**ANANT A. KAMAT**

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**Objective:** Seeking a challenging opportunity to utilize my skills & abilities in area of Salesforce.com Implementation and contribute in the growth of the organization.

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| **Total IT Experience** | **13.4 yrs. (Java/J2EE (4yrs 5months), SFDC (~9yrs))** |
| **Certification Details** | **Sun Certified Programmer for Java 6.0 (SCJP 6.0)****Salesforce Certified Platform App Builder****Copado Certified ADMINISTRATOR** |
| **Current Employer** | **Prodapt Solutions Pvt. Ltd** |
| **Educational Qualification** | **BE(E&E) – KLSGIT, Belgaum affiliated to VTU, Belgaum - 2005** |

**Technical Skills:** Salesforce.com CRM, ServiceMax Configuration, Configuration (OOB), Customization (Apex Classes, Visualforce Pages, Apex Triggers, Lightning Components, Lightning Connect, Lightning Experience), Integration (Inbound & Outbound)

**Company: Prodapt Solutions Pvt. Ltd (Jul 19 – Till Date)**

**Domain:** Telecommunications

**Role:** Technical Lead/Architect

**Project/s Worked**: Internal Sales Operations

Description: Salesforce is being used internally by Sales Users within the organization.

**Company: Yash Technologies Pvt. Ltd (Nov 18 – July 19)**

**Domain:** Life Science and High Technology

**Role:** Technical Lead – ServiceMax Integration

**Project/s Worked**: ServiceMax – Lead to Order (L2O) - L2O deals with end to end integration between ServiceMax and SAP/PI via Inbound or Outbound REST API.

**Company: Baxter Innovations and Business Solutions Pvt. Ltd., Bengaluru (Dec 16 – Oct 18)**

**Domain:** Healthcare

**Role:** Individual Contributor

**Projects Worked:**

**BOOST Connect Case History (Aug 18 – Oct 18) -** Case History involves fetching the data from different SFDC org via Lightning Connect feature and displaying the data in custom components in required Lightning Record Pages. This includes search feature which displays the data based on different search criteria.

**BOOST Connect Case Notification (Jun 18 – Jul 18) -** Case Notification involves sending emails to Sales Representatives for cases which are closed in different org which is not connected to BOOST in any way. Hence REST API has been developed as communication channel between the 2 different orgs.

**Commercial Coaching Excellence (Mar 18 – May 18) -** CCE is feedback application used by SEMs and SMs to create Coaching Plans, Coaching Sessions for their reportees. This application serves as performance measuring tool for Sales Reps.

**Lightning Migration for ANZ (Nov 17 – Feb 18) -**

ANZ Salesforce Instance was completely migrated from Salesforce Classic to Lightning Experience for better UI and advanced capabilities of Salesforce. This also involved implementation of Enterprise Territory Management 2.0 replacing the Territory Management.

**BOOST Connect Chatter Post (Aug 17 – Oct 17) -** Chatter Post functionality is for posting Chatter Notification in the DCF accounts on the Sales Cloud. These would be identified based on the JDE account received from the Service Cloud. Hence REST API has been developed as communication channel between the 2 unrelated orgs.

**GCS Order Management (Jan 17 – Jul 17) - T**his initiative involved enhancing Order Management capabilities by migrating existing functionalities from Siebel like Kitting, Scheduling of Orders, Holiday Management and B2B portal implementation.

**Company: Ruckus Wireless Pvt. Ltd., Bengaluru (Jan 15 – Dec 16)**

**Domain:** Wi-Fi

**Role:** Individual Contributor

**Project/s Worked:**

**Cloudpath Implementation (Jun 16 – Dec 16) -** Cloudpath trials are opportunities which are limited to Cloudpath products. Once the opportunity is approved, trials are created with Pending status. These trials are activated by sending request to external REST API through batch process. Once the activation is successful, an activation code is generated which is sent across in a separate mail to the requestor with the activation process for the specified product. Once activated, customers can start using the product for a period of one month. Trials can be activated or extended manually.

**Deal Desk Ongoing Support Enhancements (Apr 16 – May 16) -** As part of the enhancements new features were added to the existing application as change requests. This also included issues found in production as well.

**Eval Enhancements (Jan 16 – Mar 16) -** Evals are evaluation opportunities created from existing Field Sales or Deal Registration opportunities. These are valid for only one month for trial of certain products matching the criteria. Once the evaluation is done, then customers go ahead and buy the product post evaluation period. These evaluation quotes have different set of approvers again based on the territory hierarchy. Once the approvers have approved the quotes, the products are dispatched to the customers for evaluation.

**Deal Desk Enhancements (Sep 15 – Dec 15) -** Deal Desk is a process of approving various opportunities based on the discounts for each of the line items. This involved having multiple approval process and approvers based on the territory of the Sales Representative creating the opportunities. Once the opportunity is submitted to Deal Desk, quotes would be created and respective line items would be created and approval process would get triggered. This involved writing custom apex code, workflow rules, various approval process, custom settings, handling error mechanism. Sending email alerts at various stages of the opportunities.

**Support Enhancements (Jun 15 – Aug 15) -** Case Notification Template is used by all C-Level executives to keep a track of all P1 and P2 cases. An email is sent to all these users with data for the last 180 days every Monday morning. All the cases appear as link which is clickable and opens in new page specifically designed in RHS and LHS panel. The LHS panel lists all the cases and provides additional filters to search for specific customer related cases and LHS display the complete information about the selected cases. Along with this there was an additional settings screen where user could follow cases and get either daily or weekly notifications about cases followed.

**Asset Details Rest API/ Asset Lookup Screen (Apr 15 – May 15) -** Asset Details Rest API is used by the engineering team to get the asset details from the database by passing the Serial Number of the Asset using cURL. This API fetches all the data required to validate the serial number. Incase no data is found, the api returns the appropriate status message. This is a bulkified api and accepts upto 500 serial numbers for lookup in a single api call. Asset Details Lookup screen is used by Users from the sidebar component to lookup asset related data. This screen invokes the Asset Details REST API and data fetched in displayed on the popup screen.

**KUMO Trial Order Creation (Jan 15 – Mar 15) -** KUMO Trial Order API is used to create KUMO trials for specific customers who are interested in trying products for certain period. This API is invoked from the Support Portal. Based on the Promo code and Account details, KUMO opportunities are created with Line Items created from items which are part of the Promo code. Each promo has a maximum limit post which it cannot be used.

**Company: MphasiS Ltd., Bengaluru (Jun 13 – Jan 15)**

**Domain:** Insurance

**Role:** Individual Contributor

**Client:** US Insurance Company

**Project/s Worked:**

**ServiceNet Enhancements (Aug 14 – Jan 15) -** These are the enhancements done for existing functionalities. Additions of new fields to visualforce pages and make necessary changes in the controller to fetch the data from backend and display it on front end. Also addition of new trigger to check whenever a document is attached to the case.

**Web FEI Reporting (Jun 14 – Jul 14) -** FEI reports are used by the client team to keep a track of Tickets based on various status and products.

**Social Media Record Sharing (Apr 14 – May 14) -** Social Media Record Sharing is implemented by changing the Sharing Setting of the custom object to Private and sharing the records with the help of Apex Triggers and Apex Classes.

**Advisor Login Dashboard (Feb 14 – Mar 14) -** Advisor Login Dashboard is a dashboard comprising on various reports which are built on top of a custom object to keeps a track of Advisors logging into Salesforce on various time ranges. Analytic Snapshots are scheduled on specific times whose source reports are built on User and LoginHistory Object. These Analytic Snapshots load data from reports into Custom object which forms the base of the reports which are part of the Dashboard.

**Multi-User Calendar Sharing (Dec 13 – Jan 14) -** Multi-User Calendar Sharing is a feature provided by Salesforce for sharing of Calendar between multiple users so that Tasks and Events of the sub-ordinates can be tracked in an efficient way. This is achieved using Apex Trigger to share the activities based on the client sharing model.

**Social Media Profiles (Aug 13 – Nov 13) -** Social Media Profiles is an internal module with ServiceNet which deals with creation of Social Media Profiles for Advisors registered with the Advisor Group. It provides the interface for the Advisors to create Social Media Profiles by providing the necessary details required to create these profiles by the Analysts. The implementation includes development of custom pages and apex classes supported by triggers to achieve certain functionality from the backend.

**ServiceNet Implementation (Jun 13 – July 13) -** ServiceNet is an application used by Advisors for creating tickets pertaining to various Business Processes. These will create a case pertaining to the ServiceNet ticket to be worked upon by Analysts. This application is mainly used for Case Management. The implementation includes development of custom pages and apex classes supported by various triggers which run in the backend and provide the necessary functionality to be supported by the Business Process.

**Company: Accenture Services Pvt. Ltd., Bengaluru (Jan 11 – May 13)**

**Role**: Analyst/Developer

**Client**: US Insurance Company

**Domain**: Insurance

**Projects Worked:**

**Scheduled Management Process (May 13 – May 13) -** This project is a collection of different functionalities around the Scheduled Management Process like Apply SMP, Stop SMP, Clone SMP etc. SMP is process of creating a template and applying the template to different Opportunities, Campaigns and Accounts. Each SMP Template is associated with SMP Steps which can be either a Task or Message. Once a template is applied, all the associated items appear is the related list of the above-mentioned objects as either activities or messages on which the owner of the respective records needs to take the appropriate action. It also involves webservice call to external systems to retrieve the necessary data.

**CreateTaskSFDC API (Apr 13 – Apr 13) -** This project is an integration project. It involves hosting Webservice using SOAP API so that external systems can create Activities in the system by providing the necessary details from the backend.

**Client**: US Investment Management Company

**Domain**: Financial Services

**Projects Worked:**

**Force.com Implementation (Jan 13 – Mar 13) -** This project is customization of Salesforce for the various products offered by the client.

**Client**: UK’s Largest Health Charity

**Domain**: Life Sciences (Products)

**Projects Worked:**

**Core CRM- Customer Portal (Sep 12 – Jan 13) -** Customer Portal is a part of the Core CRM Application family which supports customers for self-booking for the various products of the client. This portal is built on Force.com sites feature provided by Salesforce. The application is totally customized using Apex controllers and Visualforce pages.

**Client**: US Giant Telecom Service Provider

**Domain**: Telecom (C&HT – Communications)

**Projects Worked:**

**GeCEP 2.0 – YM Billing Module (Feb 12 – Sep 12) -** YM Billing Module is the Post Sales module of Global eCEP 2.0. Once the Custom Engagement process is completed, then the actual billing starts which is completely handled by the YM Billing Module. It generates records for different Billing stages and updates them accordingly. These records are used to generate different Monthly and Yearly Forecasts. There are custom reports which use these YM Billing data records.

**Global eCustomer Enablement Process (GeCEP) 2.0 (Nov 11 – Jan 12) -** Global eCEP 2.0 is a Sales application which utilizes standard Salesforce Objects like Opportunities and Accounts along with several other custom objects for maintaining Custom Engagements. It uses Salesforce Partner Portal feature to maintain Custom Engagements. This application interacts with Cast Iron to send/receive statuses from various 3rd party systems making use of WebServices calls/Outbound Messages to update the Opportunity.

**Service Guide (May 11 – Oct 11) -** Service Guide is the migration of existing application from Microsoft .Net to Salesforce Platform. It’s an effort of moving the application to the cloud. This is achieved by using Salesforce with customization using VisualForce pages and Apex classes. The application is hosted on the cloud using Force.com sites.

**Fortify Code Compliance (Mar 11 – Apr 11) -** HP – Fortify is a static code analysis tool which helps to find the Security Vulnerabilities in the code. It lists out several issues like Log Forging, System Information Leak, Unreleased Resource Streams, Path Manipulation, Missing XML Validation, J2EE Misconfiguration etc. Then we need to modify the code to make it compliant with Fortify. This would mean removing unwanted and invalidated input from getting logged.

**13-State Troubleshooting Tool (Jan 11 – Feb 11) -** GetAPI is a scheduled job which runs once in a month and pulls out all the case ids of the trouble tickets from the database which are in Escalated status for more than 72hrs and last modified system is not GetAPI. It is basically a sync up job between PS – CRM and third-party system to update the status in PS –CRM database. It makes a synchronous Webservice call to the third-party system by sending a Request XML with details like Userid, NetworkID, Trouble Ticket Number, CircuitID (WTN). Once a successful Response XML is received from the third-party system, GetAPI parses the Response XML and updates the fields and appropriate status in the database.

**Company: Source One Management Services Pvt. Ltd., Bengaluru (Nov 09 - Jan 11)**

**Client:** Accenture Services Pvt. Ltd (US Telecom Giant)

**Domain:** Telecom (C&HT – Communications)

**Role:** Technical Consultant

**Projects Worked:**

**EBTA Auto Verify – CWM – ACORN – JDK 1.6 Upgrade (Nov 10 – Jan 11) -** EBTA Auto Verify sends auto verify notifications from CRM to EBTA whenever we receive a CLEARED status update from EBTA on a given case. ACORN sends suspend and restore notifications from CRM to DBOR whenever an account with VDNASB flag is suspended/restored manually via online or via mass suspend and restore batch process.

**Mass Suspend Restore – ChangeStatus API (Sep 10 – Oct 10) -** The suspend process will be enhanced so that when a customer is suspended for any of a number of reasons that the customer would be directed to the appropriate information for them to either contact or complete some set of steps to regain access to the network. The existing Suspend process interface with MPS will be enhanced such that CRM will be sending the Suspend reason code to MPS when sending a suspend transaction.

**CRMIS - WAS7 Upgrade (Jul 10 – Aug 10) -** CRMIS is a cluster of 7 different API’s deployed on WAS7. All these 7 API’s are hosted as WebServices and used by third-party systems to interact with PS-CRM Database. CRMIS acts as an interface between PS-CRM and external systems.

**Mass Suspend Restore - DSL Supplemental Invoice Reconnect Fee (Apr 10 – Jun 10) -** DSL Supplemental Reconnect Fee is a fee charged to the customer for restoring the Suspended Accounts. Mass Suspend and Restore is a Java application used for Suspending/Restoring multiple accounts. This is achieved by submitting multiple records in a single feed file. It is part of Customer Care application.

**Solution Realization Initiative (Jan 10 – Mar 10) -** Solution Realization is an Accenture Initiative to reduce maintenance costs for its clients through variousmaintenance activities like Simulator for Inbound and Outbound Interfaces, JUnit implementation to write and run repeatable tests.

**OP – SDE – QIP – JDK 1.6 Upgrade (Nov 09 – Dec 09) -** Order Processor is a batch processing system which processes orders coming from various ordering systems of different Telco Ordering Systems. It parses the order for accuracy and then sends it to other systems like Order Management, Billing etc for different operations to be performed.

**Company: L&T InfoTech Pvt. Ltd., Mumbai (July 08 - Jan 09)**

**Domain:** Banking, Financial & Securities

**Technical Skills:** Core Java, JDBC, J2EE (Servlets, JSP, Struts 2.0)

**Role:** Developer/Programmer

**Projects Worked:**

**Loan Management System –** LMS is an operational support system for banks and financial institutions. It helps in handling the entire lifecycle of a loan post origination till the termination of the loan. It assists in servicing of approved loans, disbursals, accruals, billings, repayments etc.

**Company: Webcetera Software Solutions Pvt. Ltd., Bengaluru (Feb 06 - Jun 08)**

**Domain:** Insurance

**Role:** Sr. Developer/Programmer

**Projects Worked:**

**EZLynx: Real-time Quoting Insurance Agency Portal - E**ZLynx is a web-based agency portal that provides a single data entry point for agents to generate accurate rate quotes from multiple insurance carrier sites.

**EXTRA CURRICULAR ACTIVITIES:**

1. PPA Volunteer for SaaS Capability at Accenture.
2. Organized Events/Team Outings for SaaS Capability in Accenture.
3. Organized Blood Donation Camp held in Department of Electrical & Electronics in 2004 and 2005.
4. Organized Avalanche’ 05, Technical Paper Presentation Contest.
5. EHS member and Food Committee Member at Mphasis.