English and Telugu  **Address:** White Field, Bangalore, Karnataka, India  ~Refer Annexure for Major Projects~ |

|  |
| --- |
| **ANNEXURE - Major Projects**  ***At Cognizant Technology Solutions, Bangalore***  **Force.com and Salesforce.com (On-Demand CRM) Assignments**  **Project:** **Guided Personal Service (GPS) Service Cloud Application**  **Client: Aetna Inc., US**  **Period:** Apr’18-Till Date  **Role:** Technical Manager/ Salesforce Technology Architect  **Description:** Aetna Inc. is an American Healthcare Company that sells traditional and consumer directed healthcare insurance and related services, such as medical, pharmaceutical, dental, behavioural health, long-term care, and disability plans, primarily through employer-paid (fully or partly) insurance and benefit programs, and through Medicare.  Aetna COE Team is a shared facility or an entity that provides leadership, best practices, research, support and/or training for a focus area with an aim to set at most governance and standards for the different Service Console Teams along with the development support of shared components to help serve the teams with better utilization capabilities.  **Technology/ Tools:** Salesforce.com (Apex, Triggers, Lightning Components, REST Call-out Integration with HRP Legacy Systems) and Service Cloud  **Solution Environment:** Service Cloud, Force.com (SFDC Lightening Components, Apex, Triggers), Service Console, GPS Integration with Legacy Systems using REST Call Outs  **Responsibilities:**   * Leading the design and delivery for all the GPS Program PI (Program Increment) releases * Gathering requirements for GPS project and working with Product Owner to groom and prioritize the stories * Actively participating in design review meetings with centralized Architect Team on a weekly basis * Contributing in the development of SFDC Lightning Components for GPS modules * Working towards the integration of GPS application with other legacy systems * Implementing changes to the Data Model Architecture * Developing project weekly/ biweekly status report for the Aetna management * Reviewing code review checklists/ development guidelines documents; verifying code remediation fixes by Offshore Team * Acting as a part of the Scrum meetings to discuss on the requirement and updating the project plan as per the new changes   **Highlights:**   * Created reusable lightning components - Lookup, Sorting, Searching, Message Popup and Filter Generic Components to reduce many developer hours * Worked on POC for GitHub & Aurorabit – DevOps Tools * Rendered support in the monthly release with planning ahead and communication with different teams for production release   **Project: Request2Resolution Service Cloud Application**  **Client: Philips, USA, Netherlands**  **Period:** Apr’17-Mar’18  **Role:** Salesforce/ Service Max Technical Lead  **Description:** Philips R2R is a cloud based CRM field service solution. This application was used by the Service Agents, Resource Planners, Remote Service/ Onsite Service/ Field Engineers, Service Contract Admin., Quotation Admin., Installed Base Admin., Billing Admin., & others to create cases, work orders, entitlements/ service contracts/ warranty, manage service parts, account, contact, product information, search knowledge articles and manage reports & dashboards. It has web service integration with the SAP System, ESB, Decisions.com Business Rule Engine, Open Text Systems to process the data between SFDC and Legacy Systems.  **Technology/ Tools:** Salesforce.com, Service Max, Service Cloud, Data Loader, Workbench, Web Services (REST/ SAOP)  **Solution Environment:** Service Cloud  **Responsibilities:**   * Conducted requirement gathering and analysis workshop, scheduled project deliverables, milestones, resources management, and stakeholder communications * Led the design & development of new interfaces to integrate SAP, OpenText, Decisions.com Rule Engine by using REST/ SOAP Callouts/ Web Services API; supported & enhanced existing interfaces on working for new CR and bug fixing * Developed technical design document, build spec. documents and led the delivery of releases * Performed Unit Testing and Test Coverage for Apex classes * Managed development activities including coding and configuration as well as team mentoring * Worked closely with Subject Matter Experts, Developers, Testers and Business Partners * Spearheaded defect management process from Development Team * Loaded data into SFDC using Data Loader and migrated several legacy applications data to the Force.com Platform * Monitored & ensured the quality of development by internal or external teams * Validated the technical architecture on Salesforce and between Salesforce & other applications (SAP, ESB, Decisions.com)   **Project: ESP Case Management Global Implementation**  **Client: Johnson & Johnson, US**  **Period:** Oct’15-Mar’17  **Role:** SFDC Tech Lead  **Description:** ESP Case and Knowledge Management Application is a cloud based CRM solution. This application was used by the HR Global Team & GSD service/ call center agents to create a case, to collect user information, contact information, search knowledge articles and manage reports & dashboards. It has web service integration with the Oursource SAP System, Workday, JJEDS System to sync the data between SFDC portals and legacy systems on a daily basis. This application has ININ voice response system integration (using CTI adaptor).  **Solution Environment:** SOAP & REST API, Force.com (Visual Force Pages and Apex) Salesforce.com, Apex, Service Cloud, Data Loader, Workbench and ANT Tool  **Responsibilities:**   * Successfully worked with the Project Team to define scope, schedule & budget * Headed technical design meetings, wrote technical design documents and managed the technical delivery of integrations and custom extensions * Led project meetings, status calls, project activities and fulfilled stakeholder expectations * Ensured consistent customer response by collaborating with counterparts in ASPAC, Europe and US regions to standardize procedures, including warm and cold hand-offs, and escalation processes * Ascertained proposed applications/ enhancements were addressed in a timely manner and rolled out successfully to provide enhanced production L2 support * Guided Internal Audit Teams to ensure adherence to all of the audit & compliance requirements   **Project: Abbott Vascular**  **Client: Abbott, US**  **Period:** Jul’13-Sep’15  **Role:** SFDC Developer  **Description:** Abbott Laboratories is a US based global, diversified (multi-division) pharmaceuticals and healthcare products company. Abbott's in vitro diagnostics business is a world leader in immunoassays and blood screening. The project dealt with an enhancement, extending Abbott Vascular to Germany, Spain and other EMEA Countries. Project scope involved Account & Contact Management, Scheduling of Procedure Events, Development of Procedure Observation Forms and Inventory Management Functionality. Delivered end-to-end support for the Salesforce.com and application enhancement. It included creation of a customized components, new roles, sharing rules, workflows for new geographic locations.  **Solution Environment** SFDC, Force.com, Aprex, Triggers, VF  **Responsibilities:**   * Successfully managed the entire gamut of functions involving requirement gathering, FRS documentation, low level design development, comparative study for middleware recommendation, POC creation and project risk management * Engaged in development using Informatica on Demand   **Project: ING IVR Edify VXML Migration Application**  **Client: ING**  **Period:** Jan’13-Jun’13  **Role:** Java Project Lead  **Description:** ING IVR Edify VXML Migration Application for ING is the migration application from existing Edify to Java/ VXML platform. The IVR application module includes IVR call flow, integration with other back-end systems such as Web Services (CSW, WISE (ACH Payments) and Avaya IC for CTI data transfer. The IVR application was developed using open source technologies like VXML, JSP, Servlets and Core Java Technologies. The IVR application was in English/ Spanish language.  **Solution Environment:** Java, J2EE, VXML, REST & SOAP Web Service Integrations, Oracle and IVR Platform  **Responsibilities:**   * Managed development project under specified practice using Agile Scrum Methodology * Administered the lifecycle of code development, from ideation to sprints to deployment * Coordinated code releases through release management process * Monitored day-to-day progress of project, published progress reports and reported on project status to management * Documented functional and non-functional technical requirements * Designed & developed the new architecture framework for this migration project; developed back-end interfaces/ web services * Led the deployment of the code/ changes to different IVR modules * Performed internal code reviews for all the modules and enhanced application performance * Provided support to Quality Assurance and User Acceptance Testing   **Project: Pharmacy IVR System**  **Client: Medco (ESI), USA**  **Period:** Jan’12-Dec’12  **Role:** Java Product Lead  **Description:** The IVR Suit of client included different IVR applications like Prescription Refill, Order Status, Balance and Payment, Pharmacy Services & others which facilitated their customer with 24x7 access to their medication information.  **Solution Environment:** Core Java, J2EE, Web Services, Oracle, JSON API, Dojo API and JUnit  **Responsibilities:**   * Led the development of new IVR flows and enhancement of existing IVR flows, deployment and functional testing of the builds * Rendered support for QA Testing and defect fixes * Managed the entire gamut of project functions   ***At ACI Payment Systems, Bangalore***  **Project: Global Trade Manager - Trade Finance**  **Client: Kasikorn Bank, Thailand | Thanachat Bank, Thailand**  **Period:** Jan’10-Dec’11  **Role:** Technical Consultant  **Solution Environment:** Java, J2EE, JSP, UML, UNIX, XML, JUnit, Rational Rose & PL/SQL  ***At Oracle India Private Limited (Formally i-flex Solutions Ltd.), Bangalore***  **Project: Global Corporate Action System**  **Client: State Street Investment Bank, US**  **Period:** Jul’06-Dec’09  **Role:** Sr. Java Developer  **Solution Environment:** Java, Corba, UNIX, XML, Oracle9i, JUnit, Rational Rose and PL/SQL  **Project: SLE - Weblend Auction System**  **Client: State Street Corporation, USA**  **Period:** Apr’04-Jun’06  **Role:** Java Developer  **Solution Environment:** Java and J2EE, Java, Oracle Database, WSAD, Servlets & JSP |