**************Shekhar Bhojwani**

Senior Salesforce Architect / Consultant

Houston, TX

17x Salesforce Certified / 1x Vlocity Certified /

1x AWS Certified

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PERMANENT RESIDENT (GREEN CARD)

**Professional Summary**

Multi-Certified Seasoned Professional with around 13 years of experience in information technology with strong Object-Oriented Analysis, designing and programming technical skills including 7+ years extensive experience in Salesforce.com CRM and Force.com platform with proficiency as an Architect, Developer, Administrator and over 5+ years in Business Analysis, Agile Project Management, UAT and Software Quality Assurance (both manual and some automation).

* Familiar and well versed with various software development methodologies including Agile, Scrum, TDD, ATDD and waterfall.
* Experience in design, Administration, Configuration, Implementation, testing and Support of salesforce.com solutions.
* Good experience with salesforce out of the box data model and modeling in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies; creating new relationships using Lookup, Master-Detail and Junction Objects.
* Strong salesforce development experience with Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages and integrating with external source by developing SOAP, RESTful Apex Web Services, Force.com API, SOQL and SOSL.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Worked on customization of Visualforce to have lightening experience for desktop and mobile applications.
* Built custom Lightening components and wrote controllers and helpers with the lightning and AURA frameworks, Lightning Design System and JavaScript. Involved in developing salesforce Lightening Apps, Components, Controllers and Events.
* Strong experience in implementing salesforce new features like Process Builder and performed actions Updating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Good experience in setting up Organization Role Hierarchy, provisioning data visibility rules by configuring OWD, Criteria/Owner based and Apex managed sharing rules.
* Hands on experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* Performed Validation Rules, workflows, e-mail services and approval processes using customization & Apex.
* Experience in working with Salesforce.com sandbox and production environments and deployment using ANT, changesets and other deployment tools including Force.com from eclipse and gearset.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Experienced with Integration Platform as a Service (PaaS) type integration as well as ETL tools including Jitterbit, Oracle ICS, Dell Boomi, Informatica Cloud Connector, MuleSoft, DBAmp.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationships.
* Extensive experience in lead, case management, web-to-lead, Web-to case, Email-to-case.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Developed Custom Web Services for handling inbound requests and outbound calls to external Web Services.
* Proficiency in installing App Exchange applications.
* Experience in web technologies like HTML, XML, JSP, JavaScript, and WSDL.
* Proficient in databases including MS SQL Server 2005/2008, Oracle & MS Excel.
* Experience in providing production support, analyzing the cause and fixing it.
* Served as liaison between clients, stakeholders and technical teams in order to successfully execute projects with best practice and its intended goals.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills. Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations. Excellent analytical, de-bugging skills and documentation skills.

**Certifications**

1. Salesforce Certified Platform App Builder
2. Salesforce Certified Administrator
3. Salesforce Certified Advanced Administrator
4. Salesforce Certified Sales Cloud Consultant
5. Salesforce Certified Service Cloud Consultant
6. Salesforce Certified Community Cloud Consultant
7. Salesforce Certified CPQ Specialist
8. Salesforce Certified Platform Developer 1
9. Salesforce Certified Marketing Email Specialist
10. Salesforce Certified Marketing Cloud Consultant
11. Salesforce Certified *Sharing & Visibility Designer*
12. Salesforce Certified Data Architecture & Management Designer
13. Salesforce Certified Development Lifecycle and Deployment Designer
14. Salesforce Certified Identity & Access Management Designer
15. Salesforce Certified Integration Architecture Designer
16. Salesforce Certified Application Architect
17. Salesforce Certified System Architect
18. Certified Vlocity Developer Essentials
19. Certified AWS Solution Architect Associate
* *Plan for Pursuing Certified Technical Architect in 1 year.*
* *Pursuing Trailhead Badges and SuperBadges (as time permits) and Salesforce maintenance exams and release notes (as required)*

**Technical Skills**

**Salesforce API tools:** Apex Explorer, App Exchange Data Loader

**Salesforce Development:** Lightning (Pages, Custom Components, Apps), Lightning Actions and Events, Apex Classes, Apex Triggers, Test Classes, Apex Custom Controllers and Extension, Visual force (Pages, Components & Controllers), Validation Rules, Workflow rules, flows, Outbound Messages, Approval Process, Process Builder, , Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Apex Web Services, Apex Explorer, Sandbox development and testing, Connect Offline, S-controls, SOQL, SOSL, Ajax Toolkit, Lightning App Builder, Lightning Out, Lightning Bolt, Salesforce Lightning Design System (LDS), Aura and Lightning Frameworks, Live Agent.

**Salesforce Clouds**: Sales Cloud, Service Cloud, Community Cloud, Marketing Cloud

**CPQ**: Salesforce CPQ (Steelbrick), Apttus CPQ

**Salesforce Integration Tools:** DataLoader, Jitterbit, Oracle ICS, Salesforce Connect, Informatica Cloud Connector, DBAmp, MuleSoft

**Languages / Scripting:** Apex, C, C++, C#, Java, J2EE, Servlets, JSP, JavaScript, SQL, PL/SQL, jQuery and CDNs

**IDE** **/ Coding Platforms**: Salesforce Developer Console, Aside.io, Eclipse, MavensMate, VSCode

**CRM**: Salesforce, SugarCRM, Bitrix

**Database, ERP & Tools:** MYSQL, Oracle 10g/11g/12c, SQL Server, SAP, PeopleSoft, NetSuite, JD Edwards, MS Access, OData, JDBC/ODBC drivers, SQL Server Management Studio, sqlcmd

**Web:** HTML, XML, CSS, JavaScript, WSDL, Adobe Photoshop, Flash, Dreamweaver

**OS & Browser Platforms:** Windows NT/2000/2008/2012 /XP Pro/Vista/7/8/10, Linux, iOS, Android, Internet Explorer, Firefox, Chrome, Safari

**Productivity Tools**: MS Office (Word, Excel, PowerPoint), MS Visio, MS Outlook, OneNote, OneDrive, Google Drive, LucidCharts, DocuSign

**Documentation / Project Management**: Team Foundation Server / Visual Studio Team Services (TFS/VSTS), JIRA, Trello, SharePoint.

**Testing**: HP Quality Center / Application LifeCycle Management (HP QC/ALM), HP Unified Functional Tester (UFT), Selenium Webdriver.

**Mass Email Campaign Platforms**: Mailchimp

**Security**: Okta, Single-Sign-On (SSO), OAuth, LogRhythm

**AppExchange / 3rd party app integration**: Twillio, DocuSign, Skuid, Docomotion

**Build / CI/CD / Deployment / Version Control**: ANT, Maven, Jenkins, GitHub, BitBucket, Gearset, BlueCanvas

**Senior Salesforce Architect / Lead Developer (remote)**

**Capgemini / Discover (Pulse), Houston, TX**

**August 2019 - Present**

**Project Description:** Multiple workstreams – handling multiple workstreams as an Architect/Lead for multiple Orgs as a Senior Architect. Following is a list of workstreams, currently managing and some of the work is already completed or nearing completion.

* DevOps Poc
* DevOps Implementation
* Data Obfuscation on Post Sandbox Refresh
* New Org Implementation (Sales Cloud only, they already have 3 orgs, this will be 4th)
* Classic to Lightning Migration
* Shield Field Encryption
* SSO / MDM for Salesforce Mobile
* Transition from existing implementation partner to Capgemini for one of the Orgs (they have 3 existing)
* Additional oversight on other workstreams and projects as an Architect

**Responsibilities:**

* Gathered requirements from business, marketing and technical stakeholders from requirements gathering discussions, workshops and meetings.
* Attended multiple meetings locally in Houston and on site in Phoenix and Chicago for transition existing work from existing implementation partner to Capgemini.
* Developed high level technical and functional solution documents and documented all the requirements gathered.
* Worked on Classic to Lightning Migration Impact Analysis, Rollout plan and implementation.
* Architected and Solutioned, including hands-on development and worked with Offshore team to develop a DevOps PoC – Toolset – GitHub, Eclipse, Force.com IDE, Spring Suite Tool, VSCode, ApexUnit, SonarApex, Jenkins, SFDX CLI, Salesforce Extensions. This PoC to be implemented across existing 3 Orgs and one new Org. Currently in process of going live with the DevOps model for 2 Orgs in the next few weeks.
* Performed review of SonarApex Code Analysist reports for Org 1, 2 & 3 best practices and Refactoring review.
* Prepared Architecture and Requirements Documents for New Sales Cloud Org Implementation.
* Developed and Debugged new and existing LWC (Lightning Web Components) and Aura Lightning Components, Apex Classes, Test Classes and configurative functionality.
* Led and oversaw the development of Apex Script Post Sandbox Refresh to Obfuscate Sensitive Data.
* Performed review of existing setup, gap analysis, best practices and Shield implementation across multiple Orgs.
* Documented Initiatives, Features and User Stories in Salesforce based Tool and in Agile Central (rally).
* Participated in PI (Program Initiative meeting) and Transition meeting and help in planning, estimation, resource planning for Q4 and some high-level discussion for Q1 of next year.
* Participated in Daily Stand up meetings with internal client team, Daily Standup and Design call with offshore team which I led, Client and stakeholder meetings, Knowledge Transfer meetings with client for implementation partner transition, doing demos for business.

**Environment**: Sales Cloud, Service Cloud, Developer Console, Lightning, Salesforce Classic, VSCode, Eclipse, Force.com IDE, STS, ApexUnit, SonarApex, Jenkins, Workbench, Agile Central.

**Senior Salesforce Architect (remote)**

**Birlasoft / Disney, Los Angeles, CA**

**August 2019 – September 2019**

**Project Description**: Micro-Enhancements in existing functionality.

**Responsibilities:**

* Gathered requirements from business, marketing and technical stakeholders from requirements gathering discussions, workshops and meetings.
* Worked on Some Apex Class and Lightning Component modifications to enhance existing functionality.
* Worked on developing new functionality for existing business process (enhancements) with net new lightning components, apex classes and test classes, visualforce page and lightning controller, editing lightning page to include lightning components and their parameters.
* Created workflow rule, email templates, email alerts, quick actions, edited page layouts, etc. to support required functionality.
* Document entire solution for client in client provided format with screenshots – Design document, user guide, and artefact (component list) for run team to perform deployments.
* Conducted Demo with Managers to showcase developed functionality enhancements for Business Demo.
* Regularly met with key stakeholders from the business and teams and discussed progress as well as impediments and requirements grooming/clarifications, as well as refinements.

**Environment**: Sales Cloud, Service Cloud, Developer Console, Lightning, Salesforce Classic, VSCode, Eclipse, Force.com IDE, STS, ApexUnit, SonarApex, Jenkins, Workbench, Agile Central.

**Senior Salesforce (Salesforce, Commerce Cloud) & Marketing Cloud Architect (Global Core Team) (Remote)**

**Stefanini / Cognizant / Simplus**

**October 2018 – July 2019**

**Project 1 Description: Stefanini / PwC, Tampa, FL -** PricewaterhouseCoopers ([doing business as](https://en.wikipedia.org/wiki/Doing_business_as) PwC) is a [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [professional services](https://en.wikipedia.org/wiki/Professional_services) network headquartered in London, United Kingdom. PwC ranks as the fourth largest professional services firm in the world. PwC is a network of firms in 158 countries, 721 locations, with 250,930 people. The Global Marketing Cloud Implementation of PwC is for implementing a Global Framework under a single Marketing Cloud instance for the various territories of PwC for external communications with clients and for internal communications within the territories. The implementation involves setting up a global framework for the territories to come in as Business units in Marketing Cloud. In addition, the Global Account shall serve as a Parent Business Unit – defining the framework which includes – roles, permissions, Shared Data Extensions for various Business units to enable and enforce PwC’s consent model which largely mimics GDPR. The territories would then through their own Business Units do their own individual implementations and enforce their own applicable compliance regulation depending on the country or countries which the Business Unit will cover – example GDPR, CASL, CAN-SPAM, etc. The implementation uses multi-org Connector, several business units. The Marketing Cloud and Business units connected to various sandboxes and a single production org in Sales Cloud using the Marketing Cloud Connector.

**Project 2 Description: Cognizant / Kimberly Clark Corporation, Neenah, WI -** Kimberly-Clark Corporation is an [American](https://en.wikipedia.org/wiki/Americans) [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [personal care](https://en.wikipedia.org/wiki/Personal_care) corporation that [produces mostly paper](https://en.wikipedia.org/wiki/Pulp_and_paper_industry)-based consumer products. Kimberly-Clark [brand name](https://en.wikipedia.org/wiki/Brand_name) products include [Kleenex](https://en.wikipedia.org/wiki/Kleenex) facial tissue, [Kotex](https://en.wikipedia.org/wiki/Kotex) feminine hygiene products, [Cottonelle](https://en.wikipedia.org/wiki/Cottonelle), [Scott](https://en.wikipedia.org/wiki/Scott_Paper_Company) [toilet paper](https://en.wikipedia.org/wiki/Toilet_paper) and [Huggies](https://en.wikipedia.org/wiki/Huggies) [disposable](https://en.wikipedia.org/wiki/Disposable) [diapers](https://en.wikipedia.org/wiki/Diaper) and [baby wipes](https://en.wikipedia.org/wiki/Baby_wipes), etc. The Juno Project is a new Marketing Cloud Implementation. Kimberley-Clark uses a proprietary Database for storing consumer data and marketing engagement data. All this data was synced to marketing cloud as a one-time data upload and delta recurring uploads. The implementation was for USA and Canada. Commerce Cloud (B2C) / CloudCraze (B2B) implementation Pilot PoC was also done as part of this initiative.

**Project 3 Description: Simplus / Multiple mini projects/clients –** Simplus is an implementation partner. Advised and worked as an Architect on multiple projects as a hands-on and advisory on a limited, part-time basis.

**Responsibilities:**

* Gathered requirements from business, marketing and technical stakeholders from requirements gathering discussions, workshops and meetings.
* Developed high level technical and functional solution documents and documented all the requirements gathered.
* Solutioned Global Consent model for enablement of GDPR, CASL, CAN-SPAM and other compliance regulations.
* Worked with multi-org Connector Technical Solution setup along with Marketing Cloud Connector Setup of Various Business Units and Test Business Units.
* Proposed and developer Environment Solution Strategy for various testing in the implementations.
* Setup Marketing Cloud Connector and Sales Cloud Setup of API user and Marketing Cloud API user and performed all the steps of Connecting Marketing Cloud Connector.
* Configured SSO (Single-Sign-On) in Marketing Cloud and Identity Access Management tool with internal teams.
* Developed Data Model in Marketing Cloud for the Data Extensions using Synchronized Data Extensions, Shared Data Extensions, Salesforce Data Extensions and used filters and queries.
* Performed hands-on work doing admin as well as development work in marketing cloud.
* Oversaw the overall functional segmentation of consumer segments for various brands from a starting universe to segmentation by brand and country specific along with engagement data such as clicks, opens, activity, etc.
* Worked with SME for existing legacy database and Salesforce Org, for defining the data model, segmentation, queries, filters and data extensions.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Aura Lightning Components.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Worked on Lightning Process builder flows, Connect API, Chatter and Quick Actions.
* Worked on salesforce CRM changes required to support the designed architectural data model and business processes in Marketing Cloud.
* Administered the Marketing Cloud instance.
	+ Created Parent Account as business unit
	+ Created and assigned additional business units and test business units,
	+ Created users and assigned the users roles and permissions and business units.
	+ Created and administered Custom roles to accommodate permissions as per the needs of the business roles.
	+ Configured SSO and key for SSO and worked with internal team for SSO configuration
* Worked in email studio and verified created data extensions, queries, filters, data loads, etc.
* Provided technical information and guidance to support SAP (Sender Authentication Package) and for getting sending domains authenticated, IP address and DKIM,
* Worked with internal review teams and prepared documentation for review by Architecture Review Board, technical review board and internal network security and data classification teams to ensure data and environment’s compliance, integrity and security.
* Provided architectural guidance on data loads, data retention as well as for integrations with Marketing Cloud as well as Sales Cloud and other environments.
* Provided guidance on security audit and logging information available in Marketing Cloud.
* Supported CASB integration with SSO for SFMC.
* Worked in Automation Studio, Journey Builder, Content Builder, Analytics Builder, Contact Builder and reviewed the work of Development and data migration teams – including but not limited to journeys, templates, data model, reports, etc.
* Prepared high-level estimates and project plan for implementation of the project.
* Converted requirements to Value Stories (Epics) and user stories and assigned to the team and adjusted the stories as needed.
* Developed and guided on testing in marketing cloud as well as business continuity and disaster recovery as well as project continuity as features are implemented such SSO to avoid minimal disruption to development work.
* Performed Data Validation for record counts and field mappings as well as data integrity for one-time loads, incremental loads as well as for data segments created using data extensions for multiple Business Units.
* Prepared and provided BRD for tracking data extracts to be exported from Marketing Cloud to SFTP folder for loading into external legacy database systems.
* Reviewed Email Proofs of various Brands for correctness, design and various campaigns.
* Reviewed Automations of Email Sends and Filter Activities in Marketing Cloud.
* Reviewed RMM settings for a BU for custom RMM for each brand using Sender Profiles, Triggered Sends, RMM content emails.
* Custom handling of unsubscribe and RMM settings for various Business units.
* Setting up Commerce Cloud (B2C) and CloudCraze (B2B) Commerce Managed Packages for two different Sandbox Org Instances for PoC.
* Setup Promotions, Featured Products, Spotlight products, Wishlists, Category Tree, Product Search, Headers, Footers, etc. in CloudCraze.
* Configured Product Lists from PLP Configuration page in CloudCraze
* Setup remote action calls to extend the OOTB Product Display functionality to show additional information in CloudCraze.
* Developed some customizations over OOTB functionality by extending the functionality.
* Administered Commerce Cloud (B2C) Instance for users, roles, permissions, etc.
* Worked with various forms, scripts, Account Manager, Log Center, Control Center, etc. in Commerce Cloud.
* Used the Storefront toolkit in Commerce cloud for Content, Search, etc.
* Used the Open Commerce API 19.8 for some PoC concepts around Shopping – Basket Creation, Orders, ProductLists, etc.
* Conducted and participated in Daily Scrums with the team which was spread over multiple locations.
* Regularly met with key stakeholders from the business and marketing teams and discussed progress as well as impediments and requirements grooming/clarifications, as well as refinements.

**Environment:** Salesforce Sales Cloud, Salesforce Marketing Cloud, SFMC Multi-Org Connector, Marketing Cloud Connector, Marketing Cloud Connected App, Email Studio, Contact Builder, Automation Studio, Data Extensions, SQL, Filters, Jira, G-Suite, SharePoint,

**Sr. Salesforce Architect / Integration Architect Consultant /Lead (remote)**

**Infosys / CGI**

**July 2018 – October 2018**

**Project Description:** **Infosys / Johnson Controls, Milwaukee, WI** Johnson Controls is a global diversified technology and multi industrial leader serving a wide range of customers in more than 150 countries. Our commitment to sustainability dates to our roots in 1885, with the invention of the first electric room thermostat. We are committed to helping our customers win and creating greater value for all our stakeholders through strategic focus on our buildings and energy growth platforms.

* **Project 1**: The project titled “Deploy Skills Routing for COE Work Distribution and Remediation”, involved the development of case routing based on multiple criteria, such as record type, Business COE domain type, threshold (workload capacity of Engineers), matching skills, matching sub-industry, whether COE Engineer is in office or our office and in addition, all of this to sit on top of existing assignment rules and development in the org. Case ranking and round robin work load distribution was also considered. It involved, End-to-End Implementation of the requirements from requirements gathering to final go live.
* **Project 2**: Live Chat Agent Implementation for Baltimore Aftermarket Parts Store. JCI, currently does not have any live chat agent implementation for their agents in Service Cloud. This is a new implementation for two of their store fronts and involved creation of skills, adding users, configurations, setting up pre-chat pages and adding the Live agent to the service console.

**Project Description**: **CGI / Tri-State Capital Bank, Pittsburgh, PA** Tristate Capital Bank offers commercial and industrial banking, commercial real estate expertise, treasury management and private banking to middle-market businesses and their owners, as well as to clients of family offices and wealth management firms.

* **Project 1: DLP (Digital Loan Processing) -** The DLP Project involved conversion of a paper-based loan application to an online experience for applying for a loan or line of credit. To achieve this a brand-new implementation was done which included Sales Cloud, Community Cloud and integration with existing legacy SQL Server databases in-house and a third-party SQL Server and a fileshare system. The Business Process Developed in the Loan Application Project covers End2End Solution from Application via a Community Cloud Portal to data being sent to Sales Cloud, integrations sending data to and from legacy system to capture application and client/customer and agent data to initiating an online signing experience using DocuSign eSignature API and the entire loan processing cycle including document submissions, underwriting, loan approval, provisioning of loan, tracking of loans/lines of credit during application phases as well as post approval as a customer account using customized dashboard views for internal management, agents and partners and customers.

**Responsibilities:**

* Participated in requirements gathering workshop and interacted with key business stakeholders and users to support the implementation.
* Interacted with various business users to gather the requirements, documented the requirements, and developed design documents to suit business needs.
* Lead and Solution Architected the solution and developed the Solution Design Document.
* Worked with the offshore team to design and develop the proposed solution and resolve issues as well as testing and documentation.
* Worked with Assignment rules, user creation, salesforce custom fields creation, process builder, apex class, test class, workflow rule and field updates.
* Created a user interface for custom applications using the Custom Objects, Custom Tabs, Page Layouts, Record Types and Customization options.
* Created Custom Fields, Custom Reports, Triggers, Field help, Custom Formulas and Field History Tracking.
* Used Master-Detail relationship, Lookup relationship, Lookup filters, Roll-Up Summary in master detail relationships.
* Created Workflows rules with field updating actions and validations.
* Created complex Validation rules based on business requirements.
* Created Profiles, Permission Sets, Sharing rules, public groups and Apex Managed Sharing.
* Created Apex classes, components and triggers with minimum 90% code coverage using test classes for both positive and negative cases.
* Developed Custom lightning components and controllers for Apex for Customer and Partner online loan application process and dashboard views.
* Worked on lightning components, event registration, handlers for performing business logics and actions.
* Created Endpoint connections in Jitterbit for developing integrations
* Created integrations using Jitterbit with external legacy systems using cloud based virtual machines and directly to on-premise infrastructure.
* Created integrations with DocuSign using eSignature API
* Created Document template in DocuSign and worked with custom fields and document fields in DocuSign
* Configured and administered DocuSign.
* Using Data Loader for insert, update, and bulk import or export of data from Salesforce Objects.
* Carried out minor declarative changes and took the responsibility to manage releases into the production.
* Designed and deployed applications as per the Sprint/Iteration schedules.
* Used SOQL & SOSL, Salesforce Platform, Workbench, and Developer consoler for development and testing work
* Led on the Live agent implementation project as Solution Architect and Lead for offshore team.
* Prepared Solution Design Document and Configuration and Settings Documents, User Stories, work tasks, test cases, deployment documentation, review board approval documentation for the Live Agent project.
* Performed deployment from Dev environment to SIT using VSTS/GIT/Eclipse as per JCI review process of CCB, TDB and ADB review process guidelines.
* Coordinated with another team for Live Chat Agent button placement and UI and look and feel of live agent for customer on Salesforce Partner Community.
* Developed test cases and performed Unit testing and created test data and paved the way for SIT and UAT and deployment.
* Responsible for setting up User stories, Work Tasks and Rest Cases in JCI Pforce Platform.
* Prepared, shared, reviewed and viewed diagrams, documents in SharePoint and with team via email and Pforce as well.
* Worked as a liaison between onshore and offshore team.
* Attended Daily touch base call with Salesforce Customer Success manager, Client manager and offshore team and alternate day Client Standup meetings and additional meetings with Offshore and onshore teams as applicable.

**Environment:** Saleforce.com platform, Apex Language, VF (Pages, Component & Controllers), Salesforce Data Loader, Security Controls, HTML, Java Script, Java, Sandbox, VSTS / Azure Devops, Git, Eclipse, Windows, Lightning, Community Cloud, Sales Cloud, Visual Force (Pages, Component & Controllers), Apex Language, Apex Class, Apex Triggers, Data Loader, REST, SOAP, DocuSign eSignature API, Jitterbit, Azure, SQL Server.

**Senior Salesforce Architect/Developer Lead (remote)**

**Accenture / Diebold Nixdorf, North Canton, OH**

**April 2018 - June 2018**

**Description:** Diebold Nixdorf is an American financial self-service, security and services corporation internationally engaged primarily in the sale, manufacture, installation and service of self-service transaction systems (such as ATMs and currency processing systems), point-of-sale terminals, physical security products (including vaults and currency processing systems), and software and related services for global financial, retail, and commercial markets.

The project involved support for implementation project as an onshore development lead / architect – supporting an offshore team and client on site for implementation of custom lightning components to track the business workflow of opportunities’ stages and various approval processes, risk review, financial evaluation and summary and some other custom fields and objects and lightning components in sales cloud to accommodate the existing business process and in addition integration with Oracle CPQ (Big Machines).

**Responsibilities:**

* Interacted with various business team members and business users to support issues with implementation and offshore team to develop new solutions and resolve issues with existing code/implementation.
* Debugged and resolved issues in Lightning Components, Apex Triggers, Apex Classes, Visualforce Pages, Controller & Extension Classes, and Test Classes in the application.
* Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Supported implementation of Configure-Price-Quote (CPQ) solution using BigMachines CPQ (Oracle) for USA and Canada and Quote / Contract / Proposal Management and Approval Processed for various customers across many countries.
* Lightning Experience support – created and maintained few new lightning components and debugging of code for some lightning controllers where there were some issues with calculation issues and errors thrown by the UI.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application.
* Involved in Integration, Data Mapping and Data Migration from legacy database to Salesforce using Informatica Cloud with Salesforce.com
* Designing and Developing ETL maps in Informatica Cloud for data transfer between various applications on premise and in cloud.
* Connected the Sales and Service clouds with marketing cloud connect.
* Managed subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries
* Worked with Marketing managers and converting their strategy into implementations using Marketing cloud.
* Used Journey builder in running several different campaigns along with Automation Studio and Contact Builder.
* Designed advanced reports, dashboards, and portals in Marketing Cloud and other business intelligence tools.
* Coordinated of day-to-day email operations, building and segmenting audiences, and creating automated campaigns.
* Designed and executed customized solutions by leveraging Salesforce Marketing Cloud (SFMC) and other toolsets and leveraging industry best practices
* Scheduled deployments in the Salesforce Marketing Cloud application and providing completion communications to the client
* Provided sales and marketing data analysis and reporting including metrics and results for the marketing campaigns ROI.
* Served as the technical subject matter expert for product and development teams to build and deliver email solutions based on business requirements; provide technical consultation on SFMC tool set and solutions
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce Objects.
* Responsible for setting up new instances of JIRA, data import, customization, and backup.

**Environment:** Saleforce.com platform, Apex Language, VF (Pages, Component & Controllers), Salesforce Data Loader, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in, Windows.

**Senior Salesforce Integration Architect / Lead (remote)**

**Eagle Creek Software Services**

December 2017 – August 2018

**Project 1: Eagle Creek Software Services**

* **Project 1 Description: Be The Match (National Marrow Donor Program), Minneapolis, MN -** The National Marrow Donor Program (NMDP) is a nonprofit organization that operates the e The Match Registry of volunteer [hematopoietic](https://en.wikipedia.org/wiki/Hematopoietic) cell donors and umbilical [cord blood](https://en.wikipedia.org/wiki/Cord_blood) units in the [United States](https://en.wikipedia.org/wiki/United_States). The Be The Match Registry is the world's largest hematopoietic cell registry, listing nearly 16 million individuals and nearly 238,000 cord blood units. Hematopoietic cells from NMDP donors or cord blood units are used to transplant patients with a variety of [blood](https://en.wikipedia.org/wiki/Blood), [bone marrow](https://en.wikipedia.org/wiki/Bone_marrow) or [immune system](https://en.wikipedia.org/wiki/Immune_system) disorders. As of September 2016, the NMDP had facilitated more than 80,000 transplants worldwide.
* **Project 2 Description**: **Vlocity PoC -** Performed a PoC for the Vlocity integration and a vlocity console and cards and developed omniscripts, matrices, dataraptor etc., to show a functional experience for customer service representatives to better and quickly serve customers by being able to quickly identify customer with relevant information which they provide and directing the agent to relevant card layouts as applicable with appropriate actions available to perform based on various criteria, for a major insurance vertical client.

**Responsibilities:**

* Written comprehensive design specifications (functional specifications and solution design document) and managed the technical delivery of custom development, integrations, and data migration elements of the Salesforce.com implementation.
* Design, Document and Deliver all integration architecture and development between salesforce and on-premise application
* Provided technical oversight on standards, guidelines, and design patterns for salesforce.com Applications
* Reviewed and provided input on detailed design specifications, staffing and budget models, and project plans for alignment with the success blueprint
* Worked with SQL Server on-premise infrastructure integration with Salesforce.com using Oracle Integration Cloud Service (ICS) as an integration Platform-as-a-Service (PaaS).
* Developed Proof of Concepts for various Integrations in the project.
* Participated in discussions and review and POC process in selection of Integration tool/platform – reviewed Oracle ICS, JitterBit and DBAmp. Other contenders were suggested but not evaluated due to time constraints and project focus and cost as well as possible effort needed.
* Responsible in leading a team of 4 SF developers Onsite/Offshore model.
* Responsible for getting all the deliverables tested and implemented form a Technical Standpoint.
* Performed gap analysis between business requirements and out of the box Salesforce functionality.
* Managed technical scopes and client expectations and managed the end to end delivery of the release.
* Coordinated with clients for analysis, sizing and design of application, validated and reviewed the sizing of user stories and worked with vendor and offshore counterparts.
* Attended daily stand up calls with client to discuss the requirement and clarification on user stories.
* Tracked user story status and periodic updates and ensured that user stories have all the information required for the development.
* Worked with team as a lead for planning around delivery milestones and deliverables.
* Based on the timelines assigned the user Stories to team and provided the clarification on User Stories and helped the team to understand the Technical, Functional, Non-Functional as well as Business requirements.
* Closely monitored the delivery timelines, raised any risk with scope/schedule/quality in timely manner and worked with delivery leads for mitigation plan.
* Ensured UAT and QA defect closure within agreed measures. Supported code deployments to QA and Production environments. Reported daily delivery status and weekly project status.
* Took Vlocity Admin and Developer training for Insurance vertical and prepared for and cleared the certification.
* Worked on PoC for Insurance vertical
* Used various Vlocity features and methods including but not limited to DataRaptors, OmniScript, Cards, Card Layouts,Perform logical branching, creating vlocity actions, setting card states, action components, input components, service console, console sidebars, datapacks, vlocity process library, Interaction launcher, messaging, formulas, validations, errors, calculations and matrices, etc.
* Got trained in vlocity and acquired the certification.
* Supported the code deployments to QA and Production from offshore and Report smoke test results at the end of release. Communicated to QA, UAT for each release, provided QA and UAT support from offshore.
* Prepared the Release Document for each release to share with support team. Documented the show and tell feedbacks and share with business. Coordinated with cross track teams for inter dependencies. Conducted knowledge transition sessions for cross track teams and support teams.

**Environment:** Saleforce.com platform, Sales Cloud, Community Cloud, Marketing Cloud, Apex, Lightning, Aura Framework, DataLoader, Oracle ICS, Jitterbit, DBAmp, AppExchange, HTML, JavaScript, SQL Server, ANT, Eclipse, SQL Server, Okta, LogRhythm, Visio, LucidChart, PowerPoint, OneNote, vlocity.

**Sr. Salesforce Developer/Lead & Integration Architect (remote)**

**Pacific gas and electric Company,** San Ramon, CA

September 2016 to November 2017

**Project Description**: Pacific Gas and Electric Company, incorporated in California, is one of the largest combined natural gas and electric energy companies in the United States, which represents 5.2 million households. There are approximately 20,000 employees who carry out Pacific Gas and Electric Company's primary business the transmission and delivery of energy.

**Responsibilities:**

* Architected solutions on the Sales and Service Cloud as well as Force.com platform
* Performed the role of SFDC Architect / developer including lightning development and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Documented and shared the requirements with other SalesForce.com consultants for further implementation.
* Developed portal solution using Lightning Components and Salesforce Community Cloud
* Created Custom Lightning Components, Apps, Pages, tabs and used standard out of the box lightning components to build custom functionality for the client.
* Developed UI and
* Build Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Implemented new customer support solution using Salesforce.com Service Cloud. Maintained and improved existing Salesforce implementation.
* Performed the roles of Salesforce.com Administrator/Developer/Architect in the organization.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Designed and deployed Custom objects with custom fields and relationships, validation rules, Page layouts, Custom tabs, Components, workflow rules, outbound message, process builder, to suit the needs of the application. Defined lookup and master-detail relationships on the objects.
* Provide and organize documents via Salesforce CRM Content or the Documents tab in Customer portal.
* Oversee and manage the implementation of salesforce to adapt to business processes.
* Worked with the Marketing Operations Manager and other key stakeholders on the development of new processes and procedures to ensure email quality, successful delivery, and click-ability Leverage
* Collaborated with key stakeholders to implement ad hoc emails or automation for marketing campaigns and programs
* Worked with demand generation to execute and support lead generation campaigns
* Worked as SFMC Operations Lead to develop/support Campaigns on Salesforce Marketing Studio
* Supported day to day SFMC operations and cross-channel digital marketing campaigns including email and SMS
* Managed multiple business units globally as a Salesforce lead and provided day to day support for junior marketing cloud developers.
* Integrated different internal systems using REST API for seamless data flow to marketing cloud
* Created outbound API triggered SMS leveraging Sales Cloud data to send dynamic SMS
* Assisted internal teams in setting up and conducting A/B and multi-variant testing based on criteria such as segmentation, offer, offer presentation and creative.
* Measured and reported performance of all digital marketing campaigns, and assess against goals
* Build out Marketing Journeys in Journey Builder and Email & SMS campaigns
* Worked on HTML, CSS, Amp Script to update HTML based emails and landing pages.
* Constructed engaging user interfaces to ensure the highest success with email promotions
* Developed some Visualforce Pages according to the client's requirement, using standard and custom controllers and extensions. Using HTML and Apex tags in the VF code.
* Developed several Apex Triggers, Classes during the project lifecycle.
* Worked with SOSL and SOQL queries to get data from different related objects
* Invocated the queries and Apex methods from JavaScript
* Created Support Pages for end users using HTML, jQuery, JavaScript, Visualforce.
* Created Custom Lightning components using Salesforce Lightning Design System (SLDS), Aura and Lightning Frameworks.
* Used Lightning, force and aura tags in custom components to create various UI components to display data as well as receive user input and write data back to server using Apex classes, along with navigation and other UI components and process flows.
* Deployed the code developed in the Developer Sandbox to the Test Sandbox and the Production sandbox using changesets and ANT scripted deployment.
* Used Apttus CPQ to enable sales reps to configure complex product and service combinations and set prices that will positively impact deal profitability.
* Created CPQ process using Apttus CPQ and CLM AppExchange tool in Quote.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Involved in Creation of Test Data for all the business rules of all projects in QA as well as in UAT environment.
* Used Dataloader to import/export data from/into Salesforce.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Used Community Cloud to develop 6user registration page using custom Lightning Components.
* Used Community Cloud to develop custom UI workflow for few business processes.
* Used Force.com platform for developing feature rich and user-friendly Visual force pages for enhancing Salesforce UI.
* Used Java and ANT based command-line for moving metadata between local directory and Salesforce Org. Used Force.com Migration Tool to retrieve components, create scripted deployment, and repeat deployment patterns.
* Used GIT Source code repository for Continuous integration. Pushed the code to GIT repository every time a change is made in the salesforce org to maintain the version control. Reverted the changes to old versions from GIT in case of any issues.
* Maintained a separate branch for each project without overwriting changes made as part of other projects. Ensured Team members added changes to the source control repository. Automated Deployments to salesforce orgs using GIT.
* Maintained the Component list where I and my team developed/modified components for each User Story Release-wise and the same Component list that is needed for the QA deployment and Production deployment. Placed Unit Test Case documents and Review documents against each User Story.
* Conducted the code reviews to ensure that code quality is at the highest level and appropriate design patterns are being used. Designed and managed the execution of test plans to ensure a quality solution is delivered. Coordinated code review and deployment/ application release and inter dependencies with cross track teams.
* Managed and coordinated with a small team of Developers, QA Testers and Business Analysts – used Jira, TFS, Word, Excel and Visio for project Management for managing the project’s user stories/requirements, document management and to develop artefacts of the project.
* Participated and conducted daily standup meetings as per Agile Scrum Methodology as well as participated in client meetings.
* Conducted knowledge transition sessions for cross track teams.

**Environment:** Saleforce.com platform, Sales Cloud, Community Cloud, Marketing Cloud, Apex, Lightning, Aura Framework, DataLoader, AppExchange, HTML, JavaScript, SQL Server, ANT, Eclipse, SQL Server

**Sr. Salesforce Developer/Offshore Coordinator**

**Herbalife,** Palo Alto, CA

September 2013 to September 2016

**Industry/Domain: Retail**

**Description:**  Herbalife International is an American multinational multi-level marketing corporation that develops, markets and sells nutrition supplements, weight management, sports nutrition and personal-care products. The company operates internationally and distributes its products in 95 countries through a network of approximately 3.2 million independent distributors, some of whom earn profit on product sales and additional commission from a multi-level marketing (MLM) compensation structure.
Herbalife implemented Salesforce (Sales Cloud) and SAP to support their dealer portal management and orders that are placed through portal by dealers.

**Responsibilities:**

* Involved in various activities of the project, like conducting review meetings with business and technical team, requirement gathering, and analyzing requirements, documenting the functional and nonfunctional requirements. Serve as the point of contact for all Salesforce related issues, updates, enhancements and questions for the organization.
* Built and managed custom reports for sales manager and executives.
* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to salesforce.
* Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes, the Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts to suit to the needs of the application.
* Attended daily meetings, weekly scrum meetings and sprint review meetings.
* Developed Apex Classes, Apex Triggers, Workflows and Approval Processes for various functional needs in the application.
* Maintained to work with both Environments Classic as well as Lightning environment and some of the key features as following
	+ Enhanced Report Charts
	+ Hide totals and subgroup from Report View
	+ Interactive filters when viewing reports
* Created various Visual force/html email templates for Email Alerts using triggers and approval process for the clients and customers.
* Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas. Worked on Test Cases by developing Test Classes to meet the required Code Coverage in salesforce.
* Used Streaming API to implement push and publish service as per the client requirement.
* Created Profiles, Roles and Permission Sets for all the users in the organization.
* Worked on Data Mapping using excel sheets to map all the existing fields from Client and Mainframe Applications to Salesforce.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Participated Asynchronous callouts with Open CTI
* Developed product capabilities using Force.com, APEX, and Visualforce.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API (XML, WSDL, SOAP, REST)
* Set up Marketing Campaigns, Campaign Hierarchies, and Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
* Integrated the SOAP and Rest based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Worked with SQL Server management studio to execute complex SQL queries using client and salesforce schema.
* Created Field mapping document for various objects like Accounts, Contacts, Tasks, Opportunity, and Lead. Worked with Data Loader to update, insert and delete records using excel sheets as a part of the data migration.
* Used XML based Web Services using SOAP/WSDL for common interface across all internal and external application and users.
* Worked on the UI layer coding JSP with HTML, DHTML, CSS Java Script, and jQuery.
* Worked on Data cleaning with excel sheets to avoid duplicate records using External ID.
* Used the Sandbox for testing the developed App after migrating some test data from client application. Used Salesforce Developer Console to execute apex codes and SOQL Queries to verify Salesforce data.
* Worked with the User Acceptance Testing (UAT) team to help them understanding the functionalities of salesforce.
* Provided ongoing salesforce.com maintenance support and administration services including periodic data cleansing and fixing runtime issues.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, SQL Server Management Studio, HTML, Java Script, jQuery, CSS, WSDL, Workflow & Approvals, Custom Objects, Custom Tabs, Email Services, Eclipse IDE Plug-in, Windows 7.

**Salesforce Developer / Admin**

**State Farm Insurance,** Richmond, VA

February 2013 to August 2013

**Industry/Domain: Insurance**

**Description:**  State Farm is a group of insurance and financial services companies in the United States. Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, Communities, Partner portal) for business support and technical support for its channel customers. Web-to-case, Email-to-case was configured for case management. Implemented Real-time/ batch data integration and huge data migration from Siebel to Salesforce using Informatica for various objects in Salesforce.

**Responsibilities:**

* Worked on various Salesforce.com standard objects including sales cloud and service cloud related objects. Followed agile development methodology for implementing the project.
* Created various profiles, roles, and page layouts and configured the permissions based on the organization hierarchy requirements.
* Designed and deployed custom tabs, validation rules, approval processes and auto-response for automating business logic.
* Developed cascading style sheets (CSS) for creating effects in Visualforce pages. Created workflow rules and defined related tasks, email alerts, and field updates.
* Experienced on S controls, Visualforce pages and page layouts according to the business requirements.
* Installed the call center applications and allowed the end users to maintain a track history of customer's complaints.
* Worked with Exacttarget.com to handle the customer email marketing and preformed statics on the results.
* Created email templates and inbound emails using Visualforce for clients and customers.
* Enabled chatter for the organization and to effectively communicate with the users in the organization.
* Implementation of data loader for loading the data. Performed data cleanup and/or data migration to/from salesforce.com.
* Developed business documents for Salesforce.com custom objects. Worked on different portals like self-service portal, partner portal and customer portal.
* Implemented Salesforce.com web services client using sales force web services API, Java, XML and partner WSDL.
* Developed several custom reports & dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel. Provided training for the business users about the system.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, SOAP, WSDL, Windows

**Salesforce Business Analyst / Admin**

**Sutter Health**, San Francisco, CA

June 2012 to February 2013

**Industry/Domain: Healthcare**

**Description:**  Sutter Health is dedicated to serving others through public service, health education and advancements in clinical research. This project was to design an automated underwriting business function for the system streamlined patient registration, patient scheduling, and medical insurance checking, claims processing, and reporting.

**Responsibilities:**

* SFDC requirement elicitation, converting business requirements to technical specifications, designing the solution and work closely with Stakeholders, Architects, Developers, QA and Deployment teams
* Organized business and end user meetings for requirement discovery, analyze business needs and perform gap analysis
Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals and validation rules
* Responsible for costing, estimating and planning projects
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization
* Migrated data from Traditional Applications to Sales Force Using Data Loader Utility
* Created new Custom Objects, Assigned Fields, Dependent Picklists, Record Lists, Custom tabs, Components and Custom Apps
* Worked extensively on Accounts, Contacts, Leads, Opportunities and Activities
* Customized Objects for Layouts, Record Types and Validation Rules
* Involved in Case Management with Workflow & Approval Process
* Created Role hierarchy for Salesforce.com Applications
* Implemented Field Level Security for sensitive data fields
* Created Queues, Public Groups and Email Templates
* Created Summary reports, Matrix reports, Charts and Dashboards to assist the business team
* Lifecycle methodologies: Agile Scrum

**Environment:** Saleforce.com CRM, Chatter, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, SOAP, Windows

**Salesforce Business Analyst**

**Deutsche Bank**, New York, NY

January 2012 to May 2012

**Industry/Domain: Banking/Financial**

**Description:**  Deutsche Bank is a leading provider of financial solutions for private and business clients. They provide all-round service extending from account keeping and cash & securities investment advisory to asset management. The project involved several modules that involves in developing applications for various financial transactions. Involved in the day-to-day activities of the Deutsche Bank Global Prime portal.

**Responsibilities:**

* Involved in project as a Business Analyst to understand the business needs and objectives of the system and interacted with the client/ end users and stakeholders
* Facilitated and led group discussions to elicit requirements in Joint Application Development (JAD) sessions
* Created process flow diagrams for the business processes, screen prototypes and use cases by validating with SMEs
* Developed use case document, system requirement specification document, traceability matrix and presentations for proposed solutions
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards (Data Analytics)
* Maintained project plans, task, defects/issues list
* Worked closely with Development team to solve the gaps in Business requirements
* Developed various Custom Objects, Profiles, Roles, Reports and Tabs for different user profiles based on the need in the organization
* Created page layouts, validation rules, email templates, workflows, approval processes and lead assignment rules as per the Business requirements
* Created test scripts, executed UAT, participated in QA process and developed training materials

**Environment:** Saleforce.com CRM, Chatter, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, SOAP, Windows

**Business Analyst**

**Amigo Energy, Houston, TX**

January 2011- December 2011

**Industry: Utility / Energy**

**Description:**  Amigo Energy is an electricity retailer that operates as one of 71 independent power marketers participating in deregulation of the Texas electricity market. Amigo ranks as the 17th largest power marketer by number of consumers according to a 2009 U.S. Energy Information Administration report. Texas began the process of deregulation in 2002. The Public Utility Commission of Texas (PUCT) enforces customer protection laws for the citizens of Texas and provides access to consumer information.

**Responsibilities:**

* Validated CenterPoint Energy’s application supporting tools, Middleware, Tools to IHPUM (Integrated High-Performance Utility Model) Heat map
* Assisted in analyzing CenterPoint Energy’s application portfolio to determine the current state and identify potential value that may be obtained through optimization of the applications.
* Assisted in analyzing CenterPoint Energy’s middleware applications to determine the current state and identify potential value that may be obtained through rationalization and cost of the tools and technologies leveraged by IT in service delivery.
* Assisted in characterizing current state of CenterPoint Energy’s application portfolio by reviewing the financial, strategic alignment, application disposition, technical and functional adequacy.
* Identify and prioritize functional capability areas with CenterPoint Energy business units with the greatest potential optimization and cost reduction.
* Assisted in defining the road map for the validation and implementation of the future state blueprints
* Gathered and document business requirements for Intranet using SharePoint 2010
* Document and develop test plans for UAT testing in HP Quality Center based on requirements
* Include tests for both graphic and data-driven results
* Review and re-design business process flows
* Maintained and updated documentation in Microsoft SharePoint
* Assist in determining user roles and authorization requirements to restricted and confidential data
* Work with business to determine reporting requirements and design report formats
* Support integration testing and user acceptance testing
* Manage track and posting of project deliverables using Microsoft Project

**Environment:**  Microsoft Office 2010 (Outlook, Word, Excel, Visio, Access), Microsoft SharePoint 2010, SQL

**Business Analyst**

**Aker Solutions,** Elko, NV

December 2007 –December 2010

**Industry/Domain: Oil & Gas**

**Description:** Aker Solutions ASA, a [Norwegian](https://en.wikipedia.org/wiki/Norway) oil services company based in [Oslo](https://en.wikipedia.org/wiki/Oslo), provides oilfield products, systems and services worldwide for customers in the oil and gas industry. The company, founded in 1841, was known as Aker Kvaerner until 2008. The client is an Oil & Gas contractor and supplies production equipment to Operators. Their main database was stored in a legacy system, this caused various inefficiencies in the organization due to response times, disorganized data, no document tagging etc. The objective of the project was to successfully migrate their data recording system to an improved ERP system and redefine their internal PLM processes. As part of the product, the client also needed a CRM tool to be a premier client service provider and develop Relationship Excellence (RE) with clients to proactively identify client needs and trends.

**Responsibilities:**

* Understanding the legacy applications, talking to Business Users, documenting the ‘As is’ process, creating Business Architecture Diagrams, Process Design Documents, HLD, LLD for the new process.
* Analyzing requirements for process workflow changes, changes to data model, data transformations required, Business Rules needs, new UI requirements and determining modifications required to the existing UI screens.
* Conducting sessions on elaboration items to ensure all risks are identified, prioritized, discussed, mitigated or workaround solution decided.
* Analyzing Reporting requirements, creating Report specifications for developers.
* Conducting user story discussion sessions with business users and developers to elicit requirements, create sub user stories, decide on the acceptance criteria.
* Showcase newly developed functionality to Business user, get feedback and signoff. Ensure newly developed functionality is as per the requirements.
* Assist Business Users in User Acceptance Testing UAT. Created and maintained the Requirement Traceability Matrix (RTM).
* Created User Requirement Specifications (URS) and Functional Requirement Specifications (FRS) documents.
* Worked on data profiling and analysis and assisted in the extraction, Transform and load (ETL) process.
* Provided management with metrics, reports and schedules as necessary and participated in the design walkthroughs meeting using MS Project
* Authored progress and completion reports, which were then submitted to project management on a weekly basis.
* Collaborated with Quality Assurance Analyst in Rational Clear Quest to track defects and used Rational Clear Case to maintain consistency in the builds.
* Designed the look-n-feel requirements of the application through wire framing using MS Visio, for better illustration of the application to research team and portfolio managers.
* Performed risk analysis of the requirements to identify the key business risks areas for the project and prioritized the application development and testing.
* Developed Training Strategy, web-based training materials and conducted end user training.

**Environment:** MS Office (Word, Excel, PowerPoint), SQL, MS Visio, MS SharePoint, MS Project, SAP PLM.

**Education**

**Master of Business Administration** (Finance), **University of Houston** – Victoria, TX, 2012

**Master of Science** (Mechanical Engineering), **University of Texas at El Paso**, TX, 2007

**Bachelor of Engineering** (Industrial Engineering), **Nagpur University**, India, 2003