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| **Sarvesh Kumar Sharma**  **Email ID:** [Sarvesh.VSharma@gmail.com](mailto:Sarvesh.VSharma@gmail.com)  **Contact No:** +91 90224 13200 |  | https://credential--c.na47.content.force.com/servlet/servlet.ImageServer?id=0154A000024CAuA&oid=00DA0000000L4YO&lastMod=1547790133000 |  |

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| **Summary** |
| * **10 Years** of working experience in IT as a Developer, with **3+** years of experience in **Salesforce Development**. * Currently Working at **Infosys Limited** as **Technology Analyst**. * 1 Year Onshore Exposure. Currenly holding Australia TSS Work Visa. * Experience in **Agile** Model of Software development. * Proficiency in **Salesforce declarative** skills like creating Profiles, Roles, Users, Record Types, Page Layouts, Email Templates/Letterheads, Approvals, Workflows, Validation rules, Assignment rules, Approval Process, Process Builder, Quick Actions, Reports, Dashboards, Tasks and actions. * Experience in **Salesforce development** using Apex Classes, Triggers, Visual Force, SOQL, SOSL, LWC and Aura Components, Web-to-AnyObject, Apex Email Service, REST/SOAP integration, UI styling, Open-source Charts usage, AWS(v4) integration, Community Building etc. * Experience of Release Management using ANT/Workbench/DevOps Tools. * Past Experience in Siebel implementation on various modules using Siebel Tools/eScripts/Process Automations/Shell Scripts/JAVA/Java Scripts. * Received **commendable** performance rating in past 3 appraisals and received client’s appreciation for critical deliveries on multiple occasions. Bagged **Salesforce Champ** award and 4 Insta awards. * Constantly pursuing to increase my learning curve by engaging and taking up challenging assignments as part of project requirements, upskilling with the latest salesforce releases. * Excellent Team player, strong communication and interpersonal skills, which enabled to interact with end-users, managers and technical personnel effectively**.** * Have experience in full life cycle software development covering requirement analysis, design, implementation, testing, verification, validation and maintenance. * Proficient in understanding, interpreting & defining Client’s Business Needs & implementing it with appropriate customization. |

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| **Technical Competency** |
| 1. **Programming Languages**: e-Script (Siebel), PL/SQL, Java, Java Script, Sound knowledge of Shell Script, C, C++ 2. **Salesforce Platform Sills**: Apex Classes, Triggers, SOQL, Async Apex, LWC, Aura, Integration, Community builder, AWS integration, UI Styling, UX development (HTML, JS, CSS, Open Source), Heroku. 3. **Domain:** Sales Cloud, Community Cloud, HealthCare, Telecom-CRM, Automotive. 4. **Open-Source**: Web technologies (HTML/JS/CSS), ChartJS, C3, D3, Angular Basics. 5. **Application:** Siebel 7.8, Siebel 8.1, Open UI (8.1.1.10, 8.1.1.14), Force.com. 6. **Tools**: Siebel Tools, SQL Developer, AQT, Soap UI, CSC Remedy, HPQC ALM, JIRA, Service Now, Apex Data Loader, Eclipse IDE, Git, VS Code, ANT etc. 7. **Operating System:** Windows 7, Windows 10 8. **Databases**: IBM DB2, Oracle 11g, Postgres. 9. **CRM–Siebel**: Configuration, Workflow, Scripting, EAI, Services Over HTTP, Web Services, Order Management, Java Data Bean, VB. |

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| **Work Experience** |
| * **Organization:** Infosys Limited, Pune (Dec, 2010 to till date) * **Current Role:** Technology Lead – Salesforce Professional |

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| **Certifications & Trainings** |
| * **Salesforce Certified Administrator** - (July-2018) * **Salesforce Certified Platform Developer I** – (June 2019) * **Salesforce Certified Sales Cloud Consultant** – (July 2020)   Credential Link/Trailblazer Profile: <https://trailblazer.me/id/sarveshsharma>   * Internal Certification on –Siebel Configuration, Siebel Integration, Siebel Open UI * Infosys Certified -Salesforce App Builder, Salesforce Administrator, Salesforce Platform Developer I, Global Agile Developer. * Trained in - Siebel Admin, Open UI, Salesforce Admin/Developer. |

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| **Educational Qualification** |
| **2010** Bachelor of Technology (B.Tech.) specialized in **Electronics and Communication** from Krishna Institute of Engineering & Technology,Ghaziabad (Gautam Buddh Technical University) with **71.56%**.  **2005** 12th specialized in Physics,Chemistry & Maths (**PCM**) from Saraswati Viudya Mandir , Banda (Uttar Pradesh Board of Education) with **81.40%.**  **2003** 10th from Hindu Inter College, Banda (Uttar Pradesh Board of Education) with **78.33%**. |

**Project Highlights:**

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| **Project: HealthCare platforms: Apr’20-till date** | |
| **Description:** Client is a Leading Medical Insurance company in US. The application “HealthCare Platform” (B2B platform solutions) is a Cloud based Community portal provided by Salesforce.com and is utilized by insurance company to track partner’s employee insurance information. Application provides various insights based on the data analytics. | |
| **Role & Responsibility** | * Development of UI using LWC, REST API’s and third-party libraries like ChartJS, C3, D3, pdf.js etc. * Deployment/Release management using ANT/Workbench and DevOps tool. * Have widespread knowledge in using GIT Hub. * Git repository and Sandbox management. * Assisting team for technical guidance and best available solutions approaches. * Interacting with salesforce using partner cases for the critical queries. * Styling of the components using SLDS and custom CSS. * Worked on custom table search, sort and download data in csv. * Worked on app development using various Force.com platform tools like Data Loader, Force.com IDE, Email Services, Email to Case. APEX, Visualforce pages, Customer portal/Sites, workbench, OOTB functionalities. * Worked on understanding of limitations and best practices for Force.com and environment/org management. Excellent debugging skills and quick resolution of defects. * Ensuring the Org that there is no/minimum rework on the data model/UI development. * Leading a team of 4 to 7 developers at Offshore. * Coordination with Onsite to understand the business and design solutions to best suit the customer. * Developed many custom solutions like Customizing the community login form, customizing the community theme header. * Integration using REST API, SOAP API, AWS (v4) integration. * Worked on usage of third-party libraries/static resources in lwc for designing the charts and UI. * Provide technical expertise in development of lightning components. * Perform code reviews /create test plans. * Create automated scripts for deployment and improve performance of the system. * Involved in automated deployment activities. |

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| **Project: XXXX Telecom- New Zealand: Nov’17-till Mar’20** | |
| **Description:** XXXX Telecom is a leading telecom giant located in New Zealand and using Force.com sales application for B2B. The Application is used to manage the pre-sales, sales and services of the mobile/broadband services and devices. | |
| **Role & Responsibility** | * Involved in gathering requirements from the business and implementing those in Salesforce.com * Worked on Standard objects like Accounts, Contacts, Lead, and Cases, and Custom Objects. * Created multiple custom objects, custom fields, relationship between two objects, page layouts and record types. * Developed different Validation Rules to ensure that the valid data is being entered into the organization. * Developed workflow rules and approval processes to automate the business process. * Applied much logic into sending out email templates firing through Workflow based on the requirement. * Utilized Salesforce.com out-of-the-box functionalities over customization wherever possible. * Developed Apex Classes and Triggers wherever required to fulfill the business need and automate the flow accordingly. * Created reports using Visual Force Pages. * Wrote Test classes for those apex classes and triggers with the code coverage of at least 90% on each. * Worked on creating and assigning Profiles, Object level Security, Field level security, Roles, and Public Groups for the users. * Worked on Integration connecting two different SFDC Orgs. |

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| **Project: YYYY Telecom New Zealand -BAU Support: Jul’16-Oct’17** | |
| **Description:** YYYY is one of the leading Telecom providers in New Zealand. It has both Telecom and Broadband Connectivity for fiber and wireless. Its order management journey includes Accounts, Customer, Order and Assets. Siebel IP14 is used for the application that manages the customers/accounts and their line services and service requests, agreements, entitlements billing and statements etc. Siebel CRM is integrated with various legacy and vendor systems like Order Management, SingleView, NPM, ICMS, BOSS, IVR system, GP3, EID, ALM, SLM, ONLINE application etc. | |
| **Role & Responsibility** | * Taking ownership for all the tickets/issues addressed by the users/clients and assigning/distributing it to the team members based on the nature of the request. * Creating/Modifying all the documents/artifacts and reusable documents related to the project on iBase. * Perform Implement validation and support activities in line with requirements. * Participate in knowledge management activities/ Ongoing Trainings and technology awareness programs and encouraging the team. * Providing 24\*7 support along with On Call Support overs off business hours. * Developer in Purge and Archive UI Build for Spark CRM. * P2 Analysis and providing hot fixes/solutions. * Code Fixes and Minor enhancements and peer review. * Actively participating in status call between onshore and offshore for smooth support. * Doing preliminary analysis and transferring the issues to appropriate vendor. * Handling escalated issues and taking ownership of unattended emails/issues from client. * Automation of manual activities using Siebel java data bean (com.siebel.data.\* package ). * Data fix automation, notification of RCR status. * Worked for Porting Order fixes and progression. * Created excel based **Address Updater** tool (using VB and JAVA) for end user. |

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| **Project: ZZZZ Motors Acceptance Corporation- Enhancement: Feb’16-Jul’16** | |
| **Description: ZZZZ Motor Acceptance Corporation** is one of the biggest captive finance giants in America. The project is a development and support project on Siebel CRM application (also known as STeP) which manages the customer and dealer accounts and relationships. Siebel CRM is integrated with various legacy and vendor systems like Mainframe, Repossession Vendors, IVR system, AFS system, Transunion, Bill matrix and SFDC portal etc. | |
| **Role & Responsibility** | * Attending Kick off calls with clients to understand the requirement. * Providing estimates for any new enhancements in Siebel and proposing new RFPs. * Understand the HLD and prepare the technical design for implementation. * Work on development along with team and perform frequent code reviews. * Perform Implement validation/impact analysis and support activities in line with requirements. * Ensure highest levels of service offerings to clients in technology domain within the guidelines, policies and norms of Infosys. * Supporting testing team and users in all testing phases. * Delivering KT to support team and providing post production support * Leading the Siebel config track and identifying the resources for any EWOs from the team as per their expertise and their learning capabilities. * Creating/Modifying all the documents/artifacts and reusable documents related to the project. * Technically guiding the team for any enhancements, EWO and efficient implementation methodology. * Participate in knowledge management activities and encouraging the team. |

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| **Project: ZZZZ -AMO:** **Aug’11- Jan’16** | |
| **Description: ZZZZ Motor Acceptance Corporation** is one of the biggest captive finance giants in America. Siebel CRM application (also known as STeP) deals managing customer and dealer accounts and relationships. This application is used to manage the entire captive finance customer lifecycle. Siebel CRM is integrated with various legacy and vendor systems to maintain data and to facilitate the operations performed by Client. SFDC portal Application is the main user web application for providing statements and payment functionality online. | |
| **Role & Responsibility** | * Work on development and perform code reviews. * Perform Implement validation and support activities in line with requirements. * Participate in knowledge management activities. * Ensure highest levels of service offerings to clients in technology domain within the guidelines, policies and norms of Infosys. * Leading the Siebel Config track and distributing the support activities and tickets among team. * Raising any tickets based on the priority of the Incidents. * Creating/Modifying all the documents/artifacts and reusable documents related to the project. * Technically leading the team for any enhancements, EWO. * Taking ownership for all the tickets/issues addressed by the users/clients and assigning/distributing it to the team members based on the nature of the request. * Representing the CAB-TAB call (Weekly call with the clients and stake holders for getting the approvals for the change requests). * Identifying recurring issues and doing a root cause analysis for the same and come up with a permanent solution. * Providing estimates for any new enhancements in Siebel and proposing new RFPs. |

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| **Personal Information** | |
| **Name** | Sarvesh Kumar Sharma |
| **Date of Birth** | 04 March, 1989 |
| **Father’s Name** | Mr. Vinod Kumar Sharma |
| **Mother’s Name** | Mrs. Nirmala Sharma |
| **Current Address** | 602/ A11, XRBIA HINJEWADI TOWNSHIP, MARUNJI ROAD, NERHE, PUNE -411057 |

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| **Declaration** |
| I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars. |

**Date:** 13.12.2020 Sarvesh Kumar Sharma