

DIBYA RUCHI

## (10 Years Exp in CRM) Mobile: +91-9590689234

**Emails:** [**dibya.sfdc@gmail.com**](mailto:dibya.sfdc@gmail.com)

**AWARDS & RECOGNITIONS:**

1. Received “**Key Contributor Award**” during pandemic for best performance.
2. APPLAUD – INTRAPRENUERSHIP AND SHARING – for helping multiple projects.
3. Recognized by client as **Best Salesforce resource** among all the vendors they have worked with.
4. Received “A-Team” Award for resolving 300+ defects in 12 weeks in AIG Travel-Guard Project in Mindtree.
5. Received multiple appreciations from clients in various projects.
6. Received multiple times recognition certificates in Accenture for hard work and perseverance
7. Bagged 3rd Prize in Paper Presentation on topic “Structured vs. Object Oriented Programming in Java” in Jan 2012 in Accenture.

**CERTIFICATIONS:**

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| --- | --- | --- |
| **Certification Name** | **Earned Date** | **Credential ID** |
| Salesforce Certified Community Cloud Consultant. | November 2, 2020 | 21582043 |
| Salesforce Certified Application  Architect | March 15, 2020 | 13866 |
| Salesforce Certified Data Architecture and Management Designer | March 15, 2020 | 20985328 |
| Salesforce Certified Sharing and Visibility Designer | March 8, 2020 | 20965432 |
| Salesforce Certified Service  Cloud Consultant | December 29, 2019 | 20809819 |
| Salesforce Certified Sales Cloud Consultant | December 25, 2019 | 20802546 |
| Salesforce Certified Platform Developer II (MCQ only) | December 08,2019 |  |
| Salesforce Certified Platform Developer I | December 1, 2016 | 16659497 |
| Salesforce Certified Administrator | October 2, 2016 | 10297981 |
| Salesforce Certified Platform App Builder | October 2, 2016 | 10296566 |
| Developer 401 - Salesforce.com Certified Force.Com | 2015 | 2791133 |

**OTHER NOTABLE WORK ACROSS CAREER:**

1. Training fresher and upskill training for experienced on Salesforce
2. Helping organization in kick starting new project engagements by participating in initial discussions
3. Key member of technical recruiting team in the current organization
4. Member of “Virtual Architect Board of SMEs” in the organization representing Salesforce
5. Travelled to UK for requirement gathering

# CURRENT ORGANISATIONAL EXPERIENCE:

## Feb’22 – Sep’22 ~ Trianz Digital Pvt. Ltd, Bangalore ~ Senior Technical Lead (Skill: Senior SFDC Developer & Architect)

**Title: Paperless, New York Life Insurance**

**Role: Senior Developer and Architect**

**Skills Used: LWC, Apex, Integration**

**Tools Used: GitHub (Deployment and version control), VSCode (IDE), Jenkin (CD-CI)**

**Cloud: Custom Cloud**

**Domain: Insurance**

**Duration: March 2022 – Septmeber 2022**

**Description:**

Building of App store specific for NYL Client and license management for each app

Responsibilities:

* Working as Lead developer and Architect
* Involved in designing
* End-to-end project implementation using LWC and integration.
* Requirement Gathering
* Developing/Designing system architecture, development and
* deployment.
* Training team on latest technical stuff like flows and LWC
* Grooming freshers
* Worked on value addition accelerator like - chatbot.

**PREVIOUS EXPERIENCE:**

1. Aug’19 – Aug’21 ~ CGI Information Systems and Management Consultants Pvt. Ltd., Bangalore ~ Lead Analyst (Skill: Senior SFDC Developer & Architect)
2. Mar’19 – Aug’19 ~ Brisa Technologies., Bangalore ~ Team Lead (Skill: Senior SFDC Developer & Architect)
3. Sept’17 – Jan’19 ~ VMWare India Pvt. Ltd., Bangalore ~ Application Support Analyst (Skill: SFDC Admin & Developer)
4. Jul’16 – Sep’17 ~ Cognizant Technology, Bangalore ~ Associates – Project (Skill: SFDC Admin & Developer)
5. Aug’15 – Jul’16 ~ Mindtree Ltd., Bangalore ~ Senior Software Engineer (Skill: SFDC Admin & Developer)
6. Mar’14 – Apr’15 ~ Capgemini India, Mumbai ~ Consultant (Skill: Seibel & SFDC Developer)
7. Apr’11 – Oct’13 ~ Accenture Services Pvt. Ltd., Pune (Skill: Seibel Developer)

# ACADEMIC DETAILS:

B.E (CSE) from Shirdi Sai Engg. College, VTU, Karnataka, Bangalore with 64% (2006-2010) XII from Rose Public School, CBSE Board, Darbhanga, Bihar with 71.2% (2005)

X from Holy Cross School, CBSE Board, Darbhanga, Bihar with 82.8%

# TECHNICAL SKILLS:

LWC, Flows, Apex, Visual Force Pages, Configuration, Integration

# ANNEXURE PROJECTS

### CGI Information Systems and Management Consultants Pvt. Ltd., Bangalore Title: Michelline Tyres

**Role: Team Lead and Senior Developer Skills Used: LWC, Apex, Integration**

**Cloud: Partner Community Cloud**

**Tools Used: Github(Deployment and version control),VSCode(IDE),Jenkin(CD-CI)**

**Domain: Retail**

**Duration: June 2021 – August 2021**

**Description :**

* Enhancements on existing Dealer App (Partner communities) using LWC

Responsibilities:

* Leading team of 8 in Agile environment
* Involved in designing of new projects
* Devising newer integrations and proposing architectural solutions

### Title: SODEXO HR PEOPLE CENTRE, North America Role: Individual Contributor and Architect

**Skills Used: Visual force page, Apex, Integration**

**Tools Used: Changeset (Deployment), Developer Console (IDE)**

**Cloud: Employee Community Cloud Domain: Retail**

**Duration: November 2019 – May 2021**

**Description:**

* Enhancements on existing HR systems for north American (Employee communities) Sodexo client using Classic community features
* Implementation of new HR systems for Sodexo Cananda based on existing systems
* Enhancing integrations with multiple system for pay slip management and other HR related systems
* Continuous performance Analysis and security analysis
* **Technologies Worked on: Employee communities** – Setting up portal Audience and Knowledge Articles and navigations in community.

Responsibilities:

* Working as Individual Contributor and Architect
* Head Admin and Lead Developer of application with 120k users
* Devising newer integrations and proposing architectural solutions

**Other Projects:**

1. **Lavazza Professional (Travelled to UK as Project Lead)**
2. **ViveLa Car**
3. **HD**

**POCs Done for new clients on Chatbots , Omni Channel**

Role**: Team Lead**

Responsibilities:

* Requirement Gathering
* Kick Starting projects
* Team Formation – Conducting Interviews
* **Pre Sales Activities**

### Brisa Technologies Pvt. Ltd., Bangalore

**Title: Swiss – Re and CCA projects**

**Role: Technical Lead**

**Skills Used: Salesforce Lightning and Integration**

**Cloud Used: Custom Cloud**

**Tools Used: Changeset (Deployment), Developer Console (IDE)**

**Domain: Insurance & Health Care**

**Duration: March 2019 – August 2019**

**Description:**

**Swiss Re Project -**

Building of multiple forms UI for viewing and modifying insurance policies, Sending back changes to other systems through integration

**CCA Project –**

Lightning Conversion impact analysis

Security analysis

Case management using Omni channel

Responsibilities:

* Working as the Technical Lead of a team of 4; reporting to higher management/director
* Spearheading 2 salesforce lightning projects
* Prepared plan for Lightning Conversion Project
* Devising newer integrations and proposing architectural solutions

### VMWare India Pvt. Ltd., Bangalore

**Title: VMSTAR, DCPN, AIRWATCH**

**Role: Technical Lead Support Skills Used: Salesforce development**

**Cloud Used: Sales, Service, Community Clouds**

**Tools Used: ANT (Deployment), Developer Console (IDE)**

**Domain: VMware internal projects**

**Duration: September 2017 – January 2019**

**Technologies worked on :**

1. **Service Cloud :** Entitlement management, Case Management , Omni channel
2. **Sales Cloud :** Opportunity Management,(Part of CPQ for 2 weeks), Account management
3. **Communities :** Partner Community , Knowledge Articles

Responsibilities:

* Working as the Technical Lead of L2 support and leading a team of 6; reporting to higher management/director
* Spear heading Salesforce CPQ implementation& support, advance configuration enhancements and admin & integration support
* Reviewing defects and performing bug fixing/debugging of Apex classes, triggers, batch class and scheduled classes
* Identifying the code level issues and assigning it to L3 support team
* Devising newer integrations with Technical Architect
* Imparting production support
* Assisting through War room support during quarter end

### Cognizant Technology, Bangalore ~ Associates – Project Title: ANI (Abbott Nutrition International)

**Role: Individual Contributor Skills Used: Salesforce Development Cloud Used: Sales Cloud**

**Tools Used: Changeset (Deployment), Developer Console (IDE)**

**Domain: Life Sciences**

**Duration: July 2016 – September 2017**

**Description:**

Setting up of advance configurations, Territory Management, Person Account Management,

Monthly data loads from viva systems, Minor coding enhancements,

Duplicate data management and archival

**Responsibility**: Responsible for maintenance and enhancement of 3 salesforce applications - Malaysia, Singapore and Taiwan for all SFDC enhancements.

**Key Note:** Received appreciations for delivering project before timelines.

### Title: ADC (Abbott Diabetes Care)

**Role: Individual Contributor Skills Used: Salesforce Development Cloud Used: Sales Cloud**

**Tools Used: Changeset (Deployment), Developer Console (IDE)**

**Domain: Life Sciences**

**Duration: July 2016 – September 2017**

**Description:**

Setting up of advance configurations, Territory Management, Person Account Management,

Monthly data loads from viva systems, Minor coding enhancements,

Duplicate data management and archival

**Responsibility:** Responsible for maintenance and enhancement of 2 salesforce applications - Australia & India for all SFDC enhancements, preformed data loads and liaised with client for any other business requests.

### Mindtree Ltd., India, Bangalore

**Title: GOSCE, Cargill Inc.**

**Role: Software Developer Skills Used: Salesforce Development Cloud Used: Custom Cloud**

**Tools Used: Changeset (Deployment), Developer Console (IDE)**

**Domain: Retail commodities**

**Duration: January 2016 – July 2016**

**Description:**

Setting up of advance configurations,

Data loads,

Security visibility model setup

Minor enhancements

Reports and Dashboards

**Responsibility:** Individual contributor

Application maintenance of GOSCE’s SFDC activities by helping the user’s community, maintaining and coding for newer enhancements in GOSCE instance, performing data loads and collaborating with client for any other business requests.

**Key Note:** Received appreciations for delivering project before timelines

### Title: AIG Travel guard

**Role: Software Developer Skills Used: Salesforce Development**

**Cloud Used: Customer Community Cloud Domain: Travel Insurance**

**Duration: September 2015 – December 2015**

**Responsibility**: Provided solutions and enhanced functionality to 25 different country sites of AIG travel by making application more user friendly

**Key Note:** Received Award for fixing 300+ bugs within 3 months

### Capgemini, India, Mumbai

**Title: Spade GST, In house project**

**Role: Software Developer Skills Used: Salesforce Development Cloud Used: Sales Cloud**

**Domain: Internal Project Responsibility: Configuration of internal apps**

**Title: Royal Mail Group – GetSafe, UK**

**Role: Software Developer Skills Used: Siebel Configuration Domain: Retail**

**Title: Farmers Insurance, Zurich**

**Role: Software Developer Skills Used: Siebel Configuration Domain: Insurance**

**Accenture Services Pvt. Ltd., Pune**

**Title: VicRoads RandL, Melbourne**

**Role:** Software Developer **Skills Used:** Siebel Configuration **Domain:** Public Sector

### Title: Wind Telecom, Italy

**Role:** Software Developer **Skills Used:** Siebel Configuration **Domain:** Telecom

### Title: SHIRE UK

**Role:** Software Developer &Tester **Skills Used:** Siebel Configuration **Domain:** Life Sciences

**Responsibility:** Configuration of application in following 8 languages: French, Modern Spanish, American English, German, Canadian French, Italian, Brazilian, Canadian and English