****

**Name: Hari, C Email: Sumanthsf@gmail.com Ph. #:201-884-2164**

**Professional Summary:**

* Administrator/ Developer with 5+ years of Strong Experience in implementing Data Migration, Data Management, Data Warehousing, Business Intelligence products like Einstein and system integrations using connectors.
* Certified Administrator, Advanced Administrator and Developer.
* Been a part of technical review team as a Salesforce SME to choose between Applications depending on feature requirement to implement the business within the budgeting constraint, which includes licensing model and product offerings discussion such as type of salesforce support, Accelerators, Connectors and Portal Licensing.
* Trained by Salesforce in CPQ, Implementation partnering experience with Salesforce Architects as part of Implementation by Salesforce.
* Expertise in Implementing Single Sign on for salesforce applications.
* Expertise in implementing Sales and Service cloud by using Standard and custom objects, Custom Fields, Pick List, Data management,Forecasting, Role based page layouts**,** Workflow Alerts & Actions,Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folder Access, Report extractions, Designing Visual Force Pages, Record Types, Dashboards, andEmail generation according to application requirements.
* Have experience in implementing various advanced configurations like Visual Flows, Process builder, Service Cloud Console, Portals and Salesforce.com Community Setup.
* Working knowledge on Salesforce SOSL and SOQL Queries and Governor Limits.
* Key player in Data Migrations from Traditional applications to salesforce from one environment to other usingApex Data Loader and deployment of code using ANTand Inbound/Outbound Change sets.
* Adept in Salesforce Business Implementations like Sales, Service Cloud, Marketing Automation (Pardot) worked with off shore teams with various developer teams and Premium Customer Support.
* Perform field, Data Clean-up and De-duping as a daily routine using cloudingo, Data.com and DiscoverOrg.
* Experience in using version Controls such asTortoise SVN.
* Experienced in full cycle implementations of SDLC such as design, configuration, custom development and integration including documentation and Business Analysis have experience in usingmethodologies like Agile, Rapid Application Development & Test Driven Development.
* Ability to work cross teams on multiple applications, meet deadlines and handle pressure in Agile/Scrum Environments by coordinating multiple tasks in a work environment. Versatile team player with Excellent Communication Skill, analytical, presentation, User Training and inter-personal skills.

Technical Skills:

|  |  |
| --- | --- |
| Salesforce Technologies  | Salesforce.com platform, CPQ, Workbench, Visual force (Pages, Component & Controllers), Workflows & Approvals, Reports, Dashboards and Custom Objects. |
| Integration and Force.com Tools | Force.com Explorer, Force.com Data Loader, Data Loader, Force.com Platform (Sandbox, and Production), Salesforce Inspector, Work Bench, Dupe blocker, Qualtrics, Workato, Cast Iron. |
| IDE | Eclipse, Force.com  |
| Database | SOQL, SOSL |

**Professional Experience:**

|  |
| --- |
| **Sony Interactive Entertainment (PlayStation), San Mateo, California Jan 2019 – Present****Salesforce Admin/Developer** |

**Overview:**

Sony PlayStation Division uses Sales Cloud and Salesforce CPQ to implement Network Advertising Sales business, which sells Advertising Spaces through various product offerings, which is more than a billion dollar business.

**Responsibilities:**

* Interacted with Global Network advertising business teams to demo service offerings of Sales Cloud and Salesforce CPQ, compared to the current quick base and content management systems, which saved Thousands of dollars per year.
* Designed and implemented sales cloud using CPQ with a road map to take it globally, gathering business requirements which require me to travel and talk to business to understand their product offerings across regions and translate them into products with product options, Quote Configuration, Price books, price book entries.
* Data Load CPQ Components like Product Configurations, Product Features, Product Options using Data Loader and Vlookups using Excel to organize the components for deployments.
* Designed product availability, product discounting, quote templates using Quote Processes (Guided Selling), product rules and price rules.
* Implemented dynamic discounting using custom scripts and lookup data for product configuration.
* Working with off shore teams and review deployment trackers to implement the project as an Architect and Administrator to develop the project out of box minimizing the need for Custom Code.
* Adept in sales cloud implementation using Profiles, roles, sharing settings, permission sets and recommend modules like opportunity splits or teams, forecasting, territory management, etc.
* Switch between multiple roles as a Business Analyst, Administrator and developer and work with the team.
Experienced in Managing Identity Management Tools based on OAuth 2.0 and SAML for Implementing Single sign on for Salesforce applications.
* Implemented Lightning App, Global actions, Publisher layout, dynamic links, Macros using out of box functionalities.
* Implemented Visual flows, Scheduled actions, Field updates and Email alerts using process builder.
* Demo the feasibility to Japan and global Contract Management team to migrate their data into salesforce from their native contract management system and use conga composer to help them synchronize contracts, which will save them hours of time per agent.
* Work with business on UAT every sprint after implementing functionalities and explain how the feature works to sales people all over US and Europe.

|  |
| --- |
| **Sony Interactive Entertainment (PlayStation), San Mateo, California June 2017 – Jan 2019****Salesforce Administrator/ Analyst** |

**Overview:**

Sony is a product and service based company, they use **salesforce service cloud** to manage their Customer Service Portal, Contract management system, Change Request Processing, New-Hire Processing and resolve employee queries internally by using customer portal and route respective tickets/cases using Assignment rules, Workflow rules, validations, and approval processes.

**Responsibilities:**

* Interacted with Various departments of business to train users, gather and clarify requirements by analyzing the gap in CRM Implementation.
* Implemented sales cloud from scratch end-to-end from gathering, grooming requirements, designing and architecting the solution to implementing the project using profiles, role hierarchies, sharing settings, permission sets, manual sharing and team sharing.
* Saved Business more than 50k on licensing cost by implementing Change Request process using Customer Portal and Assignment rules.
* Been part of multiple agile and scrum teams as certified agile scrum practitioner (SAFe), using JIRA Issue tracking tool to capture requirements, user stories, sub-tasks, bugs and documenting various modules in confluence.
* Implemented and automated Case Team Member, Opportunity default team process as a solution to access records for portal/contact users on customer portal and report on My Team’s Cases for Agent users.
* Creating Queues, public groups and list views to access queues for departments who share workloads, create approval processes for users and managers to approve change requests.
* Implemented assignment rules to automate case life cycle from customer portal to queues, created roles and profiles, cleaned up duplicate profiles and assigned roles, profiles and permission sets to users higher up in hierarchy.
* Implemented Case Entitlement process to track SLA’s of agents, automated email alerts to respective managers and agents.
* Implemented Email-to-Case Module as a solution for support cases for various departments.
* Cleaned up duplicate contacts, workflows, Email Notifications and automation processes using Apex Scripts.
* Implemented Contract Management module using process builder, time-based workflows, validations, Trigger and helper classes including but not limited to user roles, access controls, reports, multiple workflows and Views.
* Created and Worked on Customer Portal visual force pages, Controllers, Extensions used Java Script, HTML, CSS for better customer experience on a daily basis as part of portal enhancements.
* Implemented and Configured Salesforce Mobile App across the company for various departments.
* Responsible for implementing Knowledge Base Articles in Salesforce.
* Implemented and refactored Email service classes to handle employee onboard processing and configured Email-to-case as part of case management.
* Implemented end-to-end functionality by integrating External data systems into salesforce by using external objects, look-up and hierarchical relationships and used workato recipes to get data from quick base to salesforce.
* Routine tasks include using change sets to deploy code from developer to production through UAT Sandboxes, for every module performed unit testing deploy to UAT, train business users, record and document the training and submit the recording and documentation in JIRA User Story for every release.
* Used Workbench and toolkit for data and metadata analysis also used them as deployment tools, worked on various standard and custom report types with tabular, summary, joined and matrix report formats.
* User, Contact and Data Management from Active Directory and External Systems like quick base, freewheel and workday.

|  |
| --- |
| **ERPA Group, Columbus, Ohio November 2016 – June 2017****Salesforce Admin/ Developer** |

**Overview:**

ERPA is an enterprise services company who excel in product development for their customers, they use **service cloud** to manage their resources using Case Management and use **Marketing Cloud** to maintain customer engagement and advertise their new releases with existing customer base using Pardot and its business automation rules.

**Responsibilities:**

* Worked as enhancement developer, performed the roles of Salesforce.com Developer and Administrator.
* Worked on various salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Forecasting, territory management, Reports and Dashboards.
* Designed, developed and deployed Apex Classes, Controller & Extension Classes to support Visual Force page development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Created workflow rules and defined related tasks, time-based workflows, email alerts, field updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Performed data import and export using data loader from external systems into salesforce by establishing parent and child relationships using Vlookups in excel.
* Developed process flows according to the business requirement and developed training material for end users.
* Implementation of pardot Marketing automation tool and integrate it with salesforce to send email campaigns from pardot to segmented lists.
* Used Automation and Scoring rules in pardot to manage prospects and visitors and depending on their activity scored them and placed them in a list using automation rules.
* Participated in salesforce/ Pardot user forums, webinars and pardot customer advocates to stay current on best practices and new functionality.
* Manage multiple user setup to sales, manager, or marketing user depending on their tasks and role hierarchy.
* Configured automated activity flow using engagement studio in pardot, depending on prospects activity different engagement activities are defined.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Involved in the deployment of the code / configuration with the help of change sets.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Implemented Single Sign on (SSO), Email relay, login IP ranges and setup the password policies for the organization.
* Performed data integrity management using SOQL explorer, system log, Cloudingo, Data.com, DiscoverOrg and Data loader.
* Designed and deployed Custom tabs, buttons, validation rules, triggers, Approval Processes and Auto-Response Rules for automating business logic.

|  |
| --- |
| **Blue Cross Blue Shield, Providence, Rhode Island May 16 – November 2016****Salesforce Developer** |

**Overview:**

Blue Cross Blue Shield is a Health Insurance organization, which has a very large consumer base, to improve its customer service experience they used **Salesforce Sales and Service cloud implementation** to connect with their Customers (Leads), Agency Brokers, and support teams by providing integrated view of its customers and brokers through lead and territory management.

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Worked on agile methodology of development for all the project requirements given by the BA Team. Also, have regular scrum meeting between BA and Developer team to discuss issues and goals fulfilled.
* Used Assembla for Ticket management and update status and tickets based on the requirement changes and Scenarios tested.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on visual flows, process builder configurations and created VF Pages.
* Developed custom Force.com components on Opportunity object for creating Pipeline Reports, Trend and Historical Reports using Scheduled Analytical Snapshots between opportunities and custom objects.
* Created custom VF email templates for enabling the localization using Translation Workbench.
* Created complex workflow rules Criteria’s for field updates and email alerts, and Load data using Data loader.
* Created validation rules for performing data validations depending on the user’s profile and their record type.
* Worked on the AppExchange applications like Conga Composer – a report building tool in various formats like PDF, Word, Excel and, Process Composer – to build and automate simple or complex repetitive process.
* Worked on reports using custom and standard report types, also created Dashboards using the existing reports.
* Created and implemented apex classes, web service methods to perform logic on records created based on criteria.
* Created Cast Iron Orchestrations to integrate Healthcare Facets Claim processing system into Salesforce.
* Implemented custom settings, Custom metadata objects to define application configurations and use them across various environments and web services.

|  |
| --- |
| **G/O Digital Marketing, Phoenix, AZ Feb 15 – April 16****Salesforce Developer/Administrator** |

**Overview:**

G/O Digital is a Digital Media company focused to promote local businesses using advertising, by Implementing Sales Cloud, opportunity management with reporting on sales and revenue details of the company.

**Responsibilities:**

* Worked with Stakeholders and Various divisions of Business using agile methodology to gather and document requirements for CRM Implementation.
* Managing End-to-End functionalities like web-to-lead, web-to-case, report generation and design a solution using Native Salesforce functionalities workflows, process builders and flows.
* Used Jira, Confluence and Hip chat for Issue Tracking, Product/ Module Documentation and Internal Communications.
* Worked with business on importing products and configuring types of schedules for the associated opportunity products like revenue, quantity and default scheduling.
* Developed and refactored Apex classes and Apex Triggers on Force.com platform to customize applications like Partner User on-boarding process according to the functional needs.
* Used SOQL & SOSL with consideration to Governor Limits, data migration and custom developments for data manipulation needs of the application using platform database objects.
* Data Migration and Web service integration of marketing data like Accounts, Contacts, Opportunities, sales orders from Legacy Systems such as Oracle Siebel to Salesforce.
* Cleaned up, Created, Deleted, Validated and customized workflows, Formula fields, validation rules, Field updates and email alerts where needed, added Process builder, Flows and Approval Processes to the Existing functionality.
* Worked on various reporting tools from App exchange like conga composer, DocuSign to enable user to view data in PDF, excel and various other formats.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Maintained and Managed Visibility and Created user roles, security, profiles with field level security wherever necessary in various sandbox instances.
* Experienced in full cycle implementations of SDLC such as design, configuration, custom development and Integration.

**Education: New York Institute of Technology.**

**Master’s in Business Administration 2015.**