

# Shivam Singh Sengar

## Technical Lead

**Salesforce Tech Lead with 6 years of experience. Having Salesforce B2C Developer Certification. Hands-on experience in SFCC foundational concepts. Experienced in setting up development & deployment processes as well standard processes of Salesforce. Hands-on experience integrating B2C Commerce Cloud with 3rd party systems, including multiple payment gateways, gift certificates, and OMS. Experience in leading technical teams to ensure timely & quality delivery adhering to schedule.**

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## WORK EXPERIENCE

### Technical Lead

#### Ranosys Technologies

01/2019 - Present

Jaipur, India

*Ranosys Technologies is a global software development company headquartered in Singapore.*

#### Achievements/Tasks

- Implemented new software applications to roll-out across the business enterprise, including E-commerce, HRMS, and Food Industry.
- Experience in Digital Transformation and integration for multiple Payment gateways, OMS & WMS.
- Set up CI/CD process for automated code deployment using SFCC CI.
- End-to-end SFRA knowledge and established the practice in the organization. Also involved in training new team members.
- Key person in building Architect of project from scratch and led discovery phase.
- Experienced creating Technical Specification Documents, handling cross functional team & technical support to team, code review and task estimations.
- Resolved product design, acquisition, and launch concerns throughout the project by consistent client communication to achieve customers satisfaction & the targeted business goals.
- Led Site Readiness Assessment (SRA) for all phases, Spec Review, Launch Gate, TechOps Readiness & bridged between business and Salesforce team for LRBC.
- Researched, designed, and implemented scalable applications for information identification, extraction, analysis, retrieval, and indexing.
- Led end to end project life cycle from technical aspects for discovery phase to development, deployment, Go-Live and maintenance. Also led Merchandising team for Live websites.



## TECHNICAL SKILLS

SFRA

ODS Management

Einstein Recommendation

eCDN Management

Search Suggestions

Jobs & Services

OCAPI

BM Merchandising

BM Administrative Module

Page Designer

CI / CD

REST APIs

jQuery

ISML

B2C Script



## TECHNICAL CAPABILITIES

### Payment Gateways

Stripe, PayPal, Hitachi Finance, DOKU, Adyen, EGHL, AfterPay, Xendit, RazorPay, Midtrans, PayU

### Integrations

Qwiksilver, OMS, Loqate, Google Analytics, Google Tag Manager, reCaptcha, Sendgrid, Zendesk, Twillio, GoSMS, Shipper, CIMB, Parselday

### Tools

Visual Studio Code, JIRA, Confluence, GIT, Mantis BT, Trello, Workbench

### Databases

MySQL, Redis

### Operating Systems

Windows, Ubuntu



## CERTIFICATES

Salesforce B2C Commerce Developer  
(07/2021 - Present)



## WORK EXPERIENCE

### Software Engineer

Hawkscode Softwares Pvt. Ltd.

07/2016 - 12/2019

Jaipur, India

Hawkscode Softwares, a global software development company headquartered in India.

#### Achievements/Tasks

- Introduced methodologies and best practices to the software development division to enhance product definition and application customization.
- Directed software design and development across a multifaceted team to meet client needs for functionality, timeline, and performance.
- Tested troubleshooting methods, devised innovative solutions, and documented resolutions for inclusion in the knowledge base for support team use.
- Supported software integration and implemented maintenance enhancements to boost the product development cycle.
- Coordinated with business analysts and client team to evaluate and improve software and hardware interfaces.



## PROFESSIONAL PROJECTS

### Victoria's Secret Beauty (08/2021 - Present)

- Leading a cross-functional & merchandising team to achieve business goals.
- Integrate the systems with third-party services including payment gateways like Adyen, AfterPay, eGHL, DOKU, Qwiksilver, OMS, and other services.
- Led the SRA process and successfully completed for all phases.
- Coordinated with the client team for requirement gathering, Risk & Dependencies discussions. Also part of weekly progress update calls with Client Stakeholders and led the technical side of project.
- Create a multisite and multi locale storefronts.
- Provided training to Client Stakeholders on developed system. Also helped them to understand platform and best practices.
- Responsible for Code Review, Code & Data Deployment on all instances (including Production), provide support to team for resolving technical challenges.
- Managed a team of 15+ team members and ensured the smooth execution.
- Responsible for all impact analysis, disaster management & roll back plan.

### Rutland Cycling (03/2021 - 07/2021)

- Lead a team of developers to create an e-commerce platform in SFCC.
- Integrate the system with third-party services including PayPal, Hitachi, Stripe, Loqate, and live chat.
- Coordinate with the project management team to evaluate and implement the best solutions.
- Experienced working in Agile and was key member of Sprint Planning, Backlog grooming & Retrospect meetings.
- Provide support to new developers in Salesforce B2C Commerce.

### Phoneix (09/2020 - 02/2021)

- Worked on SFRA implementation.
- Worked on PDP, Checkout, Stores, Jobs, and Services module. Implemented the Paypal payment gateway.
- Understanding the requirements for any new Enhancement/Bug and implementing the same.



## HONOR AWARDS

### Team Player of the Quarter (10/2021 - Present)

Ranosys Technologies Pvt. Ltd.

### Exceeding Expectations (10/2020 - Present)

Ranosys Technologies Pvt. Ltd.

### Exceeding Expectations (04/2020)

Ranosys Technologies Pvt. Ltd.

### Employee of the Year (08/2018 - Present)

Hawkscode Softwares Pvt. Ltd.

### Certification of Mentorship (07/2018 - Present)

Jaipur Engineering College

### Employee of the Year (08/2017 - Present)

Hawkscode Softwares Pvt. Ltd.



## EDUCATION

### Computer Science Engineering

Rajasthan Institute of Engineering & Technology

07/2012 - 06/2016

Jaipur, India



## LANGUAGES

English

Professional Working Proficiency

Hindi

Full Professional Proficiency



## PROFESSIONAL PROJECTS

### MyBrand (06/2019 - 08/2020)

- Coordinated with the client team for requirement gathering.
- Part of the Code review team, Code merge, triggering build, Code replication, and making the code available for testing.
- Implemented the Redis, Firebase, Shipping Services, and Payment Gateways and set up a pre-production environment using AWS which includes EC2, RDBMS, Elastic Search, and Redis server.
- Experienced working in Agile and was key member of Sprint Planning, Backlog grooming & Retrospect meetings.

### Ranonet (01/2019 - 05/2019)

- Worked on Yii2 implementation and enhance the existing feature.
- Developed a new module where the management team can find the average hiring duration of candidates in different stacks.
- Developed a module that shows the full employee journey.
- Experienced working on a HRMS. Worked with different departments of organizations like HR, Project Management, Sales, Support & Accounts for requirement gathering, providing solution, demo & training to end users.

### Navhoo (02/2018 - 12/2019)

- Worked as a lead developer and coordinated with the project management and mobile team to implement the client requirements.
- Created a role-based backend system to manage and update the systems.
- Integrated Google, Firebase, Stripe, PayPal, and other thirdparty APIs to enhance the system.

### Diva Dubai (06/2017 - 02/2018)

- Introduced a new MVC framework in the organization.
- Created the backend system for Diva Dubai to manage his talent and clients.
- Helped other team members in CI best practices implementation.
- Coordinate with the project management team to evaluate and implement the best solutions.

### Easy Shiksha (07/2016 - 05/2017)

- Improved the product by adding new features and updating the existing features.
- Developed a new backend system for merchants where merchants can update their advertisement details.
- Implemented the Razorpay payment gateway for merchants and students.
- Migrated career helper portal to PHP from .net.