

sandeep\_sankaye@yahoo.com

Sandeep Sankaye

+91-876-715-4586

*Salesforce Lead Developer*

**Qualifications Summary**

Over 12 years of Extensive hands-on technical expertise and a proven track record of success delivering high quality, sophisticated technology solutions, and operational improvements. Deep IT acumen and skilled at conceptualizing and creating a technological strategy with a strong ability to prove out new technology, deliver enterprise-class deployment, and effectively communicate the architectural vision for successful product implementation.

* Results-driven Salesforce Solution Architect with over 9 years of experience in AppExchange Product development ,managing enterprise-wide and Salesforce.com (SFDC) programs and developing full-stack solutions using Salesforce Platform. Proven ability to orchestrate AppExchange Product Development, software development projects, spearheading projects across the entire project cycle while adhering to strict quality standards.
* Recognized as leading solution provider with strengths in laying foundation for product developments , re-engineering business processes, defining continuous improvement processes, presiding over lively brainstorming sessions, building consensus, building powerful teams that can conquer any obstacles.
* Technically savvy and a quick study in emerging technology, able to quickly assess and utilize the appropriate response to meet the specific need of business requirements at hand.

**Core Competencies**

*Salesforce 🞟 AppExchange Product Development🞟 Sales Cloud 🞟 Service Cloud 🞟 Financial Service Cloud*

*🞟DevOps 🞟 Salesforce Communities 🞟 Lightning Migration 🞟 Software Development Lifecycle*

 *🞟 Solutions Architecture & Delivery 🞟 Agile Methodologies 🞟 Front-end Languages and Backend Tools* *🞟 Business/IT Alignment 🞟 Application Development 🞟 Cloud Computing 🞟 Cross-Functional Leadership*

**Technical Skills**

|  |  |
| --- | --- |
| Salesforce.com | Salesforce.com CRM, Data Loader, Lightning, UI APi, Lighting Web Component, Aura Components, Platform Events, Streaming API, Chatter, Workflow & Approval Process, Case Management, Sharing Model & Security, Reports & Dashboards, Sites , Community Portal , Partner Portal , Console App , Apex Class/Trigger, Visual Force , SOQL/SOSL , SOAP/Rest Web Services, Canvas App, SFDX , 2GP packaging , VS Code, Live Messaging , CTI Integrations. Managed Packages Development , Lifecycle of Management Packages, LMA/FMO, ZAP,Chimera,Burp , Security Review with Salesforce,Managed Package publishing on Appexchange. |
| Languages | Java, Groovy, XML/XSL/XSD, JavaScript and CSS  |
| J2EE Technologies | Servlets, JSP, JavaBeans, JDBC, Ajax, Spring, Hibernate, HTML, CSS, XML, XSD, RMI, Grails, Restful, SOAP, CAS, LDAP, JPA |
| Scripting Languages | JavaScript, jQuery, Jquery-mobile, Angular.js |
| Web Servers | JBoss, Websphere, Apache ,Tomcat |
| Databases | Oracle 9i, MySQL, Postgres SQL. |
| Markup Languages | HTML5, XML, XSD, CSS3. |
| IDE | Eclipse, GTS & STS, VS Code |
| Operating Systems | Windows XP/2000/NT/9x, Linux |
| Version Control | Subversion, GIT |
| Build Tools | Ant, Maven, Gradle. |

**Experience Highlights**

**Systech USA,New Jersey, USA 2018 to Present**  **Salesforce Lead Developer/Architect**

**Project: Mortgage Lending AppExchange Product**

Provide strategic leadership and lead the technical strategy, architecture and designing for AppExchange Product .Drive architectural solution, design, integration solutions, and formulate methodologies to develop and deploy managed package product. Managing complete lifecycle of Managed Package from scratch to AppExchange which also involves Security Reviews with Salesforce, Publish Listing, LMA/FMO management, Patch Developments . Collaborate with the Products team to roll out new features in the Sales Cloud, Communities, Financial Service Cloud.

* Provide best development approaches, design patterns , deployment strategies for Managed Package development.
* Develop high level and detailed designs for AppExchange Product development initiatives .Conduct design and code reviews with development team and COE. Ensuring solutions are aligned with the Salesforce AppExchange guidelines and meet with technical standards.
* Designed and implemented solution options and solution architecture, adhering to managed package architectural standards and the technology roadmap, and minimizing technical debt.
* Designed and implemented LWC,Aura,Heroku components along with required integration with various third party systems .
* Provide strategy for Second Generation Managed Packaged Development with Base Managed Packaged and Extensions .
* Automated and implemented Lightning Component Generation for Developing Forms without having to modify or code anything using salesforce APIs and LWC components. Forms rendering is driven by salesforce standard page layout . Giving ability to modify form without any code changes by providing full support for validations .
* Automating any API consumption. Automated Serialization and Deserialization of any Request/Response JSON payload without Apex Wrapper Classes. Saving huge cost on adding new API /modifying existing API .
* Led CI/CD strategy and implementation for Managed Packaged Deployment , Generation and Installation with post/pre installer scripts.

**Environment:** Sales Cloud, Lightning, Lightning Data Services, UI API, LDS, Apex class/Trigger, Visual Force, Platform Events, HTML5,CSS3,Jquery,SOQL, SOAP/Restful Web Services, Salesforce.com CRM, Data Loader, Customization , Eclipse ,Ant Tool, Dev Console, Welkins Suite ,VS Code Studio ,Lightning Web Component, SFDX , 2PG packaging , ZAP, Chimera ,CheckMarx , Twilio .

**Allegis Group LLC ,Baltimore, USA 2017 to 2018**  **Salesforce Architect/Senior Lead Developer**

**Project: SingleDesk Connected**

**Employer:SystechUS**

Provided architectural assessments, strategies, and roadmaps for new and existing Salesforce implementations. Converted high-level requirements from business into the business process and then into a technical design. Coordinated with onshore and offshore a 11 members team daily to explain the solutions and build using best practices. Worked with the Project Managers and Business Analysts to develop high-level project schedule resource plans for implementation projects.

* Delivered Innovative solutions that involve complex, multi-system integration, across global Business units and coordinated alignment between Enterprise Architecture and business needs
* Successfully managed tasks regarding process improvements resulting in enhanced workflows and more projects being delivered on time and budget.
* Designed the Security and Sharing settings for the entire application. Created multiple lightning components, trigger and apex classes, integrations ,test classes using best practices.
* Save millions by replacing SKUID platform with dynamic lightning component . Led solutioning, design and implementation of dynamic form creation lightning component.
* Led solutioning , designing of features like organization wide high priority/low priority alerts using Platform Events.

**Environment:** Sales Cloud, Lightning, Lightning Data Services, UI API, LDS, Apex class/Trigger, Visual Force, Platform Events, HTML5,CSS3,Jquery,SOQL, SOAP/Restful Web Services, Salesforce.com CRM, Data Loader, Customization , Eclipse ,Ant Tool, Dev Console, Welkins Suite ,VS Code Studio ,Lightning Web Component

**United Health Group (PriceWaterHouseCoopers ), New York, USA March 2017 to Nov2017
Role: Senior Salesforce Consultant / Lead**

**Project ECM – Benefit Acceleration *:***

**Employer: PWC Advisory LLC.**

The overall objective of this project is to build the Salesforce Service Cloud implementation and utilize existing ISET follow up/route screen allowing ISET to populate fields using current logic based on ISET call topic and process. User will then complete any manual entry fields within ISET before submitting the issue. Once submitted a new ECM window will be launched. All automated will be applied to launched ECM window to determine appropriate member and populate the ISET case details. User will review and submit ECM case as needed.

**Responsibilities:**

* Interact with Business users in requirement gathering.
* Preparing Design Document for different Use Cases.
* Developing various customized visual force pages.
* Applying Lightning Design System styling/skinning.
* Implemented customized Restful web services using Apex of Force.com platform.
* Consumption of Restful & SOAP web services in Salesforce.
* Integration with backend OIL application.
* Deploying code/component changes using Force.com Migration Tool (Ant).
* Writing Unit Test Classes using Apex Class in Salesforce.
* Mentoring Team members.

**Environment :** Serivce Cloud,LDS,Apex class/Trigger, Visual Force, HTML5,CSS3,Jquery,SOQL, SOAP Web Services, Salesforce.com CRM, Data Loader, Customization , Eclipse ,Ant Tool, Dev Console.

**Love's Travel Stops & Country Stores OKC, USA Oct 2016 to March 2017
Role: Salesforce Implementation – Fleet & Factoring App**  **Project: Salesforce Marketing Software Developer**

The overall objective of this project to build the Salesforce Service Cloud implementation and also lead migration from its existing on-premises customer relationship management (CRM) system to Salesforce Sales Cloud. It also has several custom integrations with their legacy system, SAP and SharePoint to streamline the business processes.

**Responsibilities:**

* Interact with Business users in requirement gathering.
* Preparing Design Document for different Use Cases.
* Developing various customized visual force pages.
* Developed Custom Busines Logic in SAP PO for Salesforce Integration using Java.
* Implemented customized Restful web services using Apex of Force.com platform.
* Consumption of Restful & SOAP web services in Salesforce.
* Deploying code/component changes using Force.com Migration Tool (Ant).
* Writing Unit Test Classes using Apex Class in Salesforce.
* Mentoring Team members.

**Environment:** Serivce Cloud, Apex class/Trigger, Advantco Adapter, SAP PO/PI- Java Integration Visual Force, HTML5,CSS3,Jquery,SOQL, SOAP Web Services, Salesforce.com CRM, Data Loader, Customization , Eclipse ,Ant Tool, Dev Console.

**CareFirst Bluecross BlueShield,Owings Mill,MD July 2016 To Oct 2016**

**Lead Salesforce Developer**

**Project: LargeGroup Account Implementation Automation**

**Employer: EConsultants Inc.**

The project objective is the implementation an automation of large groups by centralizing information, integrating with partners, and systematically managing the process end to end. This system should improve quality of service for large group, create better communication internally, and reduce the amount of time required for Large Group implementations. The following objectives will be met by this project:

Reduction of redundant data keying therefore increasing data integrity.

Increase implementation quality with streamlining and standardizing business processes (Benefit Creation, Group Structures, and ID Card Generation etc.).

Consolidate account profiles and benefit data into one source system, which can be used to manage the creation to termination process of a group.

Create monitoring of the business process and developing business rules to automate manual work.

Create a consolidated repository of documents which are shared within business departments in CareFirst and Large Groups (Contracts, NAEGS, Associate Agreements and Benefit Summaries).

Sunset current SharePoint repository for Large Group Account Implementation documentation.

**Responsibilities:**

* Interact with Business users in requirement gathering.
* Preparing Design Document for different Use Cases.
* Developing various customized visual force pages.
* Implemented customized Restful web services using Apex of Force.com platform.
* Consumption of Restful & SOAP web services in Salesforce.
* Deploying code/component changes using Force.com Migration Tool (Ant).
* Developed Deployment utility using Apex Metadata API.
* Writing Unit Test Classes using Apex Class in Salesforce.
* Mentoring Team members.

**Environment:** Sales Cloud Console, Apex class/Trigger, Visual Force, HTML5,CSS3,Jquery,SOQL, Rest Web Services, Salesforce.com CRM, Data Loader, Customization ,SSO ,Eclipse ,Ant Tool,Metadata API, Dev Console.

**Persistent System Ltd, Pune, India Feb 2015 to May 2016**

**Role:Team Lead**

**Project: NYP , Care Coordination & PRM**

New York-Presbyterian (NYP) is One of America's Best Hospitals affiliated with two Ivy League Medical Schools: Columbia University College of Physicians & Surgeons and Weill Cornell Medical College. NYP’s global patient services (GPS) team of multi-cultural and multi-lingual Patient Coordinators, Financial Representatives, and Referral Liaisons guide patients through their medical care experience. The GPS team provides patients an unparalleled level of customized service and personal attention every step of the way.

As a member of our comprehensive Executive Health program, you can easily access these premier healthcare resources and specialists. Our Executive Health team will assess your health risks, address your current medical needs, and guide you toward achieving your personal health goals. Patient Coordinators are available around-the-clock, seven days a week, to meet your every need as they facilitate your care. Patient Coordinators assist you with medical appointments, accommodations and travel documentation while the Financial Representatives work closely with you regarding financial Cases.

**Responsibilities:**

* Interact with Business users in requirement gathering.
* Preparing Design Document for different Use Cases.
* Customized various Service Cloud Console components using Service Console toolkit of Salesforce.
* Implemented Canvas App of Salesforce with SSO using SAML 2.0 to integrate with third party Java based web application.
* Implemented customized Restful web services for consumption using Apex of Force.com platform.
* Implemented customized Customer Community & Partner Portal of Salesforce for external users.
* Automated new version of Notes data migration using Apex Trigger.
* Integrated DocuSign App with Salesforce App for electronic signature of Patients.
* Writing Unit Test Classes using Apex Class in Salesforce.
* Writing Unit Test Classes using Junit.
* Mentoring Team members.

**Environment:**  Service Cloud Console, Apex class/Trigger, Visual Force, HTML5,CSS3,Jquery,SOQL, Rest Web Services,Connect API, Canvas App, Salesforce.com CRM, Data Loader, Customization ,SSO ,Eclipse ,Dev Console, Java/J2EE,Spring Framework,DocuSign App.

**American Express,Miami, USA July 2014 to Dec 2014
Role: Senior Software Developer**

**Project: Credit Servicing Portal (CSP):**The CSP application is a rule driven application that is used by credit utility to enhance analysts interaction with customers in the Collections process. Customer contact can occur to or from the customer. CSP is the front end utility for World Credit Collection (WCC), an existing system within American Express for processing issues regarding charges and collections for card products. WCC performs a variety of processes to generate decisions and actions on the resolution of a case on a customer account.

**Responsibilities:**

* Interact with Business users in requirement gathering
* Implemented various Restful Services web service for consumption using Jax-RS
* Implemented various SOAP web services clients with axis2 soap client with ADB framework.
* Implemented interfaces with third party systems like WCC for real time data.
* Consuming SOAP based web services of WCC .
* Defect fixing.

**Environment:** Java/J2EE,Axis2 SOAP ,Struts ,Spring Framework , Eclipse and Oracle.

**AT&T, Atlanta, USA Nov 2013 to July 2014**

**Role: Software Developer**

**Project: POS Distribution Channel (PDC) :**

**Employer: Highdata Inc.**

POS Distribution Channel (PDC) is an application used in Non-Company Owned Retail (NCOR) Stores for serving their customers. The end-users of PDC are Customer Service Representatives (CSRs), Sales Manager at BestBuy, RadioShack, DirectTV and etc., In AT&T Mobility terms a Market (MKT) represents certain geographical area in the USA. Each market uses billing system. Each market is further divided into Sub-markets and Service Cities.

PDC also interacts with various external systems for billing purposes, account management etc. External application interfaces are used to access these systems. These external APIs interact with the external systems through Web services. SOAP based XML request/response architecture is followed in case of Web services.

**Responsibilities:**

* Interact with Business users in requirement gathering.
* Implemented authentication with Telegence API using OpenID protocol and Apex Registration Handler.
* Data Migration using Dataloader.
* Implemented various web services and consumed web services as well using SOAP protocol.
* Implemented various customized views using visualforce pages and apex controller.
* Implemented Live Agent feature to real time online help.
* Writing Test Classes in Salesforce using Apex.
* Defect fixing.

**Environment:** Sales Cloud, Apex class/Trigger, Visual Force, SOQL, Rest Web Services, Canvas App, Salesforce.com CRM, Data Loader, Customization, SSO, Eclipse ,Dev. Console,Java/J2EE,Spring Framework,RestFul/SOAP,SFTP,SSH,HTML5,CSS3,Jquery,Angular.

**Sears Holdings (Sears & Kmart), Phoenix, AZ Pune, India Aug 2011 to Jan 2013**

**Role:Senior Developer**

**Project: Merchandise Pick Up (MPU) and Digital Experience Journey (DEJ) :** T

he MPU project aimed at improving/modifying the Pickup processes in DEJ enabled Sears and Kmart retail stores. Additionally, we had to create a new tool in SHC Connect for store associates to randomly verify items to ensure pricing compliance.  Specifically, any pricing that is visible to the customer, such as shelf-edge labels, price tickets affixed to the merchandise, and (if applicable) any signage, and comparing it to the price the customer will be charged at the register.  Store associates can then correct the pricing as needed.  The list of random items to verify will be generated by the SHC Pricing mainframe system on a weekly basis.

Hence we started to modify the application to build a unified process between Sears and Kmart thereby improving associate efficiency and productivity, enabling quicker fulfillment and building an architecture that lays foundation for future MPU functions. We also created an Admin Tool to be used by home office associates to configure how many items will be audited across each division/department and across price types. A weekly batch process was set up that would process the data sent from Pricing along with the configuration requirements defined in the Admin Tool to prepare for the data to be presented on the handheld. A new Price Audit application was built under the SHC Connect handheld that would provide the associate the listing of items to audit, and steps for entering in the pricing visible to the customer which are compared against the prices sent from the Pricing system.

**Responsibilities:**

* Interact with Business users in requirement gathering
* Implemented push notifications using streaming API of Salesforce.
* Used data loader for data migration and apex trigger for automation.
* Implemented various views and its supporting controllers using Rest/JSON communication.
* Implemented SSO integration with CAS (Central Authentication Server) using OpenID and SAML 2.0 protocol.
* Used agile process in the application.
* Defect fixing.

**Environment:** Service Console Cloud, Apex class/Trigger, Visual Force, SOQL, Restful/SOAP Web Services, Salesforce.com CRM, Data Loader, Customization, SSO, Eclipse ,Dev. Console.

**Oracle Corporation, Hyderabad, India Apr 2011 to Jul 2011**

**Role: Application Engineer**

**Project:Oracle Fusion Application-Cost Management :​**Cost Management product in Fusion including the Cost Accounting for Inventory and Manufacturing transactions. Oracle Cost Management is the supply chain financial accounting solution that delivers product profitability tools to operations managers.

The solution encompasses key areas like Planning for Product Sales, Costs and Profitability.Tools for modeling sales, costs, and profits for the supply chain. Tools to help select the optimal supply chain model as the plan. Revise the supply chain profitability plan based on actual performance. Financial Accounting for Supply Chain Transactions. Manufacturing and inventory transaction accounting for financial reporting. Audit tools to help prove the accounting for confidence in the results. Accounting results as the foundation for product profitability analysis. Analytics on Product Profitability using strategic product profitability analytics for management decision-making, tactical views into granular product profitability facts and dimensions, proofs to validate the accuracy of the analytics for confident decision-making. Cost Management is the solution that helps customers plan, account for, and improve financial throughput through the supply chain and improve product profitability

​**Responsibilities:**

* Have involved in requirements analysis.
* Have involved in the developing command classes, Manager classes and DAO classes for ADF using hibernate support.
* Implemented ADF Desktop Integration with Fusion Web Start to enable end user to make use of Excel as client.
* Worked with ADF for front end development using ADF taskflows, ADF faces, Portlets.
* Defect fixing.

**Technologies/Tools Used:** ADF, Spring Framework, Hibernate, Oracle Apex db, JDeveloper, Fusion Middleware 11g, ADE, JMS, Web Services

**HSBC Ltd, Pune, India Mar 2010 to Apr 2011**

**Role: Software Engineer**

**Project: EDMS /EARS Application :**EDMS is part of ECM strategy of HSBC Bank. Its part of Group flagship product called One HSBC.EDMS is a middleware which interacts with different repositories like OnDemand, FileNet P8 for archiving, updating, deleting, retrieving etc. EDMS can also be used to generate documents on fly by interacting with Dialogue.EDMS also makes use of Xenos transformation and purposing of document on fly .EAR is thin client of all archival repositories like OnDemand, FileNet Image Services.The Hybris Multi-channel Ecommerce Suite along with Salesforce.com platform organizes data like product information to be propagated via multiple communication channels in a consistent and efficient way. This enables businesses to sell products across multiple distribution channels.

**Responsibilities:**

* Have involved in business analysis through which finding out business requirements as well.
* Have involved in the analysis and designing of EDMS middleware and EARS.
* Developed functionality for communication with EDMS using global message service bus where global message service bus is
* developed in house by HSBC.
* Developed functionality for communication with EDMS using XML over HTTP. Had defined GSM xml schema standard for communication between internal applications. Used castor API for marshalling and unmarshalling purpose.
* Developed functionality for electronic archiving in OnDemand through ODWEK. ODWEK is a JCA component used for communication with OnDemand which runs on mainframe legacy system.
* Implemented various web services and consumed web services as well using SOAP protocol.
* Implemented various customized views using visualforce pages and apex controller.
* Implemented various webservice communicating with EDMS,
* Developed functionality for transformation of document before delivering it to different media. Xenos API which communicates
* With Xenos engine to transform documents from format like ADF to PDF at runtime. It also provides transposing of certain
* part of documents.
* Defect fixing

**Environment:**Java/J2EE,R2DSFramework,JSF, Spring framework,Hibernate,ODWEK,Castor, IBM OnDemand Content Repo, IBM MQ Series,JMS,Xenos D2e Vision, RAD 7.0, WAS 6.1, MKS , Salesforce,Service Console cloud,Apex Class/Trigger,Visualforce Page, SOQL, Restful/SOAP Web Services, Salesforce.com CRM,Oracle, OnDemand Content Manager , ODWEK ,Xenos d2eVision Studio.

**Xpanxion, Pune, India Nov 2008 – Feb 2010**

**Role: Software Engineer**

**Project: Workbench and Workflow Application :**Oversight’s Workbench incorporated a basic workflow allowing customers to formalize a consistent, repeatable and (somewhat) automated Exception handling business process.  The goal of this process is to resolve Exceptions as required to completion.  Current customers use the basic workflow extensively.  This feature has become a critical differentiator for Oversight. Allow customers, partners and Oversight services to easily customize/configure the workflow or more specifically the data within the two workflow configuration tables.  This will be used both for “sales sizzle” and by customers, partners and Oversight services staff during implementations. Provide the ability to configure the underlying workflow to allow for multiple workflow paths that are used for different reasons. Allow administrators to establish rules that dictate Oversight’s automatic review and selective escalation of Exceptions. Allow non-Oversight users to engage in limited Exception handling.

**Responsibilities:**

* Have involved in business analysis through which finding out business requirements as well.
* Have involved in the analysis and design.
* Have involved in implementing front end using Grails and Flex. Implemented various views using gsp and implemented certain views with flex mxml.
* Have involved in implementing backend as service using Grails/Spring Framework and LiveCycle Data Service (LCDS).
* Have involved in implementing DAO layer using GORM api.
* Defect fixing.

**Environment:** Java, Spring Framework, Grails , DWR, DAO, Oracle 9i, Flex,Caingorm Framework, Eclipse, SqlPlus ,Jboss,FlexBuilder plug in, Tomcat.

**Lion Bridge, Mumbai, India Oct 2007 – Oct 2008**

**Role: Software Developer
Project: Monitoring and Management Application and Pearson's Production and Publishing Application:** MAMA is a content and system Update distribution tool maintained by Pearson. It shall allow for sites to call in at a scheduled time and check if those sites are firstly eligible for updates, and if they are then send the site updates in secure and orderly fashion. MAMA shall also track the site health; errors reported by the sites and shall also receive research information from sites in the form of files. MAMA shall provide instantaneous error notifications.

Pearsons PAPA is a Content management system for production assets created at Pearson Digital Learning. This tool enables reuse of production assets across all curriculum products and provides search mechanisms to view (and change) attributes for existing assets. Examples of these production assets include images and animation created by the arts group, voiceovers and sound affects recorded by the production group. PAPA also maintains revision and change management of these assets

**Responsibilities:**

* Have involved in business analysis through which finding out business requirements as well.
* Have involved in the analysis and design.
* Have involved in implementing front end using Struts.
* Have involved in implementing backend as service using Service and DAO using hibernate.
* Defect fixing.

**Environment:** Java, Struts, Hibernate, Oracle 9i, Eclipse, SqlPlus, Tomcat, Toad.

**Education & Certification**

**Bachelor’s in engineering in Computer Science | University of Mumbai, Mumbai**

**Salesforce Platform Developer-I**

**Salesforce Platform Developer-II**

**Salesforce Admin**