

# Bennet Sam Skariah

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7x certified Senior Salesforce Developer with 2.7 years of experience, focused on Application development in Agile environment seeking for an IT position to enhance professional growth and utilize the skills acquired. A proven track record of using excellent personal, communication and organization skills to deliver multiple projects, training freshers, conducting technical sessions and interviews. Team player with strong technical skills, excellent communication skills, technical acumen, high quality of work, driven and highly self-motivated.

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## Experience

JULY 2018 – PRESENT

### Senior Software Engineer/Persistent Systems Limited

Worked in four projects which includes Sales, Service, Health and Financial (LOS & LMS) domains. Also worked for a Non-profit based project under NPSP Cloud.

- Worked on India's largest Salesforce project (**IDFC First Bank**) with a team strength of 400+ resources.
- Major implementations include KYC (EKYC, CKYC), Samsung Knox, Trusting Social for IDEA customers, Trigger Framework and Emandate.

- Roles performed include requirement analysis, effort estimation, code review, design, training and implementation.
- Handled webservice Integrations with external systems.
- Handled deployment cycles.
- Ensured proper release and maintenance of modules.
- Test Classes and Unit Testing.
- Migration using change sets.
- Requirement analysis and documentation.
- Escalated unresolved issues to appropriate level.
- Proficiency in Troubleshooting, Identifying Problems and Developing Innovative Solutions.

JUNE 2017 – AUGUST 2017

### Student Trainee/Wipro Limited

Worked as a trainee in Wipro for Technical learning and Industrial exposure.

- Trained as a Java developer, attempted and cleared Mettl tests.
- Delivered the assigned project within timelines.

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## Skills

- Full Salesforce lifecycle development • Salesforce OOTB features • Triggers, Batches, Schedulers, JSON • Apex, Visualforce, Aura, LWC, Einstein Analytics, Community, JavaScript, HTML, CSS • SOQL, SOSL • REST API, Postman • List Views and Reports • Data Loader, Workbench, Tortoise SVN, Visual Studio • Documentation • Team player • Excellent time management and interpersonal skills • Public Speaking

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## Certifications & Achievements

- Salesforce certified Platform Developer 1 • Salesforce certified App Builder • Salesforce certified Administrator • Salesforce Platform Developer 2 • Salesforce certified Community Cloud Consultant • Salesforce certified Sales Consultant • Salesforce certified Service Cloud Consultant
- High Five Award • Bravo Individuals Award

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## Education

MAY 2018

**Bachelor of Engineering in Computer Science**/Laxmi Narain College of Technology, Bhopal

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## Projects

NOV 2018 – PRESENT

**IDFC First – INDIA / Team size: 400+**

**Website:** <https://www.idfcfirstbank.com/>

**Cloud:** Sales, Service, Community

IDFC First Limited is a NBFC with multiple lines of business (LOB) for financial lending solutions. Each LOB uses different IT systems and business processes to run the overall business. Customer information is lying in different silos. The objective for introducing CRM is to provide a “single view” of the customer across the organization to all the stakeholders right from the first customer data entry into the system, movement of the customers case through various validation processes, to the loan disbursal and ensuing customer lifecycle, thus, giving a “cradle to grave” information view of the customers association with IDFC First.

There are 14+ businesses under this project. With all these major products being migrated into SFDC from traditional system IDFC First enjoys a great benefit of Cloud Architecture and On the Go feature. IDFC First being into Financial domain needs various external webservices for the external data required for the data processing. It has integrations done with Posidex, Multibureau, TransUnion, SMS Gateways and many more.

### Key Features:

- Available on cloud. Portal can handle multiple clients.
- Pluggable approach makes it easy to support new CRM.
- Highly configurable to handle multiple CRM simultaneously
- Highly scalable.
- Multiple Integrations.
- Multiple business support.

### Job Responsibilities:

- Worked as a developer in the project and in business like Consumer Durable, Home Loan, Brand portal and ALL Business.
- Worked on CR, bug fixes and feedbacks.
- Attained daily stand up meetings to plan daily priorities and status updates.
- Involved in code reviews and in optimizing the implemented code/logic for specific functionalities.
- Involved in resource training.
- **Major Implementations** – Samsung Knox, KYC implementations. Instacash Development, Removal of Funding Value workflow, Multiproduct phase II, Emandate Implementation, Trusting Social Implementation (for IDEA customers), Standing Instruction, Dealer Integration (Khosla & Poorvika), E-KYC Implementation, Pre-populated digital app form, Trigger Framework renovation, Add on EBC (Easy Buy Card) based Offer, Popular schemes in Brand portal.

OCT 2018 – NOV 2018

**Fresenius CKD – USA / Team size: 4**

**Website:** <https://www.freseniuskidneycare.com/>

**Cloud:** Health

Fresenius has a value-based program contract with Aetna wherein Fresenius monitors health of these CKD patients which are external to FKC and track their transition to ESRD. Following are the five main components of CKD – ESRD Transition Program.

### Key Features:

- Member Prioritization
- Enrolment
- Onboarding / Nephrologist Referral
- Monitoring
- Transition Management

### Job Responsibilities:

- Worked as a developer in the project.
- Attained daily stand up meetings to plan daily priorities and status updates.
- **Major Implementations** - Implemented a lightning map to locate the patient's address and to seek the nearby Doctors.

AUG 2018 – SEP 2018

**Breville – AUSTRALIA, USA & GERMANY / Team size: 3**

**Website:** <https://www.breville.com/us/en/home/index.html>

**Cloud:** Sales, Service

Breville is leading global retailer of electronic kitchen appliances. Breville's business is through online e-tailers and e-commerce website across regions like Australia, New Zealand, United States of America, Canada, UK, Singapore, Hong Kong and many more. Through this project the back-end configurations of Breville has been implemented. This implementation manages all the data of Breville from Warehouse to all the details that is obtained through UI in the back-end.

### Job Responsibilities:

- Worked as a support developer in the project.
- Attained daily stand up meetings to plan daily priorities and status updates.
- **Major Implementations** - Created a batch to merge duplicate accounts.

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## Activities

- Public speaking • Musician • Travel