**Chiradeep**

**Salesforce Experienced Professional**

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**Summary:**

# Over 23 years in Architecture consulting, *Cloud, and Salesforce Platform engineering* focusing Enterprise Architecture frameworks, Cloud Engineering, Cloud modernization roadmap, Cloud consulting and transformation driving full lifecycle enterprise business solution strategic programs across verticals – Life Sciences, Healthcare, Retail, Technology, Banking Financial Services *working with fortune global customer strategic multi-million-dollar engagements.*

* Develop DevOps and release management best practices and ensure all development teams follow as needed.
* Define and manage release scope, schedules, and change management process for Salesforce deployments.
* Design and build innovative, high-value CI/CD pipelines to deploy and manage Salesforce solutions.
* Perform DevOps Blueprint in Client Organization to understand the pain areas and device the strategic plans for the effective release management leveraging DevOps principals and right tools usage
* Supports multiple client engagement in DevOps Architect capacity, define the development lifecycle and deployment methodologies.
* Responsible for driving customer's strategic *Salesforce Platform engineering programs* leading and building engineering teams, platforms, and *Centre of Excellence* (CoE) leading and managing 50+ global Engineering delivery teams focused on digital transformation programs using modern architecture, scalable next gen Salesforce Enterprise Cloud and platform engineering services for fortune global clients.

**Specialties:** Marketing Cloud , Sales Cloud, Commerce Cloud, Service Cloud, Health Cloud and Experience Cloud

**Expertise:**

* Hands-on experience in designing and implementing enterprise solutions across **Salesforce Sales**, **Marketing, and Community Clouds, including** integration to/from a variety of external cloud-based application services.
* Strong knowledge and understanding of Salesforce platform architecture, Lightning framework, governor limits, and development components such as Visual Force, SOQL, Apex Classes and Triggers, jQuery, APIs, Process Builder, Approval processes, etc.
* **Custom Integration** – Integrated solutions fully tailored with .NET, Java, and JS-based solutions with Salesforce to help enterprises achieve more and build better at a fast pace.
* **Salesforce® Integration using Tools -** Empower enterprises to redefine growth possibilities by integrating multiple Salesforce solutions with Dell Boomi, and other tools.
* Lead client discussions, define issues and opportunities, and deliver practical solutions
* Salesforce API development - Created and implemented tailored APIs and integrate all of them flawlessly into enterprise's existing Salesforce solutions at speed and scale.
* Salesforce Lightning Application - Salesforce experience and expertise to empower organizations to become Lightning-ready in no time and improve ROI from customer-facing initiatives through Lightning Component Development, Salesforce App Development
* **Participate and take appropriate ownership of Sales cloud, CPQ, Service Cloud, Marketing Cloud related initiatives**
* **Play a key role in the day-to-day support of the Salesforce functional team to our business and operational teams.**
* decisive and insightful executive thinking, guiding daily operations and policy implementation through strategic thinking and decision-making.
* •Work with cross functional teams (Dev / QA/ CM / DBAs) to ensure smooth deployments and operations of Salesforce applications**.**

**TECHNOLOGY:**

**Enterprise Architecture** - TOGAF, Zachman

**Salesforce Platform** – Sales Cloud, Service Cloud, Commerce Cloud, Marketing Cloud, Einstein Analytics

**iPaaS**, MFT, Messaging, Commerce, B2B & B2C - iPaaS, IBM Sterling Gentran, IBM Sterling Integrator 4.0/4.1/4.2,5.1 Connect Direct, Connect Enterprise, Apigee Edge, MQ Series, SFDC Commerce Platform, Software AG, Application Integration, TIBCO BW, Sterling OMS, Axway AMPLIFY, Axway APIM, Sterling File Gateway, MFT, IBM WebSphere MQ 7.0/7.5, IBM WebSphere Message Broker 7.0/8.0, IBM Ration Clear Quest, CVS, IBM AIX V 6.1, IBM Integration Bus, Mainframe.

**Platform Engineering** - Java, Java EE, Spring, Spring Boot, Spring Cloud, Spring integration, Spring Security, XML, API, JWT, AJAX, HTML5, CSS, Angular JS, React, Adobe, Node JS, MVVM

**Data,** AI, Analytics - Oracle 12c, SQL Server, Cosmos, Mongo DB, Postgress SQL, Redshift, EMR, Azure Data Lake, Azure SQL EDW, Databricks, SageMaker, MLOps, BigQuery, Informatica Cloud, IICS, ETL

**Cloud** - Azure , AWS, Google Cloud, Lambda, AWS Fargate, Event Hub, App Engine, Kubernetes, Jenkins, Bamboo, Ansible, Terraform

**Container Management:** Kubernetes, Dockers, Mesos DC /OS, CloudFormation, Jenkins, GitLab, ARM, Cloud Composer, Airflow

**Cloud Integration** - TIBCO Cloud Bus, Apigee Edge API Gateway, Layer 7, Mule ESB & Cloud Hub, Boomi cloud, Axway APIM, Axway AMPLIFY

**Security -** Federated SSO, oAuth 2.0, SAML, Encryption, API Security, JWT, AuthO

**Configuration & Deployment - Maven**, Force.com IDE, IntelliJ, Eclipse, GitLab, Jenkins, Ansible, Bitbucket, Bamboo

**EA Tools:** LeanIX, OmniGraffle, Visio, Lucid chart

**Experience:**

**Procorp Systems Inc. | Phoenix, AZ** *04/2021 TO CURRENT*

# PRINCIPAL ARCHITECT – SFDC PLATFORM

* Lead and manage large scale **Salesforce Enterprise Platform engagements and Enterprise Platform Portfolio for Customers in Energy & Utility for Xcel Energy and CVS Health.**
* Translate business requirements into well architected solutions that best leverage the **Salesforce platform and its growing ecosystem**, including cross-cloud integration.
* Support development of cross-functional business processes; identify alternative solutions, assess feasibility, and recommend new approaches via technology enablement.
* Develop DevOps and release management best practices and ensure all development teams follow as needed
* Define and manage release scope, schedules, and change management process for Salesforce deployments
* Design and build innovative, high-value CI/CD pipelines to deploy and manage Salesforce solutions
* Perform DevOps Blueprint in Client Organization to understand the pain areas and device the strategic plans for the effective release management leveraging DevOps principals and right tools usage
* Supports multiple client engagement in DevOps Architect capacity, define the development lifecycle and deployment methodologies.
* Work with stakeholders across projects to coordinate and plan product deployment Work closely with IT Portfolio in support of holistic enterprise efforts and collection and exchange of business processes and data.
* Drive organizational use of data and data driven decision making through a **Salesforce design** that enriches data and promotes accessibility, usability, integrity, and security of data through optimal architecture design.
* Proactively identify opportunities to improve **Salesforce UI design, and configuration to maximize user engagement.**
* Drive workflow automations and triggers that promote workflow efficiencies and remove manual complexities throughout the organization.
* Serve as the technical leader for Salesforce. Assist with technical work efforts required for each phase of project.
* Lead technical design sessions, document technical solutions aligned with business objectives, and identify gaps between current state and desired end states.
* Perform architectural assessments, drive gap analysis, and help formulate overall solution strategies and roadmaps.
* Plan, manage, implement custom development, integrations, and data migration elements of large, complex Salesforce.com implementations.
* Deep understanding of the salesforce product suite, including **sales, service, marketing, analytics, integration, and platform capabilities**.
* Be current with software advancements and knowledge of emerging business application.
* Deep technical experience on Force.com Platform, Apex Coding, Visual Force Pages, Triggers, Components, JavaScript Remoting, Workflow, Email Services, Sites, Tabs, Custom Objects, Object Relationships, Security Model, Custom Settings, S-Controls, Reports and Dashboards, Validation Rules, Workflows & Workflow rules, Approval Process, Email alerts and Field Sets.
* Experience in lightning component development using aura framework
* Experience in event handling in lightning development
* **Custom Integration** – Integrated solutions fully tailored with .NET, Java, and JS-based solutions with Salesforce to help enterprises achieve more and build better at a fast pace.
* **Salesforce® Integration using Tools** - Empower enterprises to redefine growth possibilities by integrating multiple Salesforce solutions with Dell Boomi, and other tools.
* Lead client discussions, define issues and opportunities, and deliver practical solutions
* **Salesforce API development -** Created and implemented tailored APIs and integrate all of them flawlessly into enterprise's existing Salesforce solutions at speed and scale.
* **Salesforce Lightning Application** - Salesforce experience and expertise to empower organizations to become Lightning-ready in no time and improve ROI from customer-facing initiatives through Lightning Component Development, Salesforce App Development
* Define Cloud adoption and migration strategies and implementation plans
* Team with clients on their Salesforce functional transformation programs through combined Salesforce application and functional process expertise
* **CI/CD Workflow** – Enterprise DevOps release to the GitHub Enterprise repository’s master branch, a Cloud Function in Google Cloud will authenticate to the GitHub Enterprise server, clone the repository and push it into the master branch of the Cloud Source Repository repo.

**PRINCIPAL PLATFORM ARCHITECT 05/2017 to 04/2021**

**Collabera Inc. | Scottsdale, AZ**

* Lead and manage large scale Salesforce Enterprise Platform engagements and Enterprise Platform Portfolio for Customers in North America - LPL Financial, AT&T, T-Mobile.
* Translate business requirements into well architected solutions that best leverage the Salesforce platform and its growing ecosystem, including cross-cloud integration.
* Establish Architecture, Data, Application & Integration standards
* Knowledge of APEX, Visual Force, Salesforce APIs, data loaders, SOQL, SOSL, and web services
* Strong understanding of Salesforce security model including sharing rules, roles, profiles, sharing settings, etc.
* Knowledge of Service Cloud and understanding of Salesforce data model/architecture to be able to assist in designing business applications"
* Align Technology with Business Vision. Establish Delivery standards and ensure compliance with Technology fitment and impact assessment
* Participation in architecture review board
* Participate in design and build phases
* Establish architecture, data, application and integration standards & Perform code reviews
* Development involving Apex triggers, Batch and Schedulers, Lightning components, Workflows, Validation rules, Apex classes, VF Pages,
* Custom settings, Custom labels, Profile, and field level permission settings, sharing rules, Process Builder, Lightning App Builder, Page layouts, Record Types, Change sets, Apex Test Methods, and other customizations
* Integration with external system (SAP) – SOAP and RESTful Services
* Optimization of Apex classes accordance to Salesforce.com best practices and Design patterns/Frameworks
* Optimization of Apex test classes for improving overall Application code coverage (usage of Test factory framework)
* Reports & Dashboard configurations, Chatter configurations, Security Model Design
* Execution of Deployments using Salesforce Change sets, Eclipse IDE tools
* Complete ownership on delivery of Customized Forecast Management involving multi-currency across various regions & countries
* Massive Data load activity using Apex data loader (Bulk load)
* Integration of the external system with Salesforce using Web Service API
* (SOAP/REST) - Inbound/Outbound and Apex Callouts
* Preparation of XML Package and TIP sheet for production verification and deployment process
* Code Migration/Deployment, Unit Testing & Production Release Support
* Preparation of various Documents like Technical Specifications and Design, Traceability Matrix, Configuration Workbook, Training, etc.
* Preparation of Documents like Deployment plans, Salesforce Governor limits overview, Security Matrix, Best practices, etc.
* Support development of cross-functional business processes; identify alternative solutions, assess feasibility, and recommend new approaches via technology enablement.
* Work with client leadership to develop enterprise solutions specifically targeting client business goals, digital initiatives

**Environment:** Salesforce.com – Sales/Service cloud, Force.com platform, SOAP UI, Force.com IDE (Eclipse), Apex Explorer, Apex Data Loader, Managed Packages (installed), Salesforce.com – Marketing/Sales/Service cloud, Force.com, Lightning Platform, Salesforce1, SAP, SOAP UI, GIT, Fisheye, JIRA

**PRINCIPAL CONSULTANT 12/2014 to 05/2017**

**Infosys Ltd. | San Francisco, CA**

* Deliver Salesforce solutions on Salesforce Cloud, Service Cloud, Marketing Cloud, Salesforce Communities and Force.com platform
* Play technical SME role on projects to design Salesforce Solution design, provide technical walk-through to Salesforce developers and client features owners
* Provide technical leadership on projects by providing necessary guidance to junior team members to follow Salesforce best practices
* Accountable for Salesforce technical delivery - Build, System Testing handover/co-ordination, Tech. documentation and deployment activities
* Play lead in reviewing Epics/User-stories, convert functional requirements to technical requirements
* Estimate user stories, plan team capacity and work closely with Scrum Master to finalize Sprint scope

• Ability to analyze/identify gaps in functional/business requirements, discuss with functional and client product owners on required changes that aligns with Salesforce product stack and architecture

• Develop end to end Salesforce solutions using Configuration and customization using APEX Class, Triggers, Visualforce pages, Lightning components etc.,

• Build integrations between Salesforce and external applications using REST, SOAP APIs, oAuth and Single Sign-On.

• Migrate changes from development to test to production environment(s) using CI technologies like Salesforce DX, Jenkins, and ANT

• Define code review methodology, perform independent code reviews, and certify code developed by self and other junior team members on the project.

• Leverage expertise in internal systems and internet scale solutions to help others solve problems and deliver top notch experiences.

• Build culture of accountability, respect and excellence Own all quality aspects and metrics for banking products, including system performance, platform availability, operational efficiency, information security, data management.

• Actively leads long-range strategy planning to address complex business issues.

• Push to constantly be shipping working, secure, well-tested code to production

**LEAD ARCHITECT 10/2014 to 12/2014**

**FIS Global | San Francisco, CA**

• Provide technical leadership and provide hands on mentoring for developers

• Actively participate to improve quality assurance processes working with development partners

• Work with operations and support to establish monitoring and analyses of platform health, performance, and costs

• Code reviews to either in-house or remote developers

• Work with cross-functional team members from Architecture, Product Management, Q/A and Production Operations to develop, test, and release features

**SR. PROGRAM ARCHITECT 03/2014 to 10/2014**

**Salesforce | San Francisco, CA**

• Serve as internal consultant and SFDC expert for SFDC customers and technical team and for its internal business partners across Salesforce professional services organization

• Seek out ways to utilize SFDC to improve processes and productivity, and make recommendations to support organization scaling at rapid pace

• Execute hands-on development/configuration in Salesforce.com, Visualforce, Apex, Service cloud

• Clearly articulate business problems and develop solution proposals in collaboration with others

• Responsible for complete life cycle deployment of customer solutions through program management

• Implement industry best practices for managing CRM systems

**PRINCIPAL CONSULTANT 04/2013 to 03/2014**

**Infosys Ltd. | San Francisco, CA**

• Deliver advisory services in support of technology enabled business change, i.e., package & third-party integrator selection, vendor selection, application studies, solution architecture studies and/or program diagnostics and recovery

• Hands-on experience with Mule ESB, TIBCO BW, Axway B2B platforms

**TECHNICAL ARCHITECT 10/2011 to 04/2013**

**Clear2Pay Americas | San Francisco, CA**

• Lead, manage and grow multiple teams of product focused engineers and delivery leaders

• Mentor and guide professional and technical development of associates in team.

• Work with product owners to understand desired application capabilities and testing scenarios - Continuously improve software engineering practices

• Clear2Pay Payment framework, payments Infrastructure, payments engineering, Open Payment gateways

**PRINCIPAL ARCHITECT & PRACTICE LEADER 07/2005 to 10/2011**

**Tech Mahindra | San Francisco, CA**

• Create future vision architecture to expedite delivery of new products and services to market while meeting company's cost and risk reduction objectives.

• Outline current and future vision enterprise architecture, including traceability from business and IT strategies to suggested technologies.

• Coordinate with architects and business experts across IS to translate key strategic objectives into actionable and governable roadmaps and designs.

• Analyze business and technology challenges, assess costs, and suggest solutions.

• Hands-on experience with Mule ESB, TIBCO BW, Axway B2B, Webmethods platforms

**SR. TECHNICAL CONSULTANT 01/2005 to 07/2005**

**Magna Infotech Ltd | Bangalore, Karnataka**

**MANAGING CONSULTANT 01/2004 to 01/2005**

**Digital Domain India Ltd | Kolkata, West Bengal**

**SR. PROGRAMMER 12/2000 to 12/2003**

**Fitek LLC | Kolkata, West Bengal**

**PROGRAMMER ANALYST 09/1999 to 12/2000**

**Centre For Development of Advanced Computing | Kolkata, West Bengal**