**Gaurav Seth**

**Summary:**

* A Senior Salesforce Expert with 16 years of IT experience in performing analysis, design and development of software systems and enterprise level applications.
* Proficient in analyzing and translating business requirements to technical requirements and architecture.
* Extensive experience with Salesforce.com development life cycle, customizations and deployment planning.
* Experience in SFDC Development implementing the APEX Classes, APEX Triggers, and Visual Force pages, Force.com IDE, Visual Source Code with SOQL, SOSL and Plug-ins.
* Proven experience in building apps using Service Cloud, Community Cloud.
* Excellent leadership skills, capable of motivating and mentoring practitioners to their full potential.
* Good client interactions skills with ability to deal with diverse set of customers.
* Ability to lead and manage a development team and drive the team to provide high quality deliverables
* Experienced in implementing the projects in Waterfall, Agile and Hybrid Methodologies.

**Education:**

* Master of Computer Applications, 2004  
  Dates Attended: Aug 2001 to July 2004  
  (Harcourt Butler Technological Institute, HBTU East Campus, Nawabganj, Kanpur, Uttar Pradesh 208002, India)
* Bachelor of Science with Computers, 2001  
  Dates Attended: Aug 1998 to June 2001   
  (Pt LMS Degree PG College Rishikesh, [Haridwar](https://www.icbse.com/colleges/in/india/uttarakhand/haridwar) Road, Rishikesh Dehradun Uttarakhand, India

**Certification:**

* Salesforce Certified Integration Architecture Designer
* Salesforce Certified Data Architecture and Management Designer
* Salesforce Certified Community Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Platform Developer
* Salesforce Certified Administrator
* Project Management Professional (PMP) Certified
* Sun Certified Java Professional
* IBM Cúram Certified Developer

**Technical Skills:**

Salesforce.com Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services,

SOQL, SOSL, Visual Force (Page, Component & Controllers), Salesforce Reports

Workflow & Approvals, Dashboards

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| --- | --- |
| Operating Systems | Windows 7/NT/2000/2003 |
| Software Languages | Java/J2EE (Servlet, JSP, Java Script), Struts, Spring, Hibernate, Web Services, Cúram, SOAP, HTML, Cascading Style Sheets |
| Tools / Frameworks | Struts 1.0.2, Junits, IBM Rational Software Architect 6.0, Eclipse 2.1.1, IBM Rational Clear Case, IBM Rational Clear Quest, Service Oriented Architecture (SOA), PMD, Gitlab, Visual Source Code, Visio, Word, Excel, and PowerPoint |
| Application / Web Server | IBM Web sphere Application Server 6.0,7.5 |
| Databases | Oracle (8i), SQL Server 7, DB2 (v 8 and 9.1) |
| Design Tools | IBM Rational Software Architecture 7.5 |

**Professional Experience**

**Employer: eSystems, Inc.**

**Project: Adjudication Management System (AMS)**

**Role:** **Salesforce Architect  
Duration: June 2019 - Present**

**Responsibilities:**

* Clearly articulate business problems and develop solution proposals in collaboration with others
* Responsible for the complete life cycle deployment of customer solutions through program management
* Lead the evaluation of SFDC plugins and add-ons
* Implement industry best practices for managing CRM systems
* Manage customer expectations; negotiate solutions to complex problems with both the customer and third-party partners
* Hands on experience in Salesforce.com CRM integration, developing and deploying custom integration solutions
* Provide guidance on application and integration development best practices, Enterprise Architecture standards, functional and technical solution architecture & design, environment management, testing, and Force.com Platform education
* Ensure that the proposed and existing systems are aligned with the organization’s goals and objectives

**Environment:** Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, Component & Controllers), ETL, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Workflows, Dashboards, Reports, Sandbox development and Testing, Data Loader, Visual Studio Code, Case Management Automation

**Employer: eSystems, Inc.**

**Project: Incident and Accident Reporting Solution (IARS)-**

**Role: Salesforce Lead/Architect**

**Duration: Feb 2016- June 2019**

**Responsibilities:**

* Leadership and ownership of technical design, development and implementation of assigned Salesforce.com
* Developing technical specifications and guidelines for application development and deployment
* Execute hands-on development/configuration in Salesforce.com
* Reviewing requirements, providing effort estimations, technical design, and performing code review to ensure high quality deliverables.
* Join JAD sessions to define design solution ensuring requirements are met and scope is maintained.
* Ensure full understanding of requirements and design across teams by providing hand-off meetings with development, SIT and Training teams.
* Drive the creation of application and technical design documents which leverage Salesforce best practices and effectively integrate Salesforce into the customer's infrastructure
* Work with solution architects and program/project managers to develop effective solution delivery plans
* Setting-up and Enforcing Project Standards and Best Practices.

**Environment:** Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, Component & Controllers), Triggers, Custom Objects, Web services, Validation Rules, Workflows, Dashboards, Reports, Sandbox development and Testing, Data Loader, Visual Studio Code, Chat Bot Integration

**Employer: IBM India Pvt. Ltd.**

**Project: Queue Manager**

**Role: Technical Lead  
Duration: July 2015-Dec 2015**

**Responsibilities:**

* Involved in gathering the business requirements and provide technology solutions to meet the business needs of the client.
* Involved in design and development of the requirements as per the project deliverables planned for the releases.
* Responsible for reviewing requirements, technical design, and performing code review to ensure high quality deliverables.
* Involved for modeling in UML using Rational Software Architect.
* Responsible for ensuring all the deliverables from the development team are of good quality.

**Environment:** CURAM V6, Java, UML, Rational Software Architect (extension of WSAD), Subversion, JIRA, Oracle, Junits, Tomcat, Enterprise Architect, Component Modeling and Win-7

**Employer: Single Client Management System –MSD, New Zealand   
Project: SCMS (Single Client Management System)**

**Role: Sr. Cúram Developer**

**Duration: Aug 2014-June 2015**

**Project Description:**SCMS (Single Client Management System) is a strategically moving project for MSD. It addresses the consequences of not retiring UCVII and MSD expects that SCMS will help it to achieve the benefits such as cost reduction and avoidance, simplifying systems portfolio for staff, a modern and maintainable architecture, mainstream and relatively cheap development resources, ultimately resulting in a highly reduced long term risks for MSD. The project reduces duplication and potential inconsistent client data across MSD’s IT systems. Progress Cúram as MSD’s only client management platform and leveraging its rich social services functions for future business transformation programs.

**Responsibilities:**

* Involved in implementing client, facade, BPO and entity layers.
* Involved in creating new Dynamic Evidence or modifying existing one.
* Extensive work on Dynamic Evidence.
* Work on Validation Rule set (CERT) for the business validations.
* Design work on Enterprise Architect.
* Modified the Cúram reference model as required.
* Entity modeling in UML using Rational Software Architect.
* Involved in creation of new entities, Structs and methods as required for the enhancement of functionality.

**Environment:** Cúram V6, IEG2, CERT, Workflow, Java, UML, Rational Software Architect (extension of WSAD), Sub Version, JIRA, Oracle, Junits, Tomcat, Enterprise Architect, Component Modeling and Win-7

**Employer: Otsuka America Pharmaceuticals- India   
Project: Otsuka Mentat Project**

**Role: Sr. Cúram Developer  
Duration: Jan 2013-July 2014**

**Project Description:**

The Care Coordination Solution Offering is a flexible model that enables IBM to address client needs regardless of where they are on the continuum. Otsuka’s Mentat Program aims to improve the clinical, lifestyle, and economic outcomes of stakeholders within the mental Healthcare system by introducing transformational changes to the coordination of care enabled by advanced analytics that predict and support prevention of crises. Key solution Functionality was Utilization Management and Care Coordination.

**Responsibilities:**

* Involved in implementing client, facade, BPO and entity layers.
* Involved in customization of SEM COTS framework.
* Entity modeling in UML using Rational Software Architect.
* Involved in creation of new entities, Structs and methods as required for the enhancement of functionality.
* Reviewing requirements, providing effort estimations, technical design to ensure high quality deliverables.
* Conducted code reviews against coding standards and made sure the best practices are maintained in development process.
* Designed and developed UI components. Designing UIM’s towards this end.
* Coordinate and communicate tasks with other team members.
* Creating WBS and conducting Product Review me

**Environment:** Cúram V6, IEG2, CERT, Workflow, Java, UML, Rational Software Architect (extension of WSAD), Sub Version, JIRA, Oracle, Junits, Tomcat, Enterprise Architect, Component Modeling and Win-7

**Employer: VISTA, Switzerland Government, Switzerland**  
**Role: Technical Lead**  **Duration: Aug 2006-Dec 2012**

**Project Description:**

VISTA is a customized application for the group of social insurance organizations in Switzerland. It handles various types of social insurances, pensions and other benefits. Social insurance covers four major areas: provision for old age, for widowed spouses or children ("survivors"), and for the disabled; provision in cases of sickness or accident; unemployment insurance and family allowances. These forms of insurance grant financial benefits (pensions, compensation for loss of income and family allowances) and cost coverage in case of sickness or accident. Some of them also grant collective benefits (for example to nursing homes and similar institutions) or cover rehabilitation costs. VISTA is divided into multiple sub applications and each sub application is further divided into multiple function groups.

Managing 8-member development team. The scope of work includes activities associated with scope, planning, tracking, change control, aspects of the Rente (RE) application inside VISTA to continuously deliver value to the key client.

**Responsibilities:**

* Leading development team of 8 members.
* Developing technical specifications and guidelines for application development and deployment.
* Reviewing requirements, providing effort estimations, technical design, and performing code review to ensure high quality deliverables.
* Conducting code reviews and enforcing best practices and client’s IT standards and policies.
* Mentoring junior team members and assisting them in meeting their deadlines.
* Ensuring all the deliverables from the development team adheres to CMMI 5 methodologies.

**Environment:** Java, UML, Rational Software Architect (extension of WSAD), Rational Clear Case, Rational Clear Quest, DB2, Junits, PMD and Hibernate (O/R mapping tool), Spring, WAS 6.0, Component Modeling and Win-XP

**Employer: HCL Technologies Pvt Ltd.  
Client: Pearson, Pearson Technology USA**   
**Role: Software Engineer**

**Duration: Jul 2004-July 2006**

**Project Description:**

International Rights Management Site is an Internet based site for the International Rights Management group. This site includes a content management system available for this group to make changes as necessary without the intervention of Pearson Technology. Search capabilities are built into the site servicing five different user bases.

**Responsibilities:**

* Responsible to maintain the status of User on/after their login on web site. This functionality is the part of Login module.
* Responsible for any modification in the repository of funds which are available on web site.
* Responsible for on time delivery of the all the committed deliverables in my functional area.
* Coordinate and communicate tasks with other team members.
* Communicate activities/progress to project managers, business development, business analysts and clients.
* Ensure that development is performed as per requirements.
* Done database handling i.e. execution of queries at backend.
* Responsible for coding/implementation of Enhancements and defect fixing.

**Client: NCR-CSMS NCR Technologies USA  
Role: Software Engineer**

**Project: CSMS**

**Project Description:**

CSMS is a suite of applications designed to meet NCR’s Field Service Management needs of which Dispatch-1 is the core application. Dispatch-1 is a comprehensive and flexible system. One can implement some or all of the modules of DISPATCH-1 and use all or part of the extensive functionality of each module like Call Center Management, Field Service Management, logistics and Distribution Management, Help Desk and Call Avoidance.

**Responsibilities:**

* Responsible to maintain the status of the application stable.
* Responsible for Supporting Request for Change (RFCs) to develop new interfaces & small application modules.
* Resolving level 2 tasks as per the SLA of our company using Action Request System
* Ensure that development is performed as per requirements.
* Done database handling i.e. execution of queries at backend.
* Responsible for coding/implementation of Enhancements and defect fixing.