

SUMMARY

14X Certified Driven Salesforce Architect with **9+ years'** of success in conceptualizing technical solutions and system development. Focused on working closely with clients to determine technical project objectives, specifications and solutions. Detail-oriented in coding and testing the functionality of deliverables.

- Experience in working across various Salesforce.com platforms covering **Sales Cloud, Service Cloud, Communities, AppExchange** Applications, Sites, **CPQ**.
- Responsible for defining the advanced architecture, solution/design, platform-specific technical best practices as well as defining enterprise integration strategy for Customers in different domain/industries on **Agile/Hybrid** methodology.
- Evaluate multiple 3rd party solutions, author solution design documents and provide leadership to the technical team.
- Convert high-level engineering plan into an agile sprint plan with accurate effort estimation ensuring smooth and timely delivery
- Responsible for **liaising** between project teams across locations and the Customer.
- Generate client sign-off and commitment to the overall solution and design.
- Experience in **Deployment Strategy** using **DevOps**.
- Experience in **Code Review** manual and using tools.

WORK EXPERIENCE

- **Senior Associate** - SaasFocus (a Cognizant company)
Noida - [Feb 2016 to Present]
- **Salesforce Consultant** – CSC
Noida - [Jan 2015 to Feb 2016]
- **Senior Salesforce Developer** – HP
Bangalore - [Apr 2014 to Dec 2014]
- **Senior Salesforce Developer** - Astrea IT Services
Noida - [Dec 2011 to Mar 2014]

CERTIFICATIONS

- ◆ Salesforce Certified Community Cloud Consultant
- ◆ Salesforce Certified Service Cloud Consultant
- ◆ Salesforce Certified Sales Cloud Consultant
- ◆ Salesforce Certified System Architect
- ◆ Salesforce Certified Identity and Access Management Designer
- ◆ Salesforce Certified Development Lifecycle and Deployment Designer
- ◆ Salesforce Certified Integration Architecture Designer
- ◆ Salesforce Certified Application Architect
- ◆ Salesforce Certified Sharing and Visibility Designer
- ◆ Salesforce Certified Data Architecture and Management Designer
- ◆ Salesforce Certified Platform Developer I
- ◆ Salesforce Certified Platform App Builder
- ◆ Salesforce Certified Administrator
- ◆ Salesforce Certified Developer
- ◆ Microsoft Digital Literacy

VOLUNTARY

- Blog: [Something about the clouds](#)
- Salesforce **Trailblazer Community User Group Leader**.
- Salesforce Program - Journey2Salesforce **Mentor**

EDUCATION

- B.Tech – IT (2007-2011) – 73.6%
- XII (2007) – 84%
- X (2005) – 74.6%

SKILLS	TECHNICAL EXPERTISE	INDUSTRY SECTORS	FUNCTIONAL EXPERTISE	METHODOLOGIES	LANGUAGES
<ul style="list-style-type: none">• Apex• Visualforce• Lightning• LWC• Integrations• DevOps• Workbench• Visual Studio	<ul style="list-style-type: none">• Sales Cloud• Service Cloud• Community Cloud• CPQ	<ul style="list-style-type: none">• Finance• Insurance• Realty• Telecom• Marketing• Manufacturing• Print• Healthcare	<ul style="list-style-type: none">• Technical Design• Architecture• Integrations• Consulting• Team Leading• Migration	<ul style="list-style-type: none">• Agile• Hybrid• Waterfall	<ul style="list-style-type: none">• English• Hindi

RELEVANT EXPERIENCE

Worked as an Architect for a Leading Bank (Top 3) – United Kingdom

This project was to sunset an existing AppExchange application (managed package) and create optimized solution in Lightning.

- Collaborated with clients to determine project specifications and scope.
- Analyzed client business processes and app behavior.
- Reverse Engineering to developed technical solutions for day-to-day operations and long-range strategic planning.
- Plan for Sunset existing application in incremental approach.
- Implementation of Environment strategy along with DevOps process.
- Designed and implemented system security and data assurance.
- Utilized Agile/Hybrid methodology to keep operations moving smoothly.

Worked as an Architect for a Leading Glass Manufacturing Company – Australia

This project was to move the complete sales cycle from existing **SAP to Salesforce (lightning)** along with **Targets**.

- When to Australia for Client interaction and determine project specifications.
- Analyzed client business processes.
- Architected generic solution for Integration with SAP.
- Designed solution for complex Target tracking.
- Managed deployment activities, code review and deployment using different tools.

Worked as a Technical Lead for a Indian Leading News Paper Publication - India

This project was to move all 3 lines of business of a leading Indian print publication house from existing **SAP to Salesforce (lightning)**.

- Prepared **estimations** and **technical design** for media solution line of business.
- **Architected** generic solution for business transformation for all users.
- Designed various modules including **Dotted Hierarchy, Target and Achievements, Integration with SAP** and other systems.
- Recommended third party data entry points using **Canvas**.
- Effectively communicated with client from different lines of business.
- Lead a team size of 12 Salesforce resources.

Worked as a Technical Lead for an Australian Finance Company - Australia

This project was to create a **partner community** for an Australia based finance company which provides loans for kitchen equipment's using partners.

- Worked from **Phase 1 to Phase 4** of project.
- Prepared **estimations** and **technical design** for the requirements.
- **Architected** generic solution for **Partner Community** in Lightning for partner users of different Countries (Australia, Canada, New Zealand).
- Designed **Amortized Calculator and Rule Generator**.
- Designed **lightning flows** and **Integrations** (11 integrations) for approval of loan.
- Effectively communicated with client and Suggested right apps to be used for this project.
- Lead a team size of 10 Salesforce resources.

Product: Mogli SMS (SMS Application) on Appexchange

- Intelligent SMS used to rapidly scale a solution for intuitive and easy to use exchanges
- Complex interactions can be easily managed through SMS queries.
- It has Capability of doing Business Processes through SMS.
- Sales, Support and Satisfaction records are automatically created and tracked from a simple SMS thread
- Mogli SMS integrates with Twilio, Telerivet and other SMS providers
- <https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000DqCytUAF>

DECLARATION

I hereby declare that information is true and is correct to the best of my knowledge.

Date:

PLACE:

AYUSH MANGAL