**Rahul Jackson**

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Professional Value Offered

* Technical /Solution Architect with over 13+ years of experience in Information Technology involving **technical solution design, consulting, delivery management**, customer management, business analysis, program management, business development, offshore coordination and implementation of large-scale projects for industry leaders in different business domains like CRM, Telecom, Finance, Manufacturing, Automobile and Retail.
* ~5 years Extensive Experience in SFDC development using **Visual Force Pages, Visual Force Components, Force.com IDE, SOQL, and SOS**L. In-depth understanding of SFDC CRM business processes.
* Understand business requirements and translate these into technical solutions based on the chosen platform.
* Partners with **infrastructure, architecture, and database services** to ensure overall systems scalability, reliability, and performance of application
* Support project delivery for Salesforce from a technical stand point
* Worked with cross-functional and cross regional teams in **Finance, Logistic, Manufacturing, Health and Retail domain** at client location across geography (Europe, UK and Asia)
* Provides **technical leadership** on all assigned projects to ensure delivery of valuable solutions in alignment with business needs, technological platform architecture, and overall SDLC. This includes understanding business requirements, adhering to technical architecture standards, recommending technical design, monitoring development and testing efforts, resolving technical issues, making technical decisions, and supporting deployment of Salesforce
* Leads all aspects of multiple projects concurrently consisting of both businesses as usual and/or strategically forward thinking initiatives in the absence of a PMO representative (Project Manager or Scrum Master)
* Establishes the technical implementation approach and drives the **technical design and development** of projects utilizing the **Force.com** platform for projects that may contain both declarative and programmatic solutions; which would include Apex and Visual force
* Works with the Development team to lead the day-to-day development activities by leading/implementing **architecture decisions, participation in designs, design review, code review** and implementation for Salesforce
* Worked on **RFP and Presales** for the Salesforce based project.
* Successfully Led team of **30+** members
* Good understanding of SDLC with project involvement right from Planning and Scoping to Implementation including **Waterfall and Agile delivery** methodologies
* Proven expertise in **People Management, Leadership, Executive level Stakeholder Management** and Account Development while working in large multi-geographic Business Change programs

Core Skills and Competencies

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| --- | --- | --- | --- | --- | --- |
| **Technical Skills**   |  |  |  | | --- | --- | --- | | * Force.com * Triggers/Workflow * Struts/Spring/Hibernate * JSP/Servlet | * Apex/Visual force/LWC * Process Builder * Web service * SVN/Jenkins | * Java * JSP/HTML * PL/SQL |   **Domain Experience**   * Capital Market, Core Banking, Trade Finance * Manufacturing * Telecom * Retail & Logistic |  |  |

**Certifications:**

* **Salesforce Platform Developer1**
* **Salesforce Certified Administrator**
* NCFM (National Certified Financial Module)
* FCA Finastra Certified

**Work History**

* Infosys Ltd. ( Jul 2012 to Till Date)
* Polaris Financial Service Ltd. (Oct- 2008 to June-2012).
* CMC Ltd. (Aug - 2006 to Sep 2008).

### Infosys Mar 2017–Till Date

**Role:** Salesforce Architect

One of the Largest Logistic Service Provider in US/Europe:

* Work with management in analysing problems, providing solutions, or recommending corrective action and implementing solutions.
* Create and manage workflow rules, data validation, and system triggers.
* Performing basic system configurations such as working with custom objects, triggers and workflows.
* Working management, develop company-wide Salesforce standards for unit tests, documentation, peer reviews, and code deployment.
* Keeping abreast with new Salesforce features and functionality and providing recommendations for process improvements.
* Work as operation Manager for L2/L3 support team.
* Manage a team of developers, including work assignment, mentoring, performance reviews, compensation and career progression.
* Works with manager to develop standards and policies which increase efficiency and decrease errors in managed org.

### Infosys Mar2016–Feb 2017

**Role:** Salesforce CONSULTANT/LEAD

A leading Manufacturing requires to be develop customize application**:**

* Troubleshoot issues, resolve complex system problems, and develop and manage complex workflow rules, data validations, and object customizations
* Design and develop integrations between Salesforce and other applications / systems. Develop and maintain Visual force, AppExchange, Force.com pages and integration to other third party solutions.
* Perform development activities including coding and configuration as well as guide team members
* Manage, package, and deploy software releases to all environments using robust software development lifecycle methodology
* Manage external relationships with a focus on client satisfaction, clearly communicating issues and delegating work as necessary
* Work closely with subject matter experts, developers, testers and business partners

### Infosys Mar 2015–Feb 2016

**Role:** LEAD BUSINESS ANALYST

One of the laregst uk bank:

A large GTRF platform of leading bank requires to be migrated to new platform and product agnostic service has to be identified from TOM model.

* Part of one of the largest UK bank’s trade transformation program.
* Replacing multiple source systems with new vendor applications, and creating a unified common data repository.
* Creating service catalogue containing product agnostic services
* Translating business process maps for Guarantees, LCs, Supply Chain Finance, Trade Loans and bills and engaging business to retrieve data requirements
* Creating data to process maps to optimize the coverage of business data requirements with minimum services.

### Infosys March 2014–Feb 2015

**Role:** IT BUSINESS ANALYST

one of the laregst swiss bank:

The product, Equate Plus, aka EQ+/EQP is a secure, easy to use web-based platform for the administration of equity/non-equity and pension plan based employee compensation schemes e.g. ESOPs. Some application functionalities are buying vested shares, selling shares, transferring shares to personal trading account**.**

* Strategic analysis to drive out future book of work and validate opportunities already identified
* Prepare valuation models and business cases for identifying opportunities; worked with stakeholders and sponsors to finalise and validate business case figures, providing costs, benefits and overall savings
* Involved in architecture simplification by rationalising the applications and concentrating on core components across the trade management line of business
* Involved in analysis for the strategic rollout of front office sourcing model, conducted the data requirement for FO sourcing along with gap analysis (As-Is and To-Be state) and the asset servicing process

### Infosys Jul 2012–Feb2014

**Role:** JAVA technogy lead

GTS platform facilitates core banking across UK and Ireland. Mainly application is being used by users in branch office and head office across UK and Ireland

* Analysing and documenting the functional and non-functional requirement as per system need and then documenting the business process
* Involved in performing different activities such as debugging, rectifying defects in the application to ensure that code is implemented as per functional requirements
* Testing of implemented changes
* Prepare and Update the requirement traceability matrix. Design of test artifacts such as test plan, test scenarios, test scripts and test execution at various levels of testing like System and Integration
* Provided support for User Acceptance Testing
* Providing status report to client on daily basis
* Creating data to process maps to optimize the coverage of business data requirements with minimum services.
* Defect fixing, co-ordination, status meetings, conducting demos by Agile methodology, coding, unit testing and deployment

**Polaris Financial Technologies Nov 2009 – June 2012**

**Role:** Consultant/Sr. Java Developer

**Project**:Javelin

Collateral management helps to reduce counterparty credit exposures. Current collateral processes require large amounts of manual record keeping and risk human or data error resulting in initial margin requirements (IMR) being met by cash instead of the available collateral. F&O Treasury team needs to have set of tools to quickly and reliably see the collateral usage and issue instructions on where available collateral should be moved to.

* Gathering requirement with various SMEs including BAs, Development SME,
* getting the information documented in a pre-defined template and get it signed off by Product Head and handing over to development Team for implementation.
* Understanding requirements, providing design solutions, Development, Unit Testing, deployment and Offshore Scrum Master
* Release ownership involving offshore delivery coordination with team size varying from10 to 20.

**Polaris Financial Technologies Oct 2008 – Oct 2009**

**Project:** Custody

**Role:** Sr. Java Developer

GFSAM application is custodial service of Citibank India. Custody application provides a web base interface and database management system for the custody unit of Citibank for managing its portfolio and all settlement related activities. This application is providing local custodian services to FII's (Foreign Institutional Investors) and FI's (Domestic Financial Institutions).

* Responsible for development on java, jsp, servlet, xml with unit testing and deployment at the client side.
* Gathering requirement with various SMEs including BAs, Development SME
* Understanding requirements, providing design solutions, Development, Unit Testing, deployment

**CMC Limited (TCS Subsidiary) Aug 2006 – Sep 2008**

**Role:** Java Developer

Employees can put in claims & advances (where applicable) request through the system Requests would be routed to the right person based on the approval hierarchy. Project level approved requests go to the finance for final approval and payment. Mail notifications are sent to the on each approval.

The Global Net application proposes to provide the employee self-service function to all Employees located outside India.

* Worked with software requirement specifications, object oriented analysis and design, Designed and developed business components and front-end using Java,JSP and Servlets

Education

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| Master in Business Administration | Anglia Ruskin University(UK) |
| Bachelors in Engineering | GGDU( Guru Ghasidas University, Bilaspur), **Honour’s** |