

**BHARATH S**

**SALESFORCE CRM TECH LEAD /APPLICATION ARCHITECT (9X CERTS)**

**PH: 510-458-7496**

**PROFESSIONAL SUMMARY:**

* 5+ years of SFDC CRM platform which includes Administrator, Developer, Business Analyst and Tech Lead.
* Involved in project manager role to understand the business needs and objectives of the system and interacted with the end client/ users and stakeholders, involved and gathered requirements for the integrated system.
* **Designed and implemented solutions for Customer support team including Case management.**
* **Led the Developer and Admin teams to achieve business key results OKR’s.**
* Salesforce.com Sales cloud and Service Cloud implementation.
* **Certified Salesforce force.com Administrator and Advance Administrator.**
* **Salesforce Certified Application Architect.**
* **Salesforce Certified Sales cloud consultant**
* **Salesforce CPQ certified.**
* Integrated third party tools like **Search Unify,Redwood, Netsuite, Boomi,Docusign and Drawloop technologies**.
* Worked on Automating from end to end **Drawloop+DocuSign** Process with in SFDC.
* Experience working in **JIRA** for ticket and **project management**.
* Experience in **Writing workflows and validation rules**
* Proficient in working with client specific solutions like Salesforce.com **Sandbox** **deployments**, **Force**.**com** **IDE**, Eclipse **IDE** and various production environments
* Implemented various client requirements using **Apex Language** (Classes, Controllers & Triggers), Lightning Components, **Custom tabs, Custom** **Objects, Reports and Dashboards.**
* Hands on experience implementing Security/Sharing rules, Configured permission sets, Field level Security, Record level Security, Profiles, Roles and resource monitoring at different hierarchical level of Organization
* Hands on experience with bulk data migration and integration using Apex Data Loader
* Strong Knowledge in Salesforce Customization, Data Validation, Sales, Marketing, Customer Service and Support Administration
* Involved in project to understand the business needs and objectives of the system and interacted with the end client/ users and stakeholders, involved and gathered requirements for the integrated system.
* Skilled in Customizing standard objects like Accounts, leads, Opportunities, Cases, Campaigns as per needed
* Extensive experience in designing of custom objects, custom fields, Pick-list, role based page layouts, Workflow Alerts and Actions, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards, and Email generation according to application requirements
* Experienced in Testing process, ability to develop functional test plans, test scenarios, test cases, coordination, escalation, prioritizing the bugs and user acceptance testing
* Experience in Implementing and executing System Logs and Debug Logs
* Excellent communication skills in listening, talking and writing, developed through various consulting projects
* Obtained Top Secret Security Clearance (TS/SCI) from *DoD*.

**EDUCATION:**

Bachelors of Engineering, 2005.

Masters of Science, Oregon State 2008(52credits)

**SaleForce.com Skill-Set Highlights:**

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| CRM Applications | * Salesforce.com: Sales Cloud, Service Cloud * Lightning Sales and Service Console * Salesforce.com: Reporting and Analytics of Sales, Service and Custom Cloud * Avalara to calculate Tax within SFDC * Docusign * Netsuite Integration * Boomi Integration * Flosum for release management |
| Business Processes | * Service Requests and Activities, Opportunities , Quotes and Proposals and Order Management * Campaign Management, Case Management, Contract Management and Pricing * Approval, Partner Deal Registration, Data Cleansing and De-duplication, Agreements and Entitlements |
| Configuration Skills | * SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Price Books, Products, Assets, Contracts, Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Quotes and Custom Object development * Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation * Reports, Dashboards, Formula Fields and Cross Object Formula Fields * Configuration Skills, Overall User Management * Overall User Management ,Security and Sharing Model * Translation Workbench |

**PROFESSIONAL EXPERIENCE:**

**Turnitin LLC, CA DECEMBER 2018- PRESENT**

**Salesforce Tech Lead/Application Architect**

**Responsibilities:**

* Represented Business systems technical team for planning and delivering company level Objective Key Results(OKR’s).
* Led the developers, Administrators team and delivered the solutions to achieve Business key results.
* Worked closely with Sales Ops and Customer Support teams and performed detailed analysis of business and technical requirements, designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Designed solutions for Sales and Service cloud projects by following SFDC best practices.
* Designed solution for 3rd party provisioning customers in SFDC.
* Streamlined technical debts on sales and Service console.
* Monitored weekly deployments.
* Streamlined Release Management using Flosum tool (version controls).
* Introduced policies and procedures for Developers and Admins based on SFDC best practices.
* Ran the security checks and Org Health optimizer reports and assigned the work to the Developers and Admin teams based on SFDC recommendations.(Org Clean up)
* Worked closely with Sales Ops team and business analysts and performed detailed analysis of business and technical requirements, designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Involved in gathering customer requirements from business user teams from Sales, Marketing and Customer service.
* Worked with core engineering team to integrate SFDC to 3rd party platform using Boomi.
* Maintained SFDC to Netsuite integration.
* Worked on simplification projects on “Cases” object to enhance CSC user’s performance and productivity by implementing Lightning Service Console apps for various groups of users.
* Implemented Omni channel using skill set routing configurations.
* Implemented Customer Support Portal for the case management.
* Led the Lightning-transitioning project for the entire company users.
* Recommended Ownbackup tool for Disaster Recovery.
* Achieved Application architect certification.

**Turnitin LLC,CA NOVEMBER 2016- DECEMBER 2018**

**Sr.Salesforce Admin/Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, validation Rule, upgrade installation.
* Implemented OWD private sharing model based on user groups to secure the data integrity.
* Optimized Sales CPQ and Service flows by running Org Health Optimizer report.
* Streamlined Lead management using standard Lead Assignment rules.
* Ongoing Sales and Service help desk support.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity
* Designed, developed and deployed the Custom objects, Lightning Components, APEX Classes and Triggers to suit the needs of the business.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Obtained good knowledge on Unit Testing, Test classes, Test coverage and Code review.
* Used Debugger making use of Breakpoints to monitor data movement and troubleshoot the mappings.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Interacted with the SFDC premium tech support team on a regular basis.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Experience in working with Development team for solving the gaps in Business requirements.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Worked on Validation Rules, Workflows, and approval processes.

**Restortion Hardware,CA MARCH 2016- November 2016**

**Sr.Salesforce Admin/BA**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements, designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Involved in gathering customer requirements from business user teams from Sales, Marketing and Customer service.
* Prepared comprehensive Functional Requirements Documents (FRDs) for the project based on business requirements, priorities and scope.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on simplification projects on “Cases” object to enhance CSC users performance and productivity.
* Migrated large and unformatted data stored locally to **Salesforce** using Apex Data Loader, AutoRabit and Workbench
* Built Partner Community cloud for 2000 external users with effective sharing model.
* Involved in creating Gap analysis document, clearly identifying the data, Business process and work flows of the organization with respect to **salesforce.com implementation.**
* Developed and Customized **salesforce.com** **application** based on the user needs.
* Large data cleanups and updates.
* Salesforce Release Manager for all Restoration Hardware releases using **Autorabit tool.**

**BayAlarmMedical, CA SEP 2014–MAR 2016**

**Salesforce.com Administrator/BA**

**Environment :** Salesforce.com Platform; Sales cloud, ServiceCloud Apex language, Apex Custom Controllers, Visual force pages, Data Loader, Workflows, Approvals, Reports, Custom-Objects, Security Controls, Integration, Eclipse Force.com IDE, Developer Console, CTI Integration, Financial Force Integration. Drawloop, Experian and Docusign Integration.

**Responsibilities:**

* Implemented different configurations on sales and service clouds.
* Facilitated/ Presided over scrum meetings
* Administrated and monitored the company’s **Salesforce** **CRM** application
* Created the workflows for automated lead routing, lead escalation and email alerts
* Implemented case management email2case and web2case.
* Automated workflow rules to send out emails and update fields, Approval processes and Automate leads & cases.
* Created Profiles, Roles based on Organization role hierarchy and Implemented **Record-Level and Field-Level** **security** and configured their Sharing settings
* Involved in gathering customer requirements from business user teams Spread over the Sales, Marketing and Customer service
* Integrated the web services by generating the necessary stubs from the **WSDL** files for extracting
* Migrated large and unformatted data stored locally to **Salesforce** using Apex Data Loader
* Involved in creating Gap analysis document, clearly identifying the data, Business process and work flows of the organization with respect to **salesforce.com implementation**
* Developed and Customized **salesforce.com** **application** based on the user needs
* Developed field & page layout customization for the standard objects which includes Account, contact, Leads
* Created Reports and Dashboards as per the customer requirements
* **Worked on Record Types, Validation Rules, Triggers and Page Layouts**
* Build the organization's role hierarchy by adding the Roles as per the Organization structure and created custom profiles to satisfy the Organization’s hierarchy
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals
* Integrated **FinancialForce Accounting and FF SCM** with SFDC standard objects.
* Implemented **CTI integration** with **WSDL** files and created call centers in SFDC.
* Integrated third party tools like **Experian, Docusign and Drawloop** technologies.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns,Activities, Dashboards and Reports
* Created new custom objects, assigned fields, custom tabs, components, Custom reports
* Created custom Reports based on business need and associated them to Dashboard

**SALESFORCE.COM, Veterans2Work FEB 2014 - SEP 2014**

**Salesforce.com Administrator Intern**

**Environment :** Salesforce.com Platform, Sales cloud, Service cloud, Apex language Intro, Data Loader, HTML, Workflows, Approvals, Reports, Custom-Objects, Security Controls, Integration, Eclipse Force.com IDE, Scrum

**Responsibilities:**

* Worked on various SFDC Standard objects like Accounts, Contacts, Opportunities, Leads, and Campaign.
* Created various Custom objects, Tabs, Workflows, Reports, Apex triggers and validation rules for the application
* Implemented different configurations on sales and service clouds
* Troubleshoot errors (**data error/ system error**) and resolved all issues encountered
* Created triggers to update fields when sales process is changed
* Coordinated all teams and most times ensured 100% code coverage
* Held various meetings with business owners and other teams
* Monitored all testing processes (**smoke testing and regression testing)**
* Revised **FRD** to cover new requirement from business owners
* Created complex **MS. Excel worksheet** to clean large data
* Created new custom objects, assigned fields, custom tabs, components, Custom reports
* Created Email templates in Text, HTML and Visual Force according to the business needs
* Developed workflow rules, validation rules, approval processes and customizations within SFDC
* Defined various Validation rules to validate the data in the application.
* Created custom report types and generated report using the report types.
* Good experience in SFDC Configuration of roles, profiles, user accounts, implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Implemented SFDC Chatter for internal users to share the Lead and Customer satisfaction information and status updated on various activities.
* Experienced working with data migration using SFDC data loader from legacy system.

**U S ARMY, NC SEP 2009 – DEC 2013**

**HealthCare Administrator/Combat Medic**

**Environment:** Good Leadership skills, Warrior Leadership and Airborne School Graduate, Top Secret security clearance

**Responsibilities:**

* Assist with outpatient and Inpatient care and treatment.
* Prepared blood samples for laboratory Analysis.
* Administer Medical Emergency treatment to battlefield causalities
* Successfully graduated Warrior Leadership Course and Airborne School.
* Coordinated Investigations with military and federal law enforcement agencies.
* Researched and reviewed case files and gathered information to solve crimes.
* Interviewed targets and witness for information verification and corroboration.
* Wrote accurate and timely reports regarding emergency response calls.

**references and certification ids:**

Up on Request