**Abhinay**

**Ph no: (201)423-2638**

**Email: abhinaychen4@gmail.com**

**Summary:**

* Vibrant and self-motivated professional with more than **9+** years of experience in the field of Information Technology with **8** years of experience in **Salesforce.com CRM Platform and Apex** Technologies.
* Participated in migration of **data sources** to Salesforce apps from legacy CRMs.
* Expert in implementing CPQ solutions in relevance with Salesforce. Heavy experience in Steel brick and Apttus CPQ implementation.
* Analyzed data integrity issues and developed **data migration templates.**
* Experience with master **data management, data governance, data security, data** **quality** and related tools desired
* Supported **technical data solutions** in adherence to business requirements.
* Evaluated technical requirements and created application **data models.**
* Experience in the complete life cycle of project development **(SDLC)** including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Proficiency in SFDC Administrative tasks like **creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and Actions.**
* Worked on the designing of **custom objects, custom fields, role based page layouts, custom reports,** report folders, report extractions to various formats, **design of Visual Force Pages,** Snapshots and various other components as per the client and application necessities.
* Experience in working on **Eclipse IDE** environment with **Force.com Plug-in** for writing Classes, Controllers, Triggers & Batching, Web Services, SOQL, SOSL, Components using Apex **Language.**
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize codes to acknowledge those limits.
* Experience in designing on **Salesforce.com** platform, tallying the business requirements by designing the required User Interface entities like custom objects, **creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship** data model and business logics.
* Implemented **security and sharing rules at object, field, and record level** for different users at different hierarchies of organization.
* Implementation of various advanced fields like **Pick list**, **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows**, **Sharing rules** and **Approval Processes** for automated alerts, field updates, and Email generation according to obligations.
* Experience in Salesforce.com **Sandbox** and **Production** environments, developing and deploying custom integration solutions. Excellent skills in creating / troubleshooting /modifying **apex code** and **visual force pages**.
* Possess knowledge of CRM processes like **Sales, Marketing, Customer Service** and **Customer Support, Business processes** and recommended solutions to improve their processes using Salesforce.com.
* **Development experience in various platforms likes MS Office, Visio documenting tool and Windows (7, XP, NT, 2000).**
* Proficiency in Object Oriented Languages like **C++, Java, Servlets** and other Java technologies.
* Experience in web technologies like **HTML, XML, JSP, JavaScript, WSDL, and SOAP.**
* Excellent **analytical, de-bugging skills** and documentation skills.
* Excellent work ethics, **quick learner** and **team oriented**. Continually provided value added services to the clients through **thoughtful experience** and **excellent communication** skills.

**Technical Skills:**

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| **Force.com** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), SControls, Apex Web Services, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plug-in |
| **Business Process** | Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management, Campaign Management, Case Management, Contract Management, Pricing, Approval, Partner Deal Registration, Data Cleansing and De-duplication, Agreements and Entitlements |
| **VisualForce** | Custom VisualForce Pages |
| **Web** | HTML, XML, JavaScript, WSDL, SOAP |
| **Operating Systems** | Windows Vista/XP/NT, MS-DOS, Mac OS X |
| **Languages/Technologies** | C, JavaScript, Visual Basic, Java |
| **Database** | MS SQL Server 7.0/ 2000 / 2005 |
| **Data Migration Skills & Tools:** | Apex Data Loader, Dream Factory Monarch, Analytic  snapshot, workbench,  Data Analysis, Data Cleansing, Data Normalization,  Data Migration |
| **Office Suite** | Access, Word, Excel, PowerPoint |

**Certifications:**

* Force.com Certified Developer DEV-401

**Education:**

* Bachelors in Engineering from Birla Institute of Technology and Science- Pilani, India.
* Master’s in Computer Engineering from New York University.
* Studied Finance and General Management in Stanford University-Extension School.

**Professional Experience:**

**Client: Spunk Inc, San Jose, California Mar 2020 – Present**

**Role: Sales Force Techno/Functional CPQ Consultant**

**Responsibilities:**

* Develop and Support the integration of Billing application to the ERP.
* Developed and supported One source tax engine implementation with salesforce for tax calculations while quoting.
* Facilitated migration of salesforce counterpart from NetSuite to SAP for account management and credit hold requirement.
* Implemented credit checks with SAP based on the quote data from Salesforce and streamlining order process.
* Responsible for owning system configuration and user setup as needed. Configure fields, workflows, roles/permissions, page layouts, custom objects, custom record types, reports, saved searches and dashboards.
* Experience in creating/updating system documentation including configuration changes, data mapping requirements, functional designs, test cases and deployment plans as needed for the engagement.
* Documenting, maintaining standardization and dedicatedly seeking ways to constantly improve processes & procedures.
* Validate software quality and conformance to specifications and business requirements through unit-functional testing; and Identify the root cause of defects and develop fixes in the system.
* Work with management, Project Managers, Business Analysts and Finance Business team to scope work and produce estimates.
* Collaborated closely with other solution architects to define and implement effective and efficient solutions to business challenges and opportunities.
* Provided pre- and post-implementation technical support.

**Client: TIBCO Software Inc., Palo Alto, California Jan 2019 – Feb 2020**

**Role: Sales Force Techno/Functional Consultant**

**Responsibilities:**

* Played a key role in supporting a new implementation of Salesforce with Revitas.
* worked cross functionally with the business supporting Product and Account master data structures and supporting business request from an IT standpoint focusing on Salesforce CPQ set up and maintenance.
* Developed, maintained, and reviewed data processes and architecture for both on-premise and cloud-based data systems
* Conducted team reviews and recommended data modeling, administrative, and design improvements.
* Documented requirements and implemented elegant and scalable solutions to support the Configure Price Quote process
* Experienced in defining cross-functional business departments agreement in Salesforce CPQ, Master Data in relation to Products and Accounts
* Implemented / supported repeatable and scalable business processes based on best practices in collaboration with all functional stakeholders while maintaining an emphasis on integrity of the systems.

**Environments and Tools:** Apex, Visual Force, Apttus CPQ**,** JSON, Revitas, Oracle sales order integration, Sharing rules, Product configurations, Attributes setup.

**Client: Indigo AG, Memphis, TN Jan 2018 – Dec 2018**

**Role:  Einstein Analytics developer and Salesforce Business Analyst**

**Responsibilities:**

* Develop and maintain dashboards in salesforce Wave (Analytics Cloud) Platform for all Marketing business units.
* Transformed requirements into feature specs /user stories aligning closely with Account and Services Sales teams.
* Develop and provide training of the dashboards to various business units.
* Support ad-hoc dashboard requests to provide insights to various teams.
* Analyze large volumes of data using various tools like Salesforce Einstein Analytics,
* Work independently and own the product.
* Design, build, and support Wave apps, datasets, and dashboards, beginning with a MVP, iterating into full-featured sales tools.
* In partnership with other Product Owner and sales operations, define intuitive, insightful, actionable, and compelling Wave dashboards, account for user behavior and exception paths.
* Provide "best practices" direction and implement approaches for content governance, taxonomy, processes, and UI consistency within Wave.

**Client: Salesforce.com, Inc., San Francisco March 2017 – Dec 2017**

**Role: Sales Force developer/Admin/Change manager**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of salesforce.com Sr. developer and Sr. Administrator as well in the organization.
* Interacted with Business users for analysis, requirements gathering and in development.
* Performed detailed analysis of technical and business requirements.
* Worked closely with business partners to realize the full capabilities of Sales force CRM.
* Developed various Apex classes, Apex Triggers and Controller classes for various needs in the application.
* Designed and deployed Validation rules, Approval Processes, Custom tabs and Auto-Response for automating business logic.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up Filed Level Security.
* Designed Visual Force pages to add more flexibility and a rich look.
* Key role in gradual transition of company's application from Salesforce Classic to Lightning Experience.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Worked on Lightning Process Builder to consolidate existing workflow rules.
* Generated various reports and dashboards in lightning for Sales performance tracking.
* Worked on translating several Visual Force pages to lightning framework.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Configured Sharing settings to specify the level of access the users have to each other's data.
* Created Workflow rules and defined email alerts, related tasks and field updates.
* Implemented Data Loader for loading the data.
* Developed business documents for Salesforce.com Custom objects.
* Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Developed & Scheduled batch process for administrative task like periodic data cleansing, security setup and workflow update.

**Environments and Tools**: Saleforce.com CRM, Force.com platform, Chatter, Apex Classes, Visual Force Pages, Lightning Components, Custom Objects, Custom Tabs, Controllers, Email Services, Workflow & Approvals, Security Controls, Reports, WSDL, Eclipse IDE, Windows.

**Client: TIBCO Software Inc., Palo Alto, California October 2016 – March 2017**

**Role: Sales Force Integration developer/ Admin**

**Responsibilities:**

* Ownership of global User Administration and Production Support processes.
* Manage critical incident tickets, debugging and fixing the issue.
* Integrating Salesforce.com software with 3rd party solutions like Revitas, Business works and oracle.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* SOQL queries to fetch the data from Workbench and Explorer.
* Responsible for all the activities related to Data Management like performing mass delete, mass transfer and mass import of data, use Data Loader to perform batch data loading jobs.
* Designed and developed Triggers, apex classes and Test classes for the integration module specific to business requirement.
* Experience working with technical and business leads to understand sales and fulfillment process, and then delivering CPQ solutions to fulfill the need.
* Responsible for owning specific production problems and provide active coordination between various groups including internal and external vendor support groups in resolving a specific problem.
* Creation and maintenance of reports to support the business in both SalesForce and Steelbrick CPQ.
* Participate and determine root cause for service failure and support escalation.
* Coordinate, lead, setup, and document user acceptance tests to ensure the quality of developed solutions prior to production deployment (includes creating test plans).
* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation.
* Upheld workflow rules, formula fields, approval rules, configuration of single or multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validation rules.

**Environments and Tools:** Apex, Visual Force, Apttus CPQ**,** Steelbrick, JSON, Revitas, Oracle sales order integration, Sharing rules, Product configurations, Attributes setup.

**Client: Varian Medical Systems, Milpitas, CA Aug 2015 – October 2016**

**Role: Data Migration Expert/Data Architect**

**Responsibilities:**

* Prepared the entire Data Model in SFDC which includes Custom Objects, Custom Fields, Relationships, Validation rules & workflows to sync with other legacy systems.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Extensively Used Monarch, a tool designed to migrate related sets of data between salesforce Organizations (Orgs). It is available as part of the Dream Factory Utilities for Lifecycle Management.
* Migrated related sets of data between Orgs while preserving those relationships.
* Refreshed salesforce sandboxes with data from production Orgs.
* Scrambled data to protect sensitive information.
* Worked on Backup and archiving existing data in a salesforce Org.
* Involved in Migrating data from legacy systems using Apex Data Loader.
* Extensively used SQL for querying underlying database tables and resolving data issues.
* Extensively used data loader and Workbench to provide entire data support for 2 Go-Live projects.

**Environments and Tools:** Apex Data Loader, Reports, Sandbox data loading, Reports and Dashboards, Analytic Snapshots, Dream factory Monarch, Eclipse IDE Plug-in, Windows XP.

**Client: Daimler Trucks, Portland, OR Jun 2014 – July 2015**

**Role: Salesforce.com Developer/Admin**

**Responsibilities:**

* Facilitated data migration between two salesforce instances. Worked closely with sales team and business analysts to perform detailed analysis of business and technical requirements and to design the solution by customizing various standard objects of SalesForce.com (SFDC).
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Developed Visualforce page using the extension controller according to the client’s requirement.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Developed SOQL and SOSL queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Created Custom objects such as Inventory, Orders, Production Planning, Scheduling, shipping.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created new user accounts and configure Salesforce.com to fit security needs at the user and organization levels. Experienced in Agile development using tools like Pivotal Tracker and target process.
* Used pivotal tracker to keep track of bugs, fixing them and followed to the process to move it up to QA staging and UAT.
* Involved in Salesforce PRM customized reports and dashboards on real time.
* Using PRM created layouts tailored to Business needs and partner programs by customizing portal layout, lead forms, data fields and tabs.
* Used Salesforce Automation (SFA) for Sales Lead Management, Opportunity Management, Case Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Used the sandbox for testing and created managed packages and migrated them between Sandbox and Production environments for final implementations.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.

**Environments and Tools:** Salesforce.com Platform, PRM Portal, Apex Language, Visual Force Pages, Data Loader, HTML, S-Controls, Workflow & Approvals, Reports, Custom Objects, Pivotal Tracker, PL/SQL, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Quicken Loans, Detroit, MI   Mar 2013 – May 2014**

**Role: Salesforce.com Developer/Admin**

**Responsibilities:**

* Interacted with various business team members to gather the business requirements and documented the requirements.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform based technologies like Visualforce, force.com API, and web services.
* Based on requirements Created Custom Apps, Custom objects, custom fields, record types, validation rules, workflows, Approval processes, email templates, tasks and email alerts.
* Used workflow rules to automatically assign tasks, update field, or send e-mail alerts when certain business events occur, such as the creation of a new record or a change in the value of a record field.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships and formula fields to the custom objects.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions sets based on the organizational hierarchy.
* Wrote Apex code to develop various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Integrated Salesforce with Microsoft Outlook to synchronize contacts, events and tasks.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Configured and Integrated Salesforce with Oracle database.
* Well used Apex data loader using “Insert”, “Delete”, “Update”, “Upsert” and so on.
* Used SOQL and SOSL queries to pull data from database for data manipulation needs.
* Deployed the code developed in the Developer Sandbox to the Test Sandbox and the Production sandbox.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Resolved the Cases and supported the team on urgent bases, implementation and working with real-time troubleshooting.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environments and Tools:** Saleforce.com platform, Force.com Sites, Apex, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Bank of America, Chicago, IL    Nov 2011 – Feb 2013**

**Role: Salesforce.com Developer/Admin**

**Responsibilities:**

* Involved in identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Worked with Salesforce premier support to short out technical challenges and governor limits
* Worked on Standard objects like Product, Quotations and Order.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
* Used field level security along with page layouts to manage access to certain fields.
* Developed Various Visual Force pages as per organization requirements.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Used Force.com developer toolkit including Apex Classes, Apex Controllers and Apex Triggers to develop custom business logic.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Used Eclipse IDE for Deployment.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Windows Vista.