

Professional Experience

PayPal Inc., Bangalore.....

Lead Salesforce Developer, August 2020 till date

**Project 1:** Spark – Customer Service Tool for PayPal front office employees

Role and Responsibilities:

- Engineering leader for Salesforce customer service platform which is used by the customer service agents to resolve the customer service issues.
- Responsible for the design, development and delivery of the Salesforce application from PayPal India center.
- Involved in requirement gathering with business users, product managers and UX team and help them to create backlog for the engineering team.
- Conduct and lead architectural discussions with multiple teams who support the Spark application for data and instrumentation.
- Responsible for mentoring and managing a team of 24 developers who are spread across 3 scrum teams.
- Front face of the team in the governance calls with various stakeholders.
- Led the effort of creation of a generic UI Library and a HTTP framework which helps to reduce the TTM by 30%.
- Involved in setting up the CI/CD framework using GitHub, Jenkins and SFDX which helps to bring down the release time by 60%.
- Responsible for code reviews, design reviews and deployment of the application to QA and Production instance.

Salesforce India Pvt. Ltd., Hyderabad.....

Senior Member of Technical Staff, Dec 2018 to August 2020

**Project 1:** Financial Services Cloud – Insurance

Role and Responsibilities:

- Responsible for creating generic and scalable solutions for the Insurance product offering provided as a part of the Financial Service Cloud by Salesforce.
- Created LWC and Aura components for Insurance desktop and mobile application.
- Created a common library of LWC components which can be used across different verticals in Salesforce who have a common use case.
- Mapping business requirements of top customers of Salesforce to OOTB capabilities provided by Salesforce platform.
- Worked on various REST-based integrations to create insurance policy records from a third application into Salesforce.
- Involved in setting the best practices to code in LWC and Aura and code review of peers.

LinkedIn:

[in.linkedin.com/in/raviduttsharmao](https://in.linkedin.com/in/raviduttsharmao)

Salesforce Blog:

[salesforcespace.blogspot.in/](https://salesforcespace.blogspot.in/)

Certifications

Salesforce Certified Platform Developer I

Salesforce Certified Platform Developer II

Salesforce Certified Sharing and Visibility Architect

Salesforce Certified Administrator

Salesforce Certified Advanced Administrator

Salesforce Certified Sales Cloud Consultant

Salesforce Certified Service Cloud Consultant

Apttus 201 CPQ Essentials

Flosum Certified Professional

JP Morgan Chase & Co, Bangalore.....

Associate, Dec 2016 to Dec 2018

**Project 1:** One CRM: This project involves the convergence of two Salesforce applications – Global Funds Sales Application and Institutional CRM application. It also involves migrating the current functionalities from Visualforce to the Lightning framework.

**Project 2:** Global Funds Sales CRM: An application created for the sales users of JP Morgan Chase to track the data and financial information about their clients.

**Role and Responsibilities:**

- Created reusable lightning components that can be used across devices (desktop, mobile, and tablets). The migration from classic to lightning has resulted in an increase in the efficiency of the Sales representatives by 50%.
- Implemented custom territory management logic to provide access to users to Account and its child objects. Lead the team of 3 members for implementation of the territory management module.
- Implemented custom address management to store various types of addresses under an account and sync it with contacts.
- Implemented custom Account and Contact homepage by making use of Visualforce, JS remoting, and Apex.
- Worked on continuous integration and continuous deployment using Bitbucket and Jenkins.
- Worked on automation of test cases using Selenium webdriver.
- Played the role of release manager for deployment of code to SIT, UAT and production instances.

PwC SDC, Bangalore.....

Senior Software Engineer Oct 2015 to Dec 2016

**Project 1:** Global Payments Network: Sales cloud-based Direct Sales app for GPN on Salesforce Platform.

**Role and Responsibilities:**

- Customization of sales lifecycle as per the business model of GPN.
- Implemented partner community implementation using Visualforce pages and bootstrap library. Lead the team of 5 members for the implementation of the partner community.
- Designed Visualforce reports displaying data from multiple objects with pagination and custom sorting.
- Involved in data migration of Account, Contact, Opportunities and Leads from Microsoft Dynamics to Salesforce using Apex Data Loader.
- Implemented REST based integration with the Verizon system.
- Worked on SteelBrick CLM implementation.
- Worked on DocuSign Integration with SteelBrick for e-signature of Contracts.
- Played the role of deployment lead for the deployment of code to QA, SIT, UAT, and production environments.



**SKILLS**

Lightning framework – LWC and Aura

Visualforce and Apex

SOQL and SOSL

JavaScript

Java/J2EE

Spring

Selenium webdriver

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**TOOLS**

VS Code

SFDX

Eclipse

Apex Dataloader

Dataloader.IO

Apache ANT

Putty

Maven

GitBash

TortoiseGit

GitHub

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**EDUCATION**

B.E. (Hons.) in E&C - RGPV, Bhopal 2011 – 76%

Board of Intermediate Education – PCM Stream 2007 – 86%



## Persistent Systems Limited, Pune.....

Senior Software Engineer Sept 2014 to Sept 2015

**Project 1:** Nissan India Motors Pvt. Ltd: Sales cloud-based Lead management system (LMS) for Nissan Motors on Salesforce Platform.

### Role and Responsibilities:

- Implemented integration with Google maps API to show nearby dealers.
- Implemented integration with Nissan's existing DMS system using Dataloader CLI.
- Worked on REST based webservice integration with Nissan India website.
- Worked on Salesforce to Salesforce integration with Nissan and Datsun global orgs.
- Worked on Partner community implementation for Nissan dealer users.
- Involved in Low level design (LLD) of modules.
- Involved in bug fixing and maintenance of the product.
- Involved in Documentation – Business requirement (BRD) and design documents.

## HSBC Software Development India Pvt. Ltd., Pune.....

Software Engineer July 2011 to Aug 2014

**Project 1:** Content Manager: CM is built on top of IBM Web Content Manager (IBM WCM) and it is used by HSBC Bank's IT staff to create and manage web content.

### Role and Responsibilities:

- Communicating with the client to understand the business requirements.
- Estimation, design and development of various modules.
- Development of production worthy code.
- Unit testing of code and junits.
- Bug fixing and maintenance of the product.

### Modules developed:

- Persistors: Persistors was developed to extract the content from WCM and store it on the flat file system.

Technologies used: Core Java, Spring

Bulk Upload Portlet: Bulk Upload Portlet was developed to allow the user to upload a zip file to WCM instead of uploading a single file one by one. Technologies used: JSR 286 Portlet spec, Core Java, JSP,

Board of Secondary  
Education 2005 – 82  
%

### AWARDS

Spot Award - Q4 2021  
– PayPal

Star of the Quarter –  
Q3 2021 – PayPal

Top Performer – Q4  
2017 – JPMorgan  
Chase

Above and Beyond –  
Q3 2016 – PwC SDC

Instant Recognition –  
Q2 2016 – PwC SDC

Instant Recognition –  
Q1 2016 – PwC SDC

You made a difference  
– Q4 2014 –  
Persistent

Special Mention – Q1  
2013 - HSBC