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| **Experience Summary** | | | |
| * Currently working with **LTI as Senior Salesforce Architect/Manager** with a capability of both technical and functional exposure of Salesforce Eco-system since Aug’ 2021. * **12+ years in IT, including 10 years in SFDC** using Lightning (LWC & Aura Components), Salesforce CRM, Service Cloud, Sales cloud, Data Integration & Data Migration, and customization. CI/CD using Change Set, Git & Azure Dev-Ops, Git & Jenkin and AutoRABIT. * **Served as Senior Architect, Product Architect, Technical Manager, Technical Architect, and Lead Engineer,** managed and guided 9-16 members agile team. * Review technical architecture and present architecture options and recommendations. * Provide advice on best practices and approaches to the team and the client. Oversee the implementation of SFDC from an architectural perspective. * Creation of POC’s in order to analyze & finalize the best approach for Projects. * Redesigning of multiple lightning migration projects utilizing Aura Components. * Majorly worked on Service Cloud, Financial Service Cloud and Community Cloud and multiple custom Sales Cloud application development. * Services cloud console with Omni-Channel, Live Agent and Chat Bot Implementations. * Contributed in Salesforce Practice and served as cross-training lead. * 9+ years’ experience working on Agile project environment and lead end to end project delivery. * App Exchange third party products like Conga, DocuSign and Apttus (Contract Management) * ISV product development and release maintenance. * Experience in working on the Force.com platform including application development using Apex and Visualforce, configuration, administration, developing workflows, flows, process builders and approval processes, Apex triggers, Reports and Dashboards and Force.com sites and data migration. | | | |
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| **Professional Certifications/ Trainings** | | | |
| * Salesforce Certified Application Architect * Salesforce Certified Data Architecture and Management Designer * Salesforce Certified Sharing and Visibility Designer * Salesforce Certified Platform Developer II (PD-II) * Salesforce Certified Platform Developer I (PD-I) * Salesforce Certified Service Cloud Consultant * Salesforce Certified Sales Cloud Consultant * Salesforce Certified Platform App Builder * Salesforce Certified Force.com Administrator (ADM-201) * Salesforce Certified Force.com Developer (DEV-401) * Quote-To-Case (QTC) Certified (Apttus) * Cloud U Certified Developer (Rackspace) * Oracle Certified Expert, Java EE 6 Web Component (OCWCD 6.0) * Sun Certified Programmer for the Java Platform, SE 5.0 (SCJP 5.0) | | | |
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| |  |  | | --- | --- | | Skills Summary | | | **Domain** | Banking and Insurance, Telecom and Healthcare | | **Programming Languages** | Lightning (LWC & Aura Components), Field Service Lightning, Apex, Visualforce, HTML, CSS, JavaScript. | | **Operating System / ERP Version** | Windows 7,10 & Mac | | **Tools / DB / Packages / Framework / ERP Components** | VS Code Studio, Eclipse, Salesforce Import Wizard, Data Loader, Workbench, Jitterbit, JIRA, Version-One, Rally, Postman, Apttus, Conga, DocuSign, PMD. | | **Hardware Platforms** | Intel Series, iOS, Android, Chromebook | |  | | | | | |
| **Work Experience** | | | |
| **Project 1 (Company Name: LTI Client- Honeywell)** | | | |
| **Project Name** | HPS- FSL Implementation | **Team Size** | 9 |
| **Start Date** | Oct 2021 | **End Date** | Feb 2022 |
| **Project Description** | End to end FSL implementations for Honeywell’s HPS business unit. | | |
| **Role & Contribution** | As an Architect, was responsible for:  **Salesforce Area: -**  Sales Cloud, Service cloud, Field Service Lightning  **Architecture Design, Redesigning of Existing Application & Solutioning: -** Define and Own solution  Redesigning of existing Application to ensure efficient, scalable solution Creation of POC's and Demo's for best possible solution of requirements/user stories to work with PO's and stakeholders  Work with Lead Architect to discuss and finalize best solution  Contribute into User Story grooming and Estimations related  Provide optimal Salesforce.com design and solutions  Convert Business requirements into tech requirements  **Development: -**  Study existing implementation  Implementation and Demo of POC's with stockholders/PO's  Provide best possible design approach  Solution reviews, ensure best practices  Prepare technical specification based on approved functional specification Implementation of User Stories based AC's  Participate into solution design  Analyse performance issues and fix existing and development defects | | |
| **Technology & Tools** | Azure Dev-Ops, GIT, Visual Studio, Ms Power Point, MS Excel | | |
| **Project 2 (Company Name: Capita Client- Synaptic)** | | | |
| **Project Name** | Synaptic Products | **Team Size** | 13 |
| **Start Date** | Apr 2021 | **End Date** | Aug 2021 |
| **Project Description** | Synaptic provide adviser software tools for risk profiling, investment suitability and financial planning to the UK retail financial services market.  Synaptic is a Salesforce ISV partner and are on a mission to deliver planning apps that truly stand out. Synaptic addresses the whole-of-market research and comparison needs, allowing advice firms to avoid bias towards individual providers and platforms.  Synaptic solutions provide consistency in all key areas of research to prevent dependence on tools or resources offered by platforms.  Available products are Risk, Modeller, Analyser, Comparator, Product & Fund.  **Architecture Design & Development:** Migration of Synaptic products Risk, Modeller, Analyser, Comparator, Product & Fund to Salesforce using LWC.  <https://www.synaptic.co.uk/> | | |
| **Role & Contribution** | As an Architect, was responsible for:   * Meeting with client directors, PO’s and stakeholders to discuss current and upcoming project roadmap. * Participate and provide suggestions in PI planning, refinement session, POC Demo’s, backlog grooming, sprint planning, retrospective session. * Review technical architecture and present architecture options and recommendations. * Provide advice on best practices and approaches to the team and the client. * Create POC in order to analyze & finalize the best approach for Project. * Deriving daily standup meeting, code reviews and team management to complete timely delivery. * Guide to lead/developers/testers team to automate process. * Helped POs to create EPIC and breaking down Epic into user stories. * Responsible for end-to-end project delivery. | | |
| **Technology & Tools** | Azure Dev-Ops, GIT, Visual Studio, Ms Power Point, MS Excel | | |
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| **Project 3 (Company Name: Wipro Client- Farmers Insurance)** | | | |
| **Project Name** | Apex C-360 | **Team Size** | 12 |
| **Start Date** | July 2020 | **End Date** | Apr 2021 |
| **Project Description** | Farmers Insurance Group of Companies® currently make up one of the USA’s largest insurers of vehicles, homes and small businesses, and provide a wide range of other specialty insurance and financial services products.  In business since 1928, today at Farmers® we proudly serve more than 10 million households with more than 19 million individual insurance policies across all 50 states through the efforts of nearly 48,000 exclusive and independent agents and approximately 21,000 employees.  Farmers Insurance Exchange®, the largest of the three primary insurance insurers that make up Farmers Insurance, is recognized as one of the largest U.S. companies on the 2017 Fortune 500 list.  <https://www.farmers.com/careers/corporate/>  **Architecture Design & Development:** Designing and customizing of financial service cloud in Insurance domain model. | | |
| **Role & Contribution** | As an Architect/Technical Manager, was responsible for:   * Meeting with client directors, PO’s and stakeholders to discuss current and upcoming project roadmap. * Participate and provide suggestions in PI planning, refinement session, POC Demo’s, backlog grooming, sprint planning, retrospective session. * Review technical architecture and present architecture options and recommendations. * Provide advice on best practices and approaches to the team and the client. * Create POC in order to analyze & finalize the best approach for Project. * Deriving daily standup meeting, code reviews and team management to complete timely delivery. * Guide to lead/developers/testers team to automate process. * Helped POs to create EPIC and breaking down Epic into user stories. * Responsible for end-to-end project delivery. | | |
| **Technology & Tools** | Jira, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully sprints delivered | | |
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| **Project 4 (Company Name: Wipro Client- Capital One)** | | | |
| **Project Name** | Contract It (Re-design in Lightning, Enhancement & Supports) | **Team Size** | 11 |
| **Start Date** | July 2018 | **End Date** | July 2020 |
| **Project Description** | Capital One Financial Corporation, incorporated in July 21, 1994, is a diversified banking company focused primarily on consumer and commercial lending and deposit origination. Its principal business segments are Local Banking and National Lending. Local Banking includes consumer, small business and commercial deposits, and lending conducted within its branch network.    <https://www.capitalone.com/>  Project Overview:  Redesigning of multiple application such as Intake, HR Onboarding and TPBC etc. with lightning experience and dynamic components replacement of existing functionality.  Application builds with lightning experience, lightning components, and third-party toll like Visual strap and Bootstrap, DocuSign, EchoSign and Apttus etc. | | |
| **Role & Contribution** | As an Architect/Technical Manager, was responsible for:   * Proposed AutoRABIT as CI/CD automation tool and successfully integrated. * Meeting with client directors, PO’s and stakeholders to discuss current and upcoming project roadmap. * Participate and provide suggestions in PI planning, refinement session, POC Demo’s, backlog grooming, sprint planning, retrospective session. * Review technical architecture and present architecture options and recommendations. * Provide advice on best practices and approaches to the team and the client. * Create POC in order to analyze & finalize the best approach for Project. * Deriving daily standup meeting, code reviews and team management to complete timely delivery. * Guide to lead/developers/testers team to automate process. * Helped POs to create EPIC and breaking down Epic into user stories. * Responsible for end-to-end project delivery. | | |
| **Technology & Tools** | Jira, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully delivered & Go-Live achieved milestone | | |
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| **Project 5 (Company Name: Wipro Client- Capital One)** | | | |
| **Project Name** | ESM Ops (Enhancements and Supports) | **Team Size** | 7 |
| **Start Date** | Dec 2016 | **End Date** | July 2020 |
| **Project Description** | Client: Capital One Financial Corporation ( <https://www.capitalone.com/> )  ESM Ops is services cloud application that is integrated with Omni Channel and Live Agent. Case can be created as email-to-case, Web-to-Case or Manually.  All cases handling through Omni channel features and assigning different queues based on routing algorithm. Case will take care by queue/user based on availability. Online query solution available using live agent. | | |
| **Role & Contribution** | As an Architect/Manager/Delivery Lead, was responsible for:   * As a Technical Architect was responsible for analyze and review technical architecture. Present architecture options and recommendations. Provide advice on best practices and approaches to the team and the client. * As a Delivery lead was responsible for team management and end to end project development, deployment, enhancement, Production bug fix for ESM Ops development. * Omni channel implementation for handling requests. * Live agent implementation for better communication. * Worked on requirement gathering, analysis, data model and Enhancements. Created different POC in order to analyze & finalize the best approach for Project. | | |
| **Technology & Tools** | Version-One, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully delivered sprints | | |
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| **Project 6 (Company Name: Wipro Client- Capital One)** | | | |
| **Project Name** | IATPM and T3 Applications | **Team Size** | 9 |
| **Start Date** | July 2018 | **End Date** | July 2020 |
| **Project Description** | Client: Capital One Financial Corporation ( <https://www.capitalone.com/> )  Redesigning of multiple application such as IATPM, TPM and THIRD PARTY etc. with lightning experience and dynamic components replacement of existing functionality.  Application builds with lightning experience, lightning components, and third-party toll like, DocuSign, EchoSign and AutoRABIT etc.  Re-design & Development: Lightning Migration (Aura Components)  Worked on redesigning of application utilizing design pattern and SOLID principles.  Guided team on migrating the classic look and feel to Lightning i.e., Lightning Migration considering rollout strategies reports of existing solutions & design of their business. | | |
| **Role & Contribution** | As an Architect/Technical Manager, was responsible for:   * Meeting with client directors, PO’s and stakeholders to discuss current and upcoming project roadmap. * Participate and provide suggestions in PI planning, refinement session, POC Demo’s, backlog grooming, sprint planning, retrospective session. * Review technical architecture and present architecture options and recommendations. * Provide advice on best practices and approaches to the team and the client. * Create POC in order to analyze & finalize the best approach for Project. * Deriving daily standup meeting, code reviews and team management to complete timely delivery. * Guide to lead/developers/testers team to automate process. * Helped POs to create EPIC and breaking down Epic into user stories. * Responsible for end-to-end project delivery. * Responsible for end-to-end project delivery. | | |
| **Technology & Tools** | Jira, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully delivered & Go-Live achieved milestone | | |
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| **Project 7 (Company Name: Wipro Client- Capital One)** | | | |
| **Project Name** | RCSA | **Team Size** | 6 |
| **Start Date** | Jan’2016 | **End Date** | Dec’2016 |
| **Project Description** | Client: Capital One Financial Corporation ( <https://www.capitalone.com/> )  The Project RCSA includes all related process of Risk team of Capital one for handling Assessment.  There are two different part of risk team RCSA and PRA. It’s very user-friendly application that help customer to define rating, calculate risk based on customer data. | | |
| **Role & Contribution** | As a Lead/Architect, was responsible for:   * Meeting with client directors, PO’s and stakeholders to discuss current and upcoming project roadmap. * Participate and provide suggestions in PI planning, refinement session, POC Demo’s, backlog grooming, sprint planning, retrospective session. * Review technical architecture and present architecture options and recommendations. * Provide advice on best practices and approaches to the team and the client. * Create POC in order to analyze & finalize the best approach for Project. * Deriving daily standup meeting, code reviews and team management to complete timely delivery. * Guide to lead/developers/testers team to automate process. * Helped POs to create EPIC and breaking down Epic into user stories. * Responsible for end-to-end project delivery. | | |
| **Technology & Tools** | Rally, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully sprints delivered | | |
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| **Project 8 (Company Name: Wipro Client- Capital One)** | | | |
| **Project Name** | Looking Glass | **Team Size** | 5 |
| **Start Date** | Oct’2015 | **End Date** | Dec’ 2015 |
| **Project Description** | Client: Capital One Financial Corporation ( <https://www.capitalone.com/> )  The project involves in handling matters logged by the Legal Team of Capital One. Salesforce in Lightening Experience were used to build this functionality.  Various dashboards like Associate Dashboard, Huddle Dashboard, Client Dashboard & Reporting Dashboard that accessible/ viewable based on user profile and access. Different resolution and post resolution activities involved as per Line, Area and Function. | | |
| **Role & Contribution** | As a Lead was responsible for:   * As a Team Lead was responsible for team management and assignment of task to each team member. * Worked on requirement gathering, analysis, data model and Enhancements. Created different POC to analyse & finalize the best approach for Project. * Implemented Lightening Experience of salesforce. Created & customized Client Dashboard as per client requirement. * Creation of task for assigned User Story created by product owner. Created/ updated task for relevant user story. * Written apex classes, Visual force page, Workflows and customized it with Salesforce Lightning Experience. | | |
| **Technology & Tools** | Rally, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully delivered & Go-Live achieved milestone | | |
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| **Project 9 (Company Name: Syntel Atos Client- American Express)** | | | |
| **Project Name** | E2E Agreements Tool/KYC | **Team Size** | 11 |
| **Start Date** | Jan 2015 | **End Date** | Oct 2015 |
| **Project Description** | Client: Capital One Financial Corp. (<https://www.americanexpress.com/> )  ESM Ops is services cloud application that is integrated with Omni Channel and Live Agent. Case can be created as email-to-case, Web-to-Case or Manually.  All cases handling through Omni channel features and assigning different queues based on routing algorithm. Case will take care by queue/user based on availability. Online query solution available using live agent. | | |
| **Role & Contribution** | As a Project Lead, was responsible for:   * Team management and assignment of task to team member. * Estimation of user story provided by product owner for each sprint as working on Agile methodology. * Enhancement of Apttus Agreement Tools as per client need. * Used Sales cloud to develop this E2E Agreements Tool. * Worked on requirement gathering, analysis, data model and Enhancements. * Creation of task for assigned User Story created by product owner. * Created/ updated requirement docs for requirement. | | |
| **Technology & Tools** | Rally, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully delivered sprints | | |
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| **Project 10 (Company Name: Syntel Atos Client- Humana)** | | | |
| **Project Name** | Humana APCP CRM | **Team Size** | 9 |
| **Start Date** | Feb 2014 | **End Date** | Dec 2014 |
| **Project Description** | Client: Humana (http://www.humana.com/)  This is cloud-based application developed in Salesforce.com using service cloud. Using this application Humana CSR can create new Inquiry, inquiry may route to specific department let say a customer calling 3rd time to Humana CSR team and customer is not satisfied with the service want to escalate inquiry to his/her manager than created inquired will route to escalated queue and escalated inquiry will be handled by expert.  This system creates automated task or may create manual task as per requirement and send’s notification mail to notify CSR’s their respective work. Using this application CSR can easily track information provided or taken by other CSR from/to user using activity history. | | |
| **Role & Contribution** | As a Senior Salesforce Developer, was responsible for:   * Worked on requirement gathering, analysis and data model. * Involved in writing apex classes to develop controller for Visual force page which extends Case objects. * Created assignment rules to route case to appropriate queue. * Performing code review and ensuring the code coverage achieve is as per the Salesforce.com standard. * Created Reports and Dashboard for Inquiries based on Status, Priority etc. * Contributed in making change set for production deployment. * Work on CR as a part of SIT and UAT. | | |
| **Technology & Tools** | Rally, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully delivered & Go-Live achieved milestone | | |
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| **Project 11 (Company Name: Syntel Atos Client- Moody’s)** | | | |
| **Project Name** | MCP (Moody’s Communities Portal) | **Team Size** | 6 |
| **Start Date** | Feb 2013 | **End Date** | Jan 2014 |
| **Project Description** | Client: Moody's Corporation ([https://about.moodys.io](https://about.moodys.io/) )  MCP is basically developed for business to business (B2B) and business to customer (B2C) communication.  It makes easy to Moody’s and its partner to communicate and share/ exchange the information to provide rating, reviews and feedback for the product.  A customer/ partner can send community member request to RM in a way of web mail. Once RM receives request, he/she will review supporting document provided by partner / customer then based on docs he/she will grant access to the user. If any time RM receives request for revoking access for customer/ partner, he/she first look for that user to check for any opportunity exist with that user.  Based on all criteria RM will revoke access to that user. | | |
| **Role & Contribution** | As a Senior Salesforce Developer, was responsible for:   * Utilized Salesforce Communities to develop this application. * Worked on requirement gathering, analysis and data model. * Design and developed Moody’s Communities portal with specific user. * Created a specific domain for related communities and assigned specific profile based on requirement. * Permission set created based on requirement and it to respective profile. * Created varies Groups and Polls based on customer need. | | |
| **Technology & Tools** | Jira, GIT, Jenkin, Visual Studio, Ms Power Point, MS Excel | | |
| **Key Achievements** | Successfully sprints delivered | | |
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| **Previous Companies** | | | |
| Prior to Syntel worked with IBM and R System International | | | |
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| **Educational Qualification** | | | |
| **Education & Credentials** | Master’s in computer application (M.C.A) in 2007. | | |