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## Rohit Gupta

Qualification: - B.TECH.

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Contact: 9019343145

**Salesforce Architect**

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| Objective |

### Aim to be associated with a progressive organization that gives me scope to update my knowledge and enhance skills in accordance with latest trends and be a part of team that dynamically works towards the growth of self and the organization

### Professional Summary

* Of 14 years of experience out of which around close to 8+ yrs of experience in Sales force.com.
* Interacting with UK and US customers and understanding the requirement of the project (Gathering requirement) and working on those projects
* Integration of the Kafka on Cloud platforms
* Preparing documents such as: BRD, solution diagram, use case list, process flows, functional design, wireframe, user stories, object description, training materials, and guides as necessary
* Staying current with Salesforce.com best practices, support mechanisms, procedures, and limitation
* Assisting with implementation deliverables, project planning, and communication with the project team and business stakeholders.
* Ensuring the system accurately meets the defined expectations of the business, ensuring that proper testing is implemented, and performance requirements are monitored by working with the project teams.
* Identifying and confirming technical design risks and develop mitigating approaches
* Good Experience and knowledge in Lightening web components
* Translate business requirements/needs into technical specifications.
* Design and implement Salesforce.com based cloud application solutions to internal business teams.
* Act as technical developer within CRM and project Integrations.Participate in requirements validation and feasibility analysis with respect to CRM
* Providing effort estimation and work execution plan for overall projects
* · Leading and mentoring members of the project team; coach on best practices; provide hands-on advice
* · Being consultative to the client and the team throughout the project duration
* · Participating and leading project meetings, when needed
* · Involving in trouble-shooting, optimizing and fine-tuning of the applications
* · Producing relevant project design documents such as System Design Specification
* · Creating a positive team environment and coordinating work effort of each team member in a cohesive fashion
* Produce high quality, modular, reusable code that incorporates coding best practices
* Provide inputs for addressing all technical clarifications to the client. Mentor developers at all levels, evangelizing capabilities leveraging latest technologies. Lead, mentor and grow a team of skilled and passionate software engineers and help them advance in their career
* Coordinate and negotiate solutions for complex, cross-functional enterprise systems with multiple parties and interests
* Develop high level effort estimates and distribute development tasks to team members and mentor developers towards solution development and successful delivery of project engagement
* Effectively lead a team of onshore/offshore developers to accomplish Salesforce.com project deliverables
* Experience in Salesforce Live Agent and Omni Channel deployment and installation
* 5+ years of hands-on Salesforce.com experience in the areas of Service Cloud, Sales Cloud, Workflows, Mobile, Single Sign On, API’s, and integration to enterprise systems, including 5+ years in technical architecture
* Knowledge of data integration tools and experience integrating Salesforce with different business systems (ETL, CPQ, marketing automation, reporting, etc
* Ensuring that all code changes end up in configuration and deployment tools
* Experienced in Einstein Analytics Dashboard, Dataflows, Security Predicates & Bindings, having knowledge of XMD, JSON & SAQL.
* • Experienced in salesforce integration using O-Auth and Rest API, source control management system using GIT, Source Tree, VSTS.
* Experience with the change control management process & tools (e.g. Copado, Gearset, etc)
* Providing Release Deployments on non-Production Management controlled environments
* Capturing Build and Deployment notes, developing Software Product Deployment and Operating Instructions
* Supporting creation of Software Product and Release Documentation

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* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Having experience on customer community like creating users and profiles for customer community.
* Worked on Apttus for providing Quote-to-Cash software delivering CPQ, Contract management, E- Commerce and revenue management on salesforce.
* Experienced in setting up Apttus Approval Processes. Good experience in Omnichannel implementation (Chat, Phone, Email) Experience handling and managing a large volume of data and transactions with Salesforce.
* Good understanding of RDBMS and NoSQL databases. Good experience in Amazon connect/CTI
* Good understanding of Blizdesign.
* Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Hands on experience with Omni Script, Vlocity Card UI framework, Data raptor for building various advance layouts, user interface, portals and guided process.
* In-depth knowledge of key processes in CMT industry-specific CRM solutions (e.g. Quote to Order, MACD).
* Good understanding of Vlocity data model.
* Experience with system integrations involving Salesforce.com web services (JSON, SOAP), as well as Vlocity Integration Procedure.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Creating the Application Dashboard. Creating Products, Document Category, Party Type, associate with the junction
* Experienced on integrating salesforce and CPQ application to automate fulfillment process.
* Experienced with Salesforce.com Web Services APIs-
* Worked with end to end Service Cloud implementation like Case Management, CTI integration.
* Good exposure on Apttus Product setup, Approval setup and Contract Management.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, APTTUS CPQ and Dashboards
* Experienced working on Salesforce integration and Steelbrick for automation quoting, contracting and billing process.

### Certifications:

Microsoft Certification in BizTalk Server 2010: MS 70-595

Certified Programmer in Java Core

Certified Programmer in C#.Net 2008

**Salesforce.com certified force.com developer (SFDC Dev 401).**

**Salesforce.com certified Administrator (SFDC Admin 201).**

**Salesforce.com certified CPQ Specialist**

**Salesforce.com certified Email marketing specialist**

**Salesforce.com certified Service Cloud specialist**

**Salesforce.com certified Field Service Lightning Consultant**

**Salesforce.com certified Pardot Specialist**

**Salesforce.com certified Pardot Consultant**

**Salesforce Certified B2C Commerce developer**

**Salesforce Certified Marketing cloud developer**

**Salesforce certified Marketing Cloud Consultant**

**Salesforce Certified Platform developer II**

**Salesforce certified Sharing and Visibility designer**

**Salesforce Certified Non profit Cloud Consultant**

**Salesforce certified Marketing cloud developer**

**Salesforce Certified Data Architecture and Management Designer**

**Salesforce Certified Advance administrator**

**Salesforce Certified Application Architect**

**Salesforce Certified Integration and Architectural Designer**

**Salesforce Certified Deployment Lifecycle and Deployment Designer**

**Salesforce Certified System Architect**

**Mulesoft Certified Developer**

**Salesforce Certified Einstein Analytics and Discovery Consultant**

**Salesforce Certified Omni Studio Developer**

**Salesforce Certified Industries CPQ Developer**

Expert in,
- Salesforce Consulting
- File Storage Solutions (AWS S3 Storage)
- Document Generation Solutions
- Migrate Classic App to Lightning app
- Lightning Component Development
- Lightning App Development
- Salesforce AppExchange App Development
- Salesforce CRM implementation Development
- Salesforce1 mobile app development
- Salesforce Implementation Services
- System Integration
- Data Migration
- Google Apps Script Development and Integrations
- AWS S3 Integrations

**Other CRM Functionality:**

* Working knowledge of CRM :-
* 1:-Salesforce CRM
* 2:-Zoho CRM

**AREAS OF EXPERTISE**

* Windows Family
* Apex, Visual Force, Core Java, HTML, XML, C#.Net,
* Eclipse
* Oracle 10g, SOQL, SOSL

**Experience Summary**

**KR Elixir Pvt Ltd Salesforce Architect 01-October 2013-till date**

**Responsibilities**

* Working on Sales Force .Development and lightening projects. Supporting the Sales Force development team
* Experience in Administration, Configuration, Implementation and Support of Sales force CRM.
* Facilitates scrum team meetings/scrum ceremonies including daily standups, sprint planning, sprint reviews, sprint retrospective, technical review session, sprint/team backlog grooming, story points estimation.
* Manages scrum board in ALM and ensures story status, card color, and owner and other fields are updated appropriately.
* Coordinates with other teams and participates in the scrum of scrum (release call) meeting with Program/Release Train Engineer (RTE)
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Experience working with Data Loader, Import Wizard.
* Being a Sales force Certified Administrator - **leads Level2 & Level3** Sales & Service Cloud Support and deploys solutions that support customer
* Created Work flow Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Work-flow & Approvals.
* Has experience working with sales and marketing organizations and has expertise in Salesforce applications, including the knowledge needed to implement multiple applications in common customer scenarios.
* Developed the skills outlined below:
* ♣ Structured skill set for the consulting practice ♣ Experience with the full project life cycle of Sales & service cloud
* Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Experienced in Service Cloud, Sales cloud, Chatter & App - exchange applications.
* Expertise in Visual Force, APEX Database, APEX Triggers and APEX Testing. Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Experience in integrating external web systems with salesforce using REST and SOAP web services.
* Resolving requests such as Changes, Incidents, Work Orders (Service Requests), Problem tickets using Management tools Bitbucket, Confluence, Service now and Services per SLA’s
* Resolving requests such as Changes, Incidents, Work Orders (Service Requests), Problem tickets using Management tools Bitbucket, Confluence, Service now and Services per SLA’s
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used Force.com **Migration tool** to make deployments to different **sandbox** **environments.**
* Developed various **Custom Objects, Tabs, Fields, validation rules, Components.**
* Worked with **SOQL** queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Created various **Profiles**, **Roles**, **Page Layouts** and configured the **Permissions** based on the Organization hierarchy requirements.
* Work collaboratively and leverage CompuComs Technical Solution Architects, Bid & Proposal Management, Legal, Finance, Transition and VMO Teams (where required) for preparation of a winning Solution / Proposal Response
* **Statement of Work (SOW**) and **Change Order (CO)** contract document creation and / or redlining using standard templates elaborating scope of work, deliverables, pricing, T&Cs etc.
* Gather Solution and Delivery approvals on scope of work, cost models & pricing
* Work with Legal and Pricing team for approvals/signatures for final processing
* Worked in **Agile methodology Process** and **Sprint System**, attended daily standup calls.
* Using **Apex Data Loader and Import Wizard** for migrating records to sources and loaded data into Call Center application and for cleaning of data.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Provide guidance to functional & cross- functional team to help defining system level requirements & functional design in delivering requirements documents, Solution Design and Sprint Demos
* Work closely with leads and technical & domain experts
* Maintaining NPSP, as well as building custom reports and dashboards.
* Performing maintenance tasks, including diagnostic tests for both Salesforce core as well as NPSP.
* Experience with Five9 or other Salesforce Telephony integrations

 **Significant Highlights:-**

**Project #1 : ITV**

**Team Size : 3**

**Role : Salesforce developer**

**Environment : Salesforce.com**

**Description :** The project is a Media domain project dealing with the Sales Cloud and also the financial transactions for the client. Here are also managing the Dubs and Events. We use JIRA tool for the Incident and Service Request management. There is also integration with Dell Boomi for the Data integration between Salesforce and SQL.

**Tools/ Technologies Used**: Force.com IDE, Apex Programming, JIRA, Dell Boomi

**Responsibilities:**

* Worked as the Offshore Technical Lead for the requirement.
* Apex Classes- Wrapper Class, Test classes as per the requirement.
* Production Deployment using Change set and done other configurationally changes as required.
* Maintaining and Resolving JIRA tickets
* Managing the Dell Boomi Integration processes with the 3rd Party.

**Project #2 : Supplier Hub Integration**

**Team Size : 4**

**Role : Salesforce developer**

**Environment : Salesforce.com**

**Description :** The project is based on a client of UK. Here there is integration between Salesforce PHP. The client is a major waste collector. We need to create services between Salesforce and PHP to manage the Customers Of the client who are collecting the Waste materials thereby creating New Cases/Updating the Cases in Salesforce.

**Tools/ Technologies Used:**Force.com IDE, Apex Programming, Workbench

**Responsibilities:**

* Worked as the Technical Lead for the requirement.
* Created Web service in REST POST to achieve the New Request and Missed Lift Scenarios
* Apex Classes- Wrapper Class, REST Apex class and Test classes as per the requirement.

Production Deployment using Change set and done other configurationally changes as required

**Project #3**

**Project Name** Three-UK 5G Digitalisation (h3 - UK) Link http://www.three.com/

**Description**

 Requirement was to build an End-To-End Journey on Communication & Media Vertical for Agent, Customer as well as Partners using Vlocity Tools and Components. This App was fully configurable and supports different platforms including mobile, tablets and browsers. Utilised Vlocity CPQ for rapid development which also provides a complete life cycle from purchase of SIM/Service/Plan/Voucher/Bundle to Order Placement and Order Management to Order Completion. Also Configured Payment Automation along with Recursive payments options Daily/Weekly/Monthly/Yearly etc.

Integrations AEM Integration, Salesforce APIs , Dynatrace, Experian APIs, Barclays payment gateway, etc.

Technology Vlocity, Salesforce

**Roles and Responsibilities**

* Building Complex and Reusable Components in Vlocity.
* Optimize and improve the overall runtime of Omniscripts, Data Raptors and Vlocity Integration Procedures using best practices.
* Writing web services which can be consumed by other External Systems for data exchange securely.
* Writing Unit test cases with proper scenario and best practices.
* Building different reusable components and libraries to support common functionality and features.
* Periodically checkcode quality and share the feedback with the area where code optimization required. Meeting timelines and Business expectation. Design and Implement Web App Security Features.

**Project #4 : Business Affairs for Statistical Information Application (BASIS)**

**Team Size: 4**

**Role : Salesforce developer**

**Environment : Salesforce.com**

**Description :**The project is based on Media Domain. The application uses 3rd Party tool Conga Composer for generating reports for various Object records fulfilling some specific criteria’s’ using Salesforce Reports and Queries and generating a pdf document with the required information in a desired format.

**Tools/ Technologies Used:**Force.com IDE, Apex Programming, Conga Composer, HTML, HTML5

**Responsibilities:**

* Created Conga Templates as requested by Client.
* Create Salesforce Report and Conga Queries for achieving the desired result.
* Created Apex Classes, Test classes, Custom buttons and Triggers as per the technical design
* Production Deployment using Change set and done other configurationally changes as required
* Worked on different issue, using Cases and Chatter for the tracking them and also customer interactions.
* Modified the object model and other configurations as requirement of Business.

**Responsibilities:**

* Development of portal in Salesforce Lightning.
* Worked in the User Management Module of the project.
* Worked with communities and also worked a bit of admin functionality in providing access to the community user to the Chemicals portal.
* Lead the User Management Module meeting and worked on the validation part on the module independently and using custom labels.

**HCL Technologies Pvt ltd Java developer January 2007 to Sep-2013**

* Worked as a team member on the Single Sign On project, an important companywide strategic project to allow customers of our various products to login once and access any product. Created Web Services (SOAP, JSON) for user management in Liferay and backported Security Assertion Markup Language (SAML) related code into Liferay 5.2.3 from Liferay 6.0 to support Single Sign On
* Instrumental in upgrade of Liferay from 5.2.3 to 6.1.1 which allowed the company to introduce load balancing, clustering, and failover support. Helped upgrade existing code and added SSO code.
* Evaluated existing portal application and estimated time to fix defects to increase customer satisfaction
* Production support including analyzing and fixing defects
* Handled java development including design and troubleshooting of applications, conducting gap analysis
* including validation of needs in conjunction with onsite and offsite teams
* Participated in development of Web applications and Java components according to best practices established by the team
* Execute design and code reviews of software components developed by other team members
* Planned, directed and daily activities of a team of developers for assigned projects
* Responsible for developing digital transformation and eCommerce solutions
* God knowledge of development tools such as Eclipse, Sonar, PMD Rules, Checkstyle, Maven, ANT, JIRA
* Assist in the enforcement of coding standards and best practices
* Understand the necessity of, and contribute to, development standards and processesWork in Scrum team, follow Scrum Way of Working and ensure Scrum team running efficiently
* Estimate development workload
* Work with Technical Writer and provide input for documentation

### Achievements and Extra Curricular Activities

* Program Coordinator for two cultural events at Graduation level.
* Developed ‘Library Management’ project in JAVA CORE 1.6 and highly sophisticated software for “Hotel Management” using the latest Dot Net framework 3.5 .

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