**Chiranjeevi** 

 **SUMMARY**

* 12+ years of experience in IT Industry as Salesforce Architect, Solution Designing, Business Analysis, Development, **Integration web services(soap api, rest api, middleware tools, third party environments & AWS with CDC & Platform Events) of multiple environments & systems**, Data Migration and implementation of customer-oriented business applications (with SDLC) in Salesforce.com Sales Cloud, Service Cloud, **Marketing Cloud with Interaction Studio**, Custom Cloud, **Radian 6, SLDS**, **Lightning Apps, SFDC APIs**, **Health Cloud, Experience Cloud**.
* Developed many **Enterprise applications** using Salesforce, which support to **streamline Business process and workflow used to simplify the efficiency of Business users** and increase the employee’s productivity.
* Experience in **Agile Scrum**, **methodology** for project development.
* Hands-on experience on **Salesforce CPQ** (Configure, Price, Quote), to **identify the key areas of user requirements to** provide accurate pricing with any given product configuration scenarios.
* Experience in **CPQ product bundling** and **Quote management** with respect to Price automations & **Renewal operations** as per client requests in order to establish the goals to attain the best driving business sales, **QTC, Prioritisation of CPQ features per client request** on initiation of System Integration and Data updating.
* Proficiency in design and administrative tasks like creating **sales processes**, **system & user automations**.
* Experienced in **maintaining and synchronizing** multiple sandbox instances, **data migration using** Data Loader IO, Data Loader desktop, Workbench and import wizard.
* Proficient in defining **security settings, configured the permissions** based on the **organizational hierarchy**.
* Strong background in defining **complex solutions for integrated enterprise application landscape** involving Salesforce.com, **Order & Inventory Management**, Billing & revenue Management, Product Item Master, Customer Data Master, **enterprise legacy application** over **middleware** and other **integration tools**.
* Extensive experience in providing **CRM consulting solutions** with excellent business domain expertise in Salesforce Force.com platform involving **campaign management, prospect to lead to opportunity to quote flow, Account Management, Order management, Asset and Product Management, Entitlement and Agreements**.
* Having good exposure in **leading and collaborating with people** in an extended Global Organization mode.

**TECHNICAL SUMMARY**

Domain : Salesforce CRM Cloud Computing (Sales, Service, Health, Marketing, Commercial)

Module : Sales Cloud, Service Cloud, Custom Cloud, **SFDC API**, Apex **Development**, **Lightning**, **VisualForce**, Rules, Workflow and Approvals.

Tools : VS Code SFDX, Sublime, CLI, Eclipse IDE, Apex Explorer, Apex Data Loader, Excel Connectors, Ant, Workbench.

Expertise : **Integrations(**REST and SOAP**)**, **ERP, Middleware tools, Data Modelling**, Application Administration, Informatica, Data Loader.

Bug tracking tools : JIRA, Slack

Branching & CICD : Copado, Git, GearSet, Bit Bucket, Change Set.

Web Services : **REST and SOAP API**’s.

Web Services Tools : **Postman** & **Soap** UI.

Salesforce Skill Set : **Lightning**, **LWC**, Apex Classes, Visualforce pages, **Triggers**, **Batch Jobs**, **Code Review**, Force.com Sites, **Communities**, **Integration**, SFDC Sites, **Order Management System(OMS with commerce cloud** using **Narvar**).

SFDC Configuration : **Object Modelling**, Database Design (Architecture), **Environment Automation**, **Order Management System(OMS)**, SFDC Portal (Customer and Partner), Force.com Sites.

SFDC Management : Chatter, **User and Territory Management, Opportunity & Quote Management**, Price Book Management, **Campaign & Lead** Management, **Case Management**.

SDLC (Methodology) : Followed Agile and Waterfall Methodologies in development.

Languages : **Apex**, **Java Script**, **jQuery**, AJAX, .net, Core java, html.

Relational Database : SQL, PL/SQL, MySQL.

SFDC Editions : Unlimited, Enterprise, Professional, Developer Pro, Developer.

Environments : Sales Cloud(10 Yrs), Service Cloud(6 yrs), Marketing Cloud(2yrs)[Radian6 and Social Media], Health Cloud(2Yrs), Experience Cloud(4yrs)[Sites, Communities, Porttals]

 **EMPLOYMENT DETAILS**

* CrossOver (Aurea) : Nov 2018 – July 2022
* Wilcosource Pvt Ltd. : Nov 2016 – Nov 2018
* Moldtek India Ltd, Hyderabad : Aug 2015 – Nov 2016
* Nihon Technology, Chennai : Mar 2014 – Aug 2015
* Zensar Technology, Hyderabad : Feb 2013 – Feb 2014
* PWC India, Bangalore : May 2012 – Feb 2013
* Bodhtree Consulting Ltd, Hyderabad : May 2010 – May 2012
* Covey Solutions, Bangalore : May 2008 – May 2010

 **KEY COMPETENCIES:**

* Functional and Technical Design Strategy
* Business Process Re-engineering/Transformation & Management
* Salesforce CRM Strategy
* Great Coding and Analytical Skills
* Experience in multiple environment integrations using web services(soap api, rest api, middleware tools, third party environments).
* Project Management
* Competency Development & Innovation
* Code Deployment and Delivery to production
* Business & Technology Transformation
* Customer Backed Innovation and Service

 **RESPONSIBILITIES:**

* Data model design in Salesforce.com applications
* Technical leader for the salesforce practice Responsibilities
* In collaboration with the functional team, blueprint the technical design for the salesforce application considering all the functional, technical, non-functional and integrations.
* Multi environment collaboration using web services(soap api, rest api, middleware tools, third party environments) needs of the application.
* Code development and application integration.
* At the end of the test phase, responsible for delivering a fully working technical solution to the project manager and client
* Mentoring the team to accomplish the assigned activities on time.
* Participate in salesforce configurations and customization.
* Involved in writing test methods.
* Involved in deployment, creating change sets, data migration, data reconciliation, data cleansing.
* Involved in making user manual about the application
* Provided post production support.

**PROFESSIONAL EXPERIENCE**

Currently working as Technical Lead/Architect and responsible for providing Salesforce cloud solution Consulting to client by carrying out various design, development, customization and support activities for 9 full cycles Salesforce implementation project, large integration with other enterprise application. Also responsible for providing various value-added services to clients in terms of giving them the best possible Salesforce CRM solutions for various business processes, which helps them simplify the manual effort in business processes effectively in the market.

**Key Competencies:**

* Architectural and design strategy
* Business Process Re-engineering/Transformation & Management
* Salesforce CRM Strategy
* Great Coding and Analytical Skills
* Integration with multiple environments with Salesforce, AWS, Narvar and 3rd party tools like informatica and CLI etc.
* Project Management
* Competency Development & Innovation
* Code Deployment and Delivery to production
* Business & Technology Transformation
* Customer Backed Innovation and Service

**PROJECTS UNDERTAKEN**

**AUREA - USA**

SFDC :  Aurea Private Ltd.

Duration :   Nov 2018 – July 2022

Environment :  Salesforce.com(Sales Cloud, Service Cloud)

Team Size       :  4

Role :  Technical Architect.

Organization : Aurea Pvt.Ltd.

Aurea's products include process management, messaging, customer relationship management, email marketing, and collaboration software, as well as industry solutions for retail, insurance, energy and life sciences. It’s a technology behind some of the world’s greatest customer experiences, for the largest and most successful brands.

 Aurea’s platform, engagement and vertical solutions help companies create exceptional, end-to-end experiences for their customers – driving both retention and growth. Aurea’s products include process management, messaging, customer relationship management, email marketing, and collaboration software, as well as industry solutions for retail, insurance, energy and life sciences. Aurea is an affiliate of ESW Capital.  More information can be found at [www.aurea.com](http://www.aurea.com/).

Aurea is integrated with multiple environments using AWS, Netsuite, SF2SF, Mulesoft in order to keep the track of data transformation between the environments thus providing the end user & stakeholder 360 degree view on product bundling and renewaling process.

Roles and Responsibility:

* Application design & structure implementations for customer benefits.
* Quote & Product management and Quote renewals and product bundle rules, product hierarchy and implementing price actions.
* Implementing lightning components, LWC components, Visualforce pages, apex class, batch jobs, apex triggers.
* **Commerce Cloud** Integration with SFDC environments using Narvar and third party applications.
* Customize on CPQ objects as per business needs.
* Delivering modules and base requirements on each request with full background on functional and technical design.
* In collaboration with the functional team, blueprint the technical design for the salesforce application considering all the functional, technical, non-functional and integration needs of the application.
* Built a complex web service integration mechanism among multiple environments using **REST API**, **SOAP API and AWS Integrations** with **CDC**.
* Code development and integration of the application.
* In collaboration with the functional team, blueprint the technical design for the salesforce application considering all the functional, technical, non-functional and integration needs of the application
* Code development and integration of the application.
* At the end of the test phase, responsible for delivering a fully working technical solution to the project manager and client.

**MCKESSON- USA**

SFDC : Healthcare and Patient Management Systems

Duration : Nov 2016 – Nov 2018

Environment : Salesforce.com(Sales Cloud, Service Cloud, Health Cloud)

Team Size : 8

Role : Technical Lead/Architect.

Organization : Wilco Source Pvt.Ltd.

McKesson Corporation is an American company distributing pharmaceuticals and providing health information technology, medical supplies, and care management tools. Implemented patient management system for McKesson Corporation (US) in order streamlines the drug deliveries and patient eligibility on cosentyx and its sibling operations.

Roles and Responsibility:

* Data model design in Salesforce.com applications
* Technical leader for the salesforce practice Responsibilities
* Extensively used **REST API**s for integration between Salesforce and on premise systems.
* Implementing lightning components, Visualforce pages, apex class, batch jobs, apex triggers.
* **Integration** with multiple environments using **AWS** and **Platform Events** with **CDC**.
* In collaboration with the functional team, blueprint the technical design for the salesforce application considering all the functional, technical, non-functional and integration needs of the application
* Code development and integration of the application.
* At the end of the test phase, responsible for delivering a fully working technical solution to the project manager and client

**GLOBAL INFORMATION SYSTEMS TECHNOLOGY PVT. LTD. – GIST**

Platform: Force.com

Duration : Oct 2015 – Jan 2016

Environment : Salesforce.com(Sales Cloud, Experience Cloud, Marketing Cloud)

Team Size : 4

Role : Technical Lead/Senior Software Engineer

Organization : Moldtek India Pvt.Ltd.

GIST is the leading Information Access and Management Solutions provider in India. We simplify access to content from the world’s leading Publishers for all major Academic, Corporate, Government Institutions and Consortiums in India. Gist customers can place the order with GIST website which is custom made utilizing sites technology in Salesforce.com. As the Order/lead is converted into an account and contact customer portal functional process will come into the process. Once the user qualifies as a portal, he will be able to login to the customer portal and can access the service as per their privileges. Invoice and Quote management also be involved in the current business process. Customized quote generation and opportunity model in customer portal.

Roles and Responsibility:

* Data Cleansing, Data preparation and data loading.
* Sales cloud and experience cloud integrations.
* Implementing lightning components, Visualforce pages, apex class, batch jobs, apex triggers.
* Marketing cloud integration with sales cloud for data mapping.
* Data migration using Apex Data loader.
* Configured Reports and Dashboards as per their role Hierarchy.
* Team player and Code reviewer.

**DENTAGRA INSURANCE COMPANY - USA**

SFDC App : Search Engine & Online Doctor Appointments

Duration : Oct 2015 – Jan 2016

Environment : Salesforce.com(Sales Cloud, Experience Cloud)

Team Size : 4

Role : Technical Lead/Senior Software Engineer.

Organization : Moldtek India Pvt. Ltd.

The application provides dental and optical insurance plans in the US and Mexico. The scope of this project is for the website in Mexico and the development is intended to be used in desktop, mobile, and tablets (responsive design).

Roles and Responsibility:

* Technical Design and Delivery of Salesforce.com applications
* Technical thought leader for the salesforce practice Responsibilities
* Visualforce pages, apex class, batch jobs, apex triggers.
* Integrated(webservices) with google api, FTP api, geometry api using Rest & Soap
* In collaboration with the functional team, blueprint the technical design for the salesforce application considering all the functional, technical, non-functional and integration needs of the application
* Code development and integration of the application.
* At the end of the test phase, responsible for delivering a fully working technical solution to the project manager and client.

**SHINSEI BANK & GROUP – TOKYO, JAPAN**

Platform: Force.com

Duration: May 2014 - 2015

Organization : Nihon Technologies Pvt. Ltd.

Environment: (Sales Cloud, Experience Cloud)

Shinsei Bank is the successor of the [Long-Term Credit Bank of Japan](http://en.wikipedia.org/wiki/Long-Term_Credit_Bank_of_Japan), which had a government monopoly on the issuance of many long-term debt securities. It is the biggest bond created bank in Japan which has been running since the 90's. Development completed in 2/6 milestones within six months duration. Each mile-stone has 2 sprints with customer UAT and issue fixing program.

Roles and Responsibility:

* Involved as a Salesforce Technical lead for a team of 6.
* Understanding the requirements of the client business process, Analyze & Feasibility test.
* Visualforce pages, apex class, batch jobs, apex triggers.
* Webservice integrations using Soap and Rest api’s.
* Documentation on Requirement analysis, database Design and Object Modeling.
* Sprint Planning and Milestone Preparation.
* Product Development and Code Review.
* Functional Testing, Bug Solving and Migration.

**TYCO ELECTRONICS CONNECTIVVITY– USA**

Platform: Force.com

Duration: May 2013 - 2014.

Organization : Zensar Technologies Pvt. Ltd.

Environment: Salesforce.com(Service Cloud)

TE Connectivity (NYSE: TEL) is a technology leader in the world’s fastest growing markets, helping connect power, data and signal in everything from automotive and aerospace to broadband communications, consumer, energy and industrial applications

Following are the process and tools used for the project implementations (Environment):

* Client support in terms of functional and technical
* Technical Lead for multiple modules for different regions of developers
* Implemented robust webservice integration mechanism using Soap api and Rest api support
* Implementing lightning components, lwc comps, Visualforce pages, apex class, batch jobs, apex triggers.
* Dev Sandbox support and implementations
* Functional Test Sandbox
* System Test Sandbox (Full Copy)
* Production

**APOLLO GROUPS – US**

Platform: Force.com

Duration: May 2012 – May 2013.

Organization : PWC.

Environment: Salesforce.com(Service Cloud, Experience Cloud)

Apollo Group is playing a leadership role in higher education and pioneers higher education for the working learner through its technological investment, advanced learning methodologies and an international reach. Apollo continues to search for opportunities to expand in the educational landscape.

Quality academic programs, qualified faculty, and a comprehensive student experience enable Apollo Group’s schools to be respected institutions of higher education. Many of Apollo Group’s schools and institutions throughout the world are also accredited by prestigious local accrediting bodies within their respective geographic or programmatic areas of instruction.

This project is about the University of Phoenix. Their Key Business Goals: Student Services Platform implementation in salesforce.

* "360 degree" visibility of each student across all divisions, sales, and service channels.
* Enable market and service segmentation of students.
* Provide best in class end-to-end student experience.
* Self-service capabilities.
* Personalized and always relevant communications.
* Continuously improving student centric service processes driven by data.
* Dynamic, flexible, and multi-tenant capable technology platform.

Roles and Responsibility:

* Offshore technical support for the client
* Developement of visualforce pages, apex class, batch jobs, apex triggers.
* Technical document writer on sprint issues and release updates
* Key developer in SDC Team
* Bugs Solving

**INFORMATICA SALES & MARKETING APPLICATION – INFORMATICA**

Platform: Force.com

Duration: Jan 2012 – May 2012

Organization: Bodhtree Consulting Pvt. Ltd.

Environment: Salesforce.com(Sales Cloud)

This project mainly deals with Sales and Marketing applications. It maintains customer details, and integration with Big Machines, PeopleSoft to forecast, assign opportunities efficiently to generate more revenues from existing and new customers.

The main business objectives for this project are:

* Sales & Marketing (Standard & Custom Objects).
* Improving activity tracking, management, and outlook integration.
* Also involves Standard and Custom territories, Lead & Account Managements.
* Product Configuration & Quoting.
* Worked at client environment in Bangalore as senior resource from Bodhtree and involved in all development activities till deployment. Actively involved in optimizing the existing code which was developed by Informatica developers and participated in deployment activities.

Roles and Responsibility:

* Key Developer.
* Bugs Solving and Solution provider.
* Implementing Visualforce pages, apex class, batch jobs, apex triggers.
* Administrator and developer in Indian Territory.
* Initial Document Designer.
* Demo Script Designer and Pre-Sales team process deck designer.

**KBR PARTNERS, USA.**

Platform: Force.com

Duration: July 2011 – Feb 2012

Organization: Bodhtree Consulting Pvt. Ltd.

Environment: Salesforce.com(Sales Cloud, Experience Cloud)

KBRCP is an International Real Estate & Alternative Investments company which allows people to register from the site and shows the corresponding details which are related to their interest. As KBR partners provide their own sites which are built in the force.com platform, users enter into the site and they vote for the product as per the need.

Once a user submits details an email will be sent to the customer from there onwards lead assignment rules and other functions will be triggered to fulfill the lead management functionality.

 As the lead is converted into an account and contact customer portal functional process will come into the process.

Worked as a Technical lead to design the database model and to implement, customize and to organize the team with requirements and timelines. Testing the development by authoring Apex test classes and Deploying the Customizations into Client’s live instance.

Roles and Responsibility:

* Standalone Administrator and developer.
* Daily updates with the client.
* Implementing Visualforce pages, apex class, batch jobs, apex triggers.
* Involving in client review calls.
* Process deck designer.

**BACARDI INDIA.**

Platform: Force.com

Duration: Feb 2011 - July 2011

Organization: Bodhtree Consulting Pvt. Ltd.

Environment: Salesforce.com(Sales Cloud)

This project involves the development of Custom Input Grids made using Visual force and versatile and complex Visual force page reports holding data from different objects/tables and displaying comparatively. Achieving centralization of data between various teams located remotely in India, is the main theme of the project.

Existing system involves Usage of Excel sheets to maintain stock shipment data where de-centralization of data is clearly observed. Replacing the traditional method with Force.com implementation solved their problem. Designing and making visual force page reports made their work easy with the tips reports.

Worked as a technical architect and a technical team lead to design the database model and to develop, customize and to assign the development team with requirements and timelines. Testing the development by authoring Apex test classes and Deploying the Customizations into Client’s live instance.

Roles and Responsibility:

* Standalone Administrator and developer.
* Daily updates with the client.
* Developing custom implementations and implementing Visualforce pages, apex class, batch jobs, apex triggers.
* Involved in requirement gathering sessions.
* Providing solutions to the client on the fly.
* Involving in client review calls.
* Process deck designer.

**WORKHORSE SERVICES, USA.**

Platform: Force.com

Duration: Sep 2010 - Jan 2011.

Organization: Bodhtree Consulting Pvt. Ltd.

Environment: Salesforce.com(Sales Cloud)

This project involved development of a custom application for an US client which was hosted on AppExchange and was deployed by customers as a plug & play application in their respective Salesforce.com instances.

The target audiences of this application are high-growth start-ups, publicly-traded companies, top-tier venture capital and private equity firms and their portfolio companies, and leading middle market investment banks to which this application provides premier financial analysis about various companies.

Worked as a senior technical programmer delivering the client requirements using Visual force, Apex controllers, Apex Triggers, Java script and AJAX Toolkit for Sales force, driving the status calls with Clients are my major responsibilities.

Technologies used are Visual Force, Apex, Force.com database, java script, AJAX toolkit for Salesforce.

Roles and Responsibility:

* Key Developer
* Weekly Client meeting/updates.
* Involved in requirement gathering sessions.
* Providing solutions to the client on the fly.
* Involving in client review calls.
* Process deck designer.

**JUBILANT LIFE SCIENCES, INDIA.**

Platform: Force.com

Duration: May 2010 - Sep 2010.

Organization: Bodhtree Consulting Pvt. Ltd.

Environment: Salesforce.com(Service Cloud, Experience Cloud)

Jubilant Life Sciences Limited is an integrated pharmaceutical and life sciences company. The Company provides Life Science Products and Services across the value chain, serving its customers globally with its ground presence in India, North America, Europe and China.

Project implementation deals with capturing the organization’s Sales information, Targets, Actuals. Implementation is done for two Growth units (ANU/Vitamins) on a single instance. Monthly wise, Quarterly wise, annual wise reports should be prepared for top level management view.

As a Senior Technical Engineer, Designing the database model according to Client requirements and modules in the project, and to drive status update calls with Client.

Roles and Responsibility:

* Involved Object Modelling.
* Played Team Leader and Code Reviewer.
* Data Migration and Production deployment.
* Bugs Solving and Solution provider.

**PERSONAL DETAILS**

Name : Chiranjeevi Neelam

Date of Birth : 19 April 1984

Gender : Male

Marital Status : Married

DECLARATION:

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

Date:

Place: Irving, Texas **(CHIRANJEEVI NEELAM)**