

Ankur Goyal
Email Id-ankurg1985@gmail.com
Mobile-+91-9763129592

Professional Summary	<ul style="list-style-type: none">○ Around 13+ years of Diversified experience and technical expertise in Architecture, Design , Development, Management ,Support in various CRM implementation using Salesforce.com○ 7 X Salesforce Certifications in Development ,Admin ,Consultant and CPQ○ Having effective Client Communication. Good Comprehension to PROJECT and Software development Life Cycle. Team management and Team building capability.○ Expertise working in Proof of concepts (POC) for new and existing project requirement and Estimations (Functional ,Resource allocation and Technical aspects).○ Work Experience include Salesforce Architect ,Team management and Technical Manager,○ Experience in Handling a team of 10+ people, in a technical front as well as People Manager○ Current Employer Zensar Technologies Pune from past 3.6 Years○ Previous Employers -Calance (2009-2011),HCL(2011-2013) ,Zensar(2013-2016),Vodafone (2016-2018).○ Having a valid B1 Visa for US. and traveled US(Texas) Client side to understand their Business requirement and meeting with Stake holders.○ Traveeled UK to discuss Business Plans , Implementation ,Hypercare,BAU and Support with Client
Certifications	<ul style="list-style-type: none">● Salesforce Certified Administrator● Salesforce Certified Platform Developer-I● Salesforce Certified Platform Developer-II● SalesForce Certified Platform App Builder● Salesforce Certified Sales Cloud Consultant.● Salesforce Certified Service Cloud Consultant.● Salesforce Certified Cpq Specialist.
Experience Summary	<ul style="list-style-type: none">● Salesforce Sales/Service cloud implementation, Technical Architect/lead (Sr. Technical Specialist [2018-till date]<ul style="list-style-type: none">○ Redesigned system and implementing customized Salesforce CPQ from Scratch as per client requirement○ Customized Solution review and code review for the code that is being deployed.○ Requirement analysis and building of design solution. Team management and work assignment● Assistant Manager [2016- 2018]<ul style="list-style-type: none">○ Requirement analysis and building of design solution. Team management and work assignment○ Customize and personalize Salesforce.com to fit environment's specific needs.○ Create Salesforce user accounts and configure to fit security needs at the user and organization levels.○ Following Agile methodology to implement changes in monthly sprint .

Role History	<ul style="list-style-type: none"> Salesforce Architect/Technical Manager :-Current Salesforce Lead [2016- 2018]
---------------------	--

Education	<ul style="list-style-type: none"> B.SC(PCM)[2006] and MCA(2009)
------------------	---

Core competencies/ skills	Category	Primary skills	Secondary skills
	Platform	Sales Cloud and Service Cloud/,Revenue Cloud	
	Domains	Sales/Service Cloud implementation, Salesforce CPQ implementation ,Bulk Data migration	
	Tools & Techniques	Splunk, Jenkin , Eclipse,Workbench, Notepad++,winmerge Salesforce ,Developer console,Dataloader	Asp.net
	Databases	Salesforce Soql,data.com	
	Bug/Issue-Tracking System	Salesforce inbuilt debug Logs,	Dice, Splunk
	Programming skills	Salesforce Crm Customization and Configuration., Salesforce CPQ,Lightning,web services, Sales and Service cloud,Apex,Visualforce ,Javascript,Lighning ,Rest Api Integrations	Javascript, HTML

Expertise	<ul style="list-style-type: none"> Sales and service cloud setup and implementation Development and integration in Salesforce environment Delivery Excellence and Team Management
------------------	--

Awards	<ul style="list-style-type: none"> Zensar- Team Leader of the Quarter 2020 Zensar Delivery Excellence Award 2019 Vodafone, Delivery Excellence 2017
---------------	--

PROFESSIONAL EXPERIENCE

<p>Organization: Zensar Technologies Pune (Maharashtra)</p> <p>Team Size: 10</p> <p>Duration: 3.11 Year (Oct 2018 to till date)</p> <p>Technologies: Salesforce, Visualforce, Apex, Lightning ,Webservices,CPQ</p> <p>Roles :- Team Lead</p> <p>Project Description:</p>
--

A technology and service leader powering the global financial markets. We help clients anticipate change and solve trading problems, setting the standard with industry expertise, exceptional service and comprehensive technology.

Responsibility:

- Work allocation/Assignment to Team as per their module expertise.
- Redesigned system and start implementing Salesforce CPQ from Scratch as per client requirement
- Doing Solution review and code review for the code that is being deployed.
- Requirement analysis and building of design solution.
- Development of Apex Classes and triggers
- Development of Visualforce pages
- Development of Lightning components and web services
- Google map API implementation
- help team members to resolve technical issues.
- Also involved in requirement review meetings to get best out of SFDC.
- Deployment from end to end changes in Production Org.

Organization: Vodafone India Pune (Maharashtra)

Team : 8

Project / Client Name / Location – Vodafone UK

Duration: 2.5 years (June 2016 to Oct 2018)

Technologies: Salesforce, Visualforce, Apex, Lightning, webservices

Project Profile:

Vodafone is managing his internal projects by his own team and other Vendors. They have their development team for the new development and changes required in current functionality and enhancements., They are using customized Visual force pages for handling their sales process.

Role: Senior Developer(Salesforce)

Contribution / Highlights :

- Managing Business requirement independently from requirement collation to deployment.
- Redesigned system and build it from start to remove all issues and bust up performance and optimization of system resources.
- Requirement analysis and building of design solution.
- Development of Apex Classes and triggers
- Development of Visualforce pages
- Help team members to resolve technical issues.
- Also involved in requirement review meetings to get best out of SFDC.
- Monthly sprint Delivery model is there by using Scrum(Agile Methodology).

Organization: Zensar Technologies Pune (Maharashtra)

Team Size: 4

Duration: 3 Year (June 2013 to June 2016)

Technologies: Salesforce, Visualforce, Apex

Client and Project Description:

A communication company (deals with Wireless and communication devices) were using SFDC to maintain their pipeline and forecasting data. Clients are unable to accurately report on pipeline, forecast and orders by product split due to the fact that the \$ amounts are not properly allocated. Client has a number of key product groups that need to be shared across other key groups based on a number of factors. Solution is proposed and implemented as Automate the allocation of grouped products at an opportunity level. Provide a UI that will allow a non-programmer to adjust the group mappings as this is something that may change over time

They have a large bunch of customers and products ,which were managed inside Salesforce org, They have different other functionality to capture their customer data and show them as per their requirement with the help of Visualforce page ,Trigger ,Apex ,batch classes etc .They have different types of dashboards and report built-in in customize form with the help of apex and Visualforce and if certain functionality need to be modified on-time or at specific time they have triggers and batch classes on different custom and standard objects. Various workflow, validation rules and formula field also being used during implementation.

Roles and Responsibility:

- Redesigned system and build it from start to remove all issues and bust up performance and optimization of system resources.
- Doing Solution review and code review for the code that is being deployed.
- Requirement analysis and building of design solution.
- Development of Apex Classes and triggers
- Development of Visualforce pages
- help team members to resolve technical issues.
- Also involved in requirement review meetings to get best out of SFDC.
- Managing small projects independently from requirement collation to deployment.

Client and Project Description: A Motion system Manufacturing firm were using SFDC to maintain their client and partner data and provide their internal team to manage their cases, opportunities and related data like forecasting, forecast snapshots with customized Visualforce pages and apex classes It also maintains information for their daily, monthly and yearly billing bookings and backlogs as well. They also used different other functionality of salesforce for managing their client data.

Roles and Responsibility:

- Administration, Configuration and customization of Salesforce.com applications.
- Development of Apex Classes and triggers
- Requirement analysis and building of design solution.
- Development of Visualforce pages
- Developing and customizing the reports, designing new Reports, Dashboards with different subject matter Views

Organization: HCL Technologies Noida (NCR)

Team Size: 7

Duration: 2 Years (March 2011 to March 2013)

Technologies: Salesforce, Visualforce, Apex

Client and Project Description: Salesforce Developer Support/Development is handled by HCL as a vendor ,

Roles and Responsibility: Working as a Lead to handle APAC hour support/Development

- Customize and personalize Salesforce.com to fit environment's specific needs.
- Create Salesforce user accounts and configure to fit security needs at the user and organization levels.
- Setup apps, objects, page layouts, related lists, tabs, roles, profiles, validation rules, workflow rules, sharing rules, Outbound/Inbound messages
- Lead, Account, Contact, Opportunity Managements
- Lead Conversion process, email-to-case, web-to-lead implementations
- Business specific reports & dashboards
- Development using Visualforce, Apex, Triggers, Webservices, JavaScript, Ajax
- Code optimization with respect to governor limits of salesforce
- Unit tests code coverage and deployments
- Data migration and manipulation using Salesforce tools
- Integration using salesforce APIs
- Portals setup & app Exchange package deployment
- Force.com sites development
- Chatter customization
- Google maps APIs integrations with Salesforce
- Single sign on Implementation.

Organization: Calance Software Pvt Ltd Gurgaon

Team Size: 6

Duration: 1.9 Years (June 2009 to March 2011)

Technologies: Salesforce, Visualforce, Apex

Client and Project Description: Asp.net development and Salesforce admin task for an Education Firm to provide online Education Platform to Students from various schools and colleges

Roles and Responsibility: Salesforce admin and asp.net developer

- Working on an online Platform to provide online education to students designed and developed in dot net.
- Customize and personalize Salesforce.com to fit environment's specific needs.
- Create Salesforce user accounts and configure to fit security needs at the user and organization levels.
- Setup apps, objects, page layouts, related lists, tabs, roles, profiles, validation rules, workflow rules, sharing rules, Outbound/Inbound messages

I hereby declare that the information given above is true to the best of my knowledge and belief.

Place: Pune

Ankur Goyal