

**Nagendra Swami****Mobile:** +91 09672 988526**Email:** nagendra.swami97@gmail.com**Aadhar:** 809691401208**Passport:** P3838731**Professional Summary:**

Total 11+years of IT experience with 7+years in SFDC customization, Configuration, Integration, Data migration and lightning experience. Working within a major IT services company, tasked with an application development and CRM implementation across various domains, coordinating with the requirements gathering and client interaction, gained functional experience in domains of e-Commerce Industry etc.

**Skills:**

- Experience in Lightning Web Component, Lightning Design, Lightning Aura Component, Apex, Visualforce, jQuery, Web service, Integrations (SOAP/REST API).
- Experienced in Entire software project life cycle, diagnosis and resolution of problems in web applications.
- Good experience in JavaScript frameworks like Angular.js, Html5, Css3, Open Sources and JAVA/J2EE technology, JSP, JDBC, Struts framework, Design Pattern.
- Good communication & interpersonal skills.
- Good understanding of Apex, Triggers, Visualforce, Field sets, Custom settings, Metadata, Omni Channel, Live Agent, Service Cloud, Workflow, Assignment rules, Process Builder, Flow, Record Types.
- Salesforce Certified Platform Developer 1(License #21998127), Completed 150+ trailhead modules (<https://trailblazer.me/id/nagendra-swami>), active on salesforce community and blogs.

**Education:**

Degree	College/University	Year of Passing	Marks (%)
MCA	Rajasthan University	2009	78.00%
B.Sc.	Rajasthan University	2005	55.00%
Intermediate	Rajasthan Board	2001	62.00%
SSC	Rajasthan Board	1999	70.00%

**Experience:****Company: Xoriant Solutions Pvt. Ltd.**

Feb. 2023 – Present

Role: Tech Lead (Salesforce)

**Project – Scalewith Development**

Skill: Project relates to donation services with pro, select & enterprise edition service select incentive programs and pricing. Worked on to move existing triggers into metadata based Apex-trigger-actions-framework, Sage IntAcct Integration, Slack Integration to send PDFs from LWC component to Slack Channels, Enhancement of application based on sales cloud. App change product experience with licence management.

**Roles & Responsibilities:**

ScaleWith Portal API integration, LWC components, manages package, license management, git workflow, gearset deployment, sfdx, and slds stuff. Developed Apex Classes, Test Class for Web Services, UI Development, Visualforce Pages. Create Users,

Roles, Profile, Permission Set, Org. wide address, Email Templates, Workflow Rules, Apex Classes, Triggers, Aura Lightning, Python, MongoDB, react.js project.  
Others – Git, Jira, Confluence, Gearset, VsCode

**Company: Metacube Software Pvt. Ltd.**

August 2022 – Feb. 2023

Role: Associate Tech Lead (Salesforce)

**Project – Assurant & PWC nCino**

Skill: Project related to Education Cloud, Omni Studio, B2B Commerce Lightning & nCino Banking Software Application and Complete Setup of Commerce cloud b2b lightning.

Roles & Responsibilities:

- ✓ Worked on Aura, LWC and Apex Class, Test Classes, VF Pages, CSS.
- ✓ Attend Daily Scrum Call with Team and Business, Solved Out of the box features in Service Cloud. Got knowledge of velocity, Omni Studio Functionality like Data Raptor, IP Integration Pattern, Omni Script, Drag and Drop Functionality etc.

**Company: HCL Technologies Ltd.**

December 2017 – July 2022 (4.7 year)

Role: Salesforce Lead Engineer

**Project – Radial (eBay enterprise)**

Skill: Solved Customer issue for web-to-case, permission sets, profile, queue creation. Live chat setup, brand setup, omni channel routing and configuration, import users roster file, public groups, user roles, report, dashboard creation, assignment rules, workflow rules, case assignment, case auto response rule, formulas, validation rule, process builder, flow creation, data loader, workbench, trigger, lightning components and Einstein analytics.

Roles & Responsibilities:

- ✓ Salesforce org. refresh, post activity like live chat setup, svn repo, SharePoint commits, create SharePoint page for simulation, users updates, pin all queue, org wide address, email alert, knowledge articles etc.
- ✓ Solved agent issue like permission set, profile update, new user creation, import and export users, report creation, new queue creation, public groups, public group access, case object record type, new brand setups.
- ✓ Weekly scrum meeting for updates and project status like new email box setup for new brand using email to case,

**Project – Polycom**

Skill: Apex, Visualforce, Triggers, Site.com, Jira Issues, Code Bug Fixing, Enhance Functionality as per Business needs, Maintenance, Change Gear Tickets etc.

Roles & Responsibilities:

- ✓ Developed Custom code as per business needs for end user deal registration and partner certification pages.
- ✓ Worked on admin side to modify Page Layout, Validation, Error Handling and jQuery Custom Development.
- ✓ Worked on Apex Class, Visualforce pages, Data Loader for import, export datas, JavaScript, Trigger, Mock test class for integration.
- ✓ Enhance User Design and Functionality. Site.com Portal Development.
- ✓ Build Test classes with Assertion case with focused on Governor Limits.
- ✓ Bug fixing on Big Machines, Oracle CPQ Cloud, Active Directory, SOA, SABA

Interface, VisitOps, Siebel CRM, R12 Implementation, Salesforce Site.com/Portal Development.

**Company: CIGNEX Datamatics, INC.**

January 2017 – December 2017 (1.0 Year)

Role: Salesforce (SFDC) Consultant

**Project – PatientConnect/ConverseHealth (App-exchange Product)**

Client – Deloitte Digital

Skill: UI Development, Lightning Design System, Lightning Component, Development, JavaScript, jQuery, HTML, CSS, APEX API, Visualforce Pages.

Roles & Responsibilities:

- ✓ Developed 6-7 Lightning page using lightning design system
- ✓ Developed Lightning component for case object.
- ✓ Build component for dynamic list view using custom metadata types.
- ✓ Build Patient enrollment forms, Account records types for different users.
- ✓ Build Test classes with Assertion case and Governor Limit scenario.
- ✓ Developed Rest webservice for patient enrollment from 3<sup>rd</sup> party.

**Project – AcadiaTech eCommerce (CloudCraze)**

Client - Univar.com, USA

Skill: Commerce Cloud, Community Cloud, eCommerce CloudCraze, Live Agent, Apex Programming, Visualforce Pages, Lightning component, Lightning pages.

Roles & Responsibilities:

- ✓ Override the CloudCraze functionality as per client requirement for Product Catalog pages, Checkout pages, Product Description Pages.
- ✓ Setup profile for Sales Rep User and Community User to access community pages and shopping cart.
- ✓ Developed Lightning component for Home page with product scrollbar gallery, show product from mulesoft api integration, order the products, add attachment as doc with products.
- ✓ Build Test classes for controller, classes coverage with positive and negative scenarios.
- ✓ Used CCRZ cloudcraze template to build pages in backbone.js and Handlerbar.js.

**Project – Migration of ZohoCRM to Salesforce**

Client - iControl Data Solutions, USA

Skill: Dataloader, Apex Triggers, Visualforce Pages, Apex, Workflow, Assignment Rules, Email-to-Case, Escalation Rules, Matching, Duplicate rules, Mass Edit, Delete, Update.

Summary: project includes to migrate all functionality to salesforce crm with object of sales, service cloud, reports, dashboards, integration with jira ticketing, talend for sql server data access.

Roles & Responsibilities:

- ✓ Migration and development of whole existing functionality from Zoho CRM and Zoho Support to Salesforce.
- ✓ Developed Workflow rules, Assignment rules, Escalation rules, Auto response rules and Matching rules, Duplicate rules.
- ✓ Setup Email-to-Case, Web-to-Case
- ✓ Developer 20-30 reports and dashboards
- ✓ Migrate all objects and records to salesforce using Dataloader application.
- ✓ Integration Jira ticketing system with salesforce using Workato 3<sup>rd</sup> party software.
- ✓ Prepare documentation for sales, service cloud and work functionality for client manuals.

**Company: Athenalogics Solutions Pvt. Ltd.**

July 2016– Jan 2017

Role: Salesforce Consultant

## **Project : Salesforce - Google Map Integration**

Skill: APEX, SOQL , SOSL, RestApi, JSON, javascript, jquery

Summary: This applications allows us to plot all the locations and nearby locations on google map. This application can be used with parent and child subjects to plot the markers. This application provides following features.

1. Find nearby locations and plot markers
2. Distance between two locations
3. Can be used with any subject in salesforce.
4. Easy to integrate with any subjectpagelayout using inline vf page.

## **Project : LevelJump - Sales enablement software, Canada**

Roles & Responsibilities:

- ✓ Developed Lightning component for Video thumbnail image slider.
- ✓ Build charts on home page to track the statics of user views and video rating.
- ✓ Build test classes for custom controller to cover the coverage for deployment.
- ✓ Integration with Amazon to get products, product details to salesforce pages.
- ✓ Developed Visualforce pages, Visualforce component.
- ✓ Build triggers, custom controller, extensions and batch class.

## **Project :Krow Software (Professional Services Automation (PSA) Salesforce), USA**

Roles & Responsibilities:

- ✓ Build Test classes for all custom controller with HttpMockcallouts, covered all scenario and governor limits.
- ✓ Developed batch class, schedule class, future method for web service integration.
- ✓ Developed classes for Quickbooks and IntAcct accounting system software to integrate with salesforce project, task objects.
- ✓ Developed custom setting for web service authentication.
- ✓ Worked on conga composer to build custom report and docs.
- ✓ Used Gantt chart JavaScript framework for project, task reorder and dynamic ajax functionality.
- ✓ Developer apex rest api for jira ticketing system to integrate bi-sync way.

## **Project Name: Spotlight Event Manager TMS (Ticket Management System), CA**

Spotlight Ticket Manager enables companies to manage their corporate ticket and sponsorship investments while measuring their business impact. Spotlight TMS for Salesforce puts your tickets into Salesforce CRM. Use this free download from the salesforce.com AppExchange to search for and Request Company and external tickets, get approved and maintain invitee records, all without leaving Salesforce CRM.

## **Project Name: Library Management Application (Invoice, Inventory, Line Items)**

Roles & Responsibilities:

- ✓ Developed Apex classes, Triggers, Batch Classes, Visualforce Pages, JavaScript Remoting.
- ✓ Worked on API Integration, OOPS, MVC Design Pattern, Postman Chrome extension for API Explorer.
- ✓ Created Test Classes , Used Ant Script and Change Set for Deployment Process
- ✓ Created Lightning Component, Lightning App for Lightning App builder.
- ✓ Used Lightning Design System SLDS to make Visualforce Pages Responsive and Salesforce1 compatible.
- ✓ Integration with IntAcct ERP, Quickbooks Accounting System with XML, JSON Parser.

## **Company: Versatile Capitalist Software Inc.**

October 2015–July 2016

Role: Salesforce Cloud Consultant

**Project Name: Community Portal (Salesforce Checkout APP.), in-House APP-Exchange Product**

Skill: Salesforce.com, Community Api, Payment Integration, Visualforce, APEX, JavaScript.

Summary: Salesforce based community portal, user community api for create user, login, payment, orders, products, checkout functionality for an e-commerce app.

Salesforce Community API for User Setup, User Registration, Portal User Setup. Using Stripe Payment API for Checkout Process. Order, Assets, Subscription Payment Management.

**Project Name: BriaForce (Call Center App Salesforce Service Cloud APP), Canada**

Roles & Responsibilities:

- ✓ Establish connection between Bria/Uttribo call center telephony application with Salesforce using Browser Web socket API Call.
- ✓ Developer pure Javascript page for request and response from telephony application with web socket url methods.
- ✓ Build rest api integration with Stretto User interface to maintain Users from other system to salesforce org.
- ✓ Developed test classes, triggers for dynamic DML operation.
- ✓ Used PBX Communication, Open CTI, Telephony application, Wrapper classes.

**Project Name: HelloMeeting.com | CRM Spark (Salesforce Marketing APP.), USA**

Roles & Responsibilities:

- ✓ Developed .ics calendar event with salesforce email templates.
- ✓ Integration with Mailchimp email messaging template system.
- ✓ Integration with Cronofy calendar Api to build Events in Salesforce org.
- ✓ Developed Lightning pages and component for User interface.
- ✓ Developed triggers, test classes, out of the box functionality..
- ✓ Developed custom objects, field, relationships, rollup summary, page layouts, record types, field sets, custom settings, dataloader, Workflow rules, Approval process

**Company: Innate Solutions**

August 2012 – Dec. 2014

Role: Business Analyst (Open Source Tools)

**Project Name: Message on a Necklace, Australia**

URL:<http://messageonanecklace.com/>

Skill: Core PHP, MySql, HTML, CSS, Paypal API

Summary: necklace store for aus. Based client, I picked the client from freelancing site and made the site in core php with paypal payment integration with paypal class and files(IPN,Payment.php). Also on product page there were several attribute to manage as per user selection.

**Project Name: Air Borne Tickets Clone of EventBrite.com**

URL:<http://www.airbornetickets.com/>

Skills: PHP, MySql, Smarty MVC Framework, HTML, CSS

Summary: Clone of eventbrite site and I managed user accounts, membership, event, ticketing section in smarty mvc that is php framework (Model, View, and Controller). Also made table relationship and join to fetch the details as per query string in url.

**Project Name: Sports42 (Find Sports Partner), Netherland**

URL: <http://www.sport42.com/> Skills: CakePHP MVC Framework, PHP, MySql, XML, Javascript, HTML, CSS Summary: this site is custom build in cakephp framework and admin is managed by croogoCMS that provides function to manage the pages and account, setting

of user roles and others admin features, I code for signup, login, user controller, membership pages and admin updates as per multi language task.

**Project Name: Gift Vault Store (eCommerce site). USA**

URL: <http://www.giftvault.com/> Skills: Smarty, PHP, Sage Pay Payment Integration, API used for gmail account, Shopping Cart pages (products, cart, checkout, shipping, Order Confirmation)

Roles & Responsibilities:

- ✓ Worked on the Wordpress theme customization, Widgets, Plugin Development, StudioPress, Genesis Theme, Themeforest Themes. Developed Social Share Plugin with Facebook, Twitter, and LinkedIn Social Share Integration.
- ✓ Used MVC Framework CakePHP and Smarty Template Engine for Model, Controller and View Design Patter projects. Used custom code to make the addon as per client requirement.
- ✓ Worked on SagePay Payment Integration, Gmail API to fetch the gmail contacts and show on search pages. Build e-commerce, Social Site, Membership Site with Multilanguage, Multicurrency Features.

**Project Name: Bernard Health (Insurance portal) Drupal**

URL: <https://www.bernierportal.com/en/>

Skills: PHP, MySQL, HTML, CSS, Drupal 5, custom module api

Roles & Responsibilities:

- ✓ Developed Site using Drupal Base theme like Bartik, Omega and Adaptive themes,
- ✓ Created Nodes, CCK and Views as per the Custom Template Requirement.
- ✓ Used Contributed Modules like Admin\_Menu, CCK, Webform, Rules, UberCart, Multilanguage and Multi Currency Modules, i18n, Custom Regions etc..
- ✓ Created Optimized code, Code Cleaning and Debugging as per the client needs.
- ✓ Created [www.fierstchoice.com](http://www.fierstchoice.com) site using evolve Drupal theme and Setup All Nodes, Content Types, Gallery Modules,
- ✓ Configure, Customize, Integration the Custom Module with Drupal 6,7 Ver.