Manohar Nagar 2nd st ∙€€ Pallikaranai ∙€€ Chennai

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**SUMMARY OF QUALIFICATION**

* **6 years** of Experience in Salesforce Administration, Configuration, Development, Implementation, Requirements gathering and Support on Salesforce using Apex Language and leveraging Force.com Platform.
* **Salesforce Administrator and Developer-Platform 1 Certified.**
* Experience in creating Work Flows, Validation rules, Approval Processes, Triggers, Sharing Rules and also Apex classes to meet the client's requirement and functionality.
* Experience in designing custom objects, custom fields, custom Tabs, design of Visual Force Page, Apex Classes, Controllers & Triggers, and various other components as per the client and application requirements.
* **10 Years** of experience in Microsoft .NET Technologies & Tools, ASP.NET, C#.NET, ASP, SQL Server and oracle server.
* Strong technical experience in the design, development, deployment and support & enhancement of high volume applications.
* Good knowledge in Banking and Health Care domains.
* Skilled in Agile process and JIRA tool.
* Very strong work ethic with demonstrated commitment to providing outstanding customer service.
* Very strong experience in project planning, team handling and manage multiple projects.

**TECHNICAL PROFICIENCIES**

* Programming/Web Languages : Salesforce ,lightning, Apex, Visual Force, ASP.Net, C#, WCF
* Web Technologies **:**  HTML, XML, CSS, SOAP, WSDL
* Design Pattern : Factory, Singleton
* Database : MS SQL Server 2005/ 2008, Oracle 10G
* Tools and Utilities : Crystal Reports 2008/10
* Source Control tools : VSS, TFS
* Other Tools                             : AutoSys
* Process : Agile Process, JIRA Tool, confluence
* Script Languages : Java Script, jQuery

**EDUCATIONAL BACKGROUND**

 Master of Computer Application, 2003

 MK University, Madurai

B.sc Computer Science, 2000

 MK University, Madurai

**WORKING EXPERIENCE**

* Tata Consultancy Services, 2016 till present

Associate Consultant Grade C3 B, Handling 10 members team.

* HCL Technologies Ltd, 2005 to 2016

Technical Lead, Handled max of 6 member’s team.

**PROFESSIONAL EXPERIENCE**

**[I] HOBS** ∙ **DNA Telecom, Finland** 2018 - Present - TCS

Technical Lead, 4 Members team

Salesforce lightning, Apex, Trigger,,Approval Process,Managed Package,Rest service,GitHub, PMD tool,DocuSign.

**Project Description**

HOBS is a telecom product which delivers Customized CPQ functionality to customer to manage quote creation and sales order and integrate with other HOBS applications. Invoke Approval process based on quote discount amount. Capture Subscriber and Asset informations. SalesForce connect used to connect external objects to view sales order details.

**Roles and Responsibilities**

• Designed and developed all customized pages on lightning.
• Work on customization of standard objects like Opportunity, Quote, Subscriber,Asset, sales order and related custom objects.
• Design Lightning components and record pages.
• Created page layouts, search layouts to organize fields, custom links, related links and other components record details and edit pages.
• Created and maintained the email templates to be used in the Approval process
• Integrate legacy system through rest service call. Exposed web methods to connect with other systems.

• Delivering the product through Managed Package release.
• Design and develop APEX classes and APEX triggers.

**Key Achievements**

* Conduct knowledge transfer sessions for associate resources working in SFDC technology.
Environment: SalesForce.com Platform, Salesforce.com Custom Objects, Apex Language, Visual Force (Pages, Component & Controllers), Data loader, HTML, Java Script, Workflows & Approval process, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox.
* Act as a secondary level of Scrum master in offshore.

**[I] Customer Connect** ∙ **Bank Of Monteral, Canada** 2016 - 2018 - TCS

Technical Lead, 6 Members team

Salesforce, Apex, Visualforce, Data Loader, HTML, Javascript, Agile, Eclipse IDE

**Project Description**

CC is a banking application used for all customer facing sales and service conversations. Provide employees with a holistic view of the customer and one stop access to service functionalities, sales and service tools, calculators and information. Introduced the concept of shopping cart and enhanced customer welcome offers to enable employees to focus on having proactive relationship based conversations.

**Roles and Responsibilities**

* Develop prototypes on SFDC environment for Proof of Concept demo and for customer endorsement.
• Work on customization of standard objects like Lead, Account, Contact and Opportunity.
• Perform day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
• Created page layouts, search layouts to organize fields, custom links, related links and other components record details and edit pages.
• Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
• Work on complex data migration projects using Data Loader tool.
• Develop Visualforce pages, Visualforce custom components, portal pages with Javascript for validation.
• Design and develop APEX classes, APEX triggers, Custom Controllers, Controller extensions.

**Key Achievements**

* Act as a secondary level of Scrum master in offshore.

**[I] Ambulatory Surgical Centre Product** ∙ Source Medical, USA 2014 to 2016 - HCL

Project Lead, 3 Members team

.Net 4,C#, HTML, Javascript, jQuery, Agile,salesforce,force.com

**Project Description**

ASC is a complete health care application which accompanied with provider and patient and care givers and insurance coordinators functionalities. The use may be either facility or doctor or ASC centre, EHR and Speciality Hospitals functionalities are added along with one application**.** Some of few technical details of the application as mentioned below.

* Integrate patient data from electronic health record , it’s easy to find complete view of the patient including current conditions, medications, appointment history .
* Patient management provides prioritize task across all their patient needs such as sending message to all patients to schedule regular check ins.
* Manage care team and care plans which setup goals to the care giver to provide prominent solution to the problem.
* Mange patient relationship by creating business account and connect the patient with other person by creating a contact. Engage the patient with patient private community.

**Roles and Responsibilities**

* Handling 6 members team in offshore and co-ordinate with clients on a daily basis.
* Learnt complete cycle of Health Care domain which requires enhancing the product and providing suitable solution for the requirement.
* Organize daily call with customer to discuss about team queries and issues if any.
* Design a solution based on the requirement and the application complexity.
* Following Agile process and deliver the sprint release on time for every 2 weeks once.
* Create User stories in JIRA board and assign tasks to the team and track the status.
* Act as a secondary level of Scrum master in offshore on behalf of client.

**Key Achievements**

* Delivered product add-on tool to the customer as part of value add process as an individual contribution.

**[II] Empire Application** ∙ Common Bank of Australia, Australia 2010 - 2014

Project Lead ∙ 5 Members team

.Net 3.5, C#, Oracle 10G, Crystal Report, JQuery, WCF, VSS

**Project Description:**

* Empire Margin Lending supports all aspects of applying for and managing the loans/deposit accounts including charging interest and fees, producing statements, managing the margin call processes, reporting and data extracts etc.
* This is internally written standalone application that manages number of loan and deposit products within the premium banking space.
* EOD process which runs on a daily night will take care of all banking transaction and
* It’s the primary system of user for 1000 banking users that manage the margin lending and deposit business.
* This application has windows and web interface.
* Its 3 tier architecture with UI –Business logic layer – Data Access Layer in .net 3.5 and c#.
* WCF service is used to connect other vendors to check particular loan status.

**Roles and Responsibilities:**

* Handled 5 members team in offshore and had 2 years experience in on-site.
* Interact with business users and identify the gaps and provide technical solution through perfective maintenance to improve their business.
* Organize daily call with customer to discuss about team queries and issues if any.
* Provide ideas to enhancement team for all new changes in the application.
* Implemented WCF service and Margin call product as an individual contribution.
* Involved in Functional Point estimation to estimate the volume of the application.
* Taken care of all management activities (reporting and audits) and involved inCMMIActivities**.**
* Incorporate new product with Empire application as part of customer Value Add.

**Key Achievements**

* Handled performance issues and provided solution on each stage.

**[III] Portfolio Loan Value Ratio** ∙ Common Bank of Australia, Australia 2009 - 2010

Senior Software Engineer, worked with 7 Members team

.Net 3.0, C#, Oracle 10G, WebService, VSS

**Project Description:**

* The Geared Investment’s business requires the ability to identify clients’ portfolios which are diversified and to provide higher LVRs to securities depending on the characteristics of the portfolio. Furthermore, the business wants to maintain the rules for identifying a diversified portfolio and the LVR increases.
* The Margin Lending Portfolio LVR project aims to address all these requirements and concerns. By providing a Portfolio LVR, this will create a significant incentive for clients to diversify their portfolio to increase their lending limit.
* Its 3 tier architecture with UI – middle Tier –DAL and DB server, webservice is used.

**Roles and responsibilities:**

* Understand the Requirement and Involved in HLD and LLD document.
* Developed whole Admin modules and provided defect free code in production.
* Created WebService to create a high capacity interface application to communicate with other system.
* Act as a PQA for the project and prepared all project related process documents.

**[IV] HBOS Corporate Online** ∙ HBOS Bank, UK 2007 - 2009

Senior Software Engineer, worked with 5 Members team

.NET2.0, C# .Net, SQL Server 2005, XML, IIS, Java script, PM SMART

* A Banking Ecommerce application that allows Corporate customers to service their bank accounts, providing the ability to print statements, make payments and reporting functionality.
* Conforms to Microsoft.Net n-tier architectural standards
* £6bn (600,000 transactions) per month
* Used by about half of all Corporate customers,

**Roles and responsibilities:**

* Learnt existing corporate online application functional and technical flow.
* Requirements analysis and prepared technical & functional design document.
* Created table design and stored procedures.
* Handled live COL customer issues via SMART Tasks and GAM log tasks.

**[V] HBOS Lead Management System** ∙ HBOS Bank, UK 2006 - 2007

 Software Engineer, worked with 8 Members team

.NET2.0, C# .Net, SQL Server 2005, XML, IIS, Java script, PM SMART

**Project Description**

* The main objective of the LMS (Lead Management System) is to effectively maintain the leads and to track the success rate of leads. In an existing system the leads are passed by notes, email, phone, Word/Excel. So there is a possibility of missing the leads and difficult to maintain the leads.
* The new system will support relationships between a broad range of HBOS business groups providing robust lead management and maximizing cross sale opportunities. It will also enable leads provided from the centre to be monitored more closely, both in term of usage & business written.

**Roles and responsibilities:**

* Understand Requirement Specifications and prepared technical, functional documents.
* Involved in complete development of the new version.
* Created Stored Procedures, cursors and table design.
* Support for RMS in SIT, UAT & Live at client’s place

**[VI] HBOS IntroducerWeb** ∙ HBOS Bank, UK 2005 - 2006

 Software Engineer, worked with 4 Members team

.NET2.0, C#.NET, Provider Pattern SQL Server 2005, XML, VSS

* IntroducerWeb is a new and innovative online system that allows Introducers to register and then submit commercial mortgage applications from anywhere at any time. Quick and easy to use, it's a leading-edge secure system that lets you track existing and historic applications as well as commission

**Roles and responsibilities:**

* Understand Functional Specifications and Prepared LLD documents.
* Involved in complete development of the new web version.
* Developed business logic layer and user interface design and UI design.
* Created Stored Procedure and queries.