**BHARATH. C**

**Sr. Solution Integrator**

Bangalore. India

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**OBJECTIVE:**

* To work in an organization, which uses my knowledge and skills for the development of its growth, while giving me an opportunity to learn, educate and enrich my knowledge.

**SUMMARY**

**Salesforce:**

* 3 years of experience in ‘Salesforce CRM’ as a Salesforce Developer.
* Involved in creation of Custom Objects, custom fields, custom labels, formula fields, page layouts and record types as per the business requirement.
* Involved in automating the business process by using Workflow Rules, Process Builder and Flows for automated alerts, field updates, and Email generation according to the requirement.
* Design and development of Salesforce Apex classes, customizing Visualforce Pages and Apex Triggers according to the Business requirement.
* Good working knowledge of Validation Rules, SOQL, SOSL and Email Templates.
* Involved in unit tests and writing code for test coverage for Apex class and Apex Triggers.
* Involved in integrating Salesforce with other systems using SOAP and REST services.
* Good working knowledge of Batch Apex class, implementing Schedulable interface and Future annotation.
* Good working knowledge on Aura Lightning Components, Lightning Events, Lightning Data Services, Lightning Layout, Lightning Tokens and Lightning App Builder.
* Involved in creating Reports and Dashboards for Business Analysis.
* Involved in configuring the Approval process for approvals, rejections and approval delegation.
* Involved in user profile management using Profiles, Permissions, Roles and Sharing Rules.
* Interacted with clients from Chile, Kuwait and Saudi Arabia.

**Siebel:**

* 4 years of experience in 'Siebel CRM' technology as a Siebel Developer.
* Proficient in Siebel Configuration, Scripting & Workflows.
* Good working knowledge of Siebel EAI, Siebel Workflow Policy and Siebel Business Services.
* Basic knowledge of Siebel Order Management and basic working knowledge on Siebel Product Configuration.
* Good functional knowledge on Account Management, Contact Management, Asset Management, Opportunities, Leads, Quotes and Service Request Management.
* Hands-on experience and good working knowledge of Siebel Financial Services 8.1.1.11, Siebel Communications 8.1.1.15 application and Siebel Call Centre 8.1.1.15 application.
* Good knowledge about Software Development Life Cycle.
* Interacted with clients from Australia, New Zealand and USA.

**FUNCTIONAL SKILLS:**

|  |  |
| --- | --- |
| * Configuration
* Coding
* Debugging
* Incident Management
* Problem Solving
 | * Unit Testing
* Requirement Analysis
* Troubleshooting
* Documentation
 |

**TECHNICAL SKILLS:**

* **CRM**: Oracle Siebel CRM, Salesforce CRM
* **Languages**: Salesforce Apex, SOQL, SOSL, Visualforce, Python, Core Java, HTML, SQL
* **Scripting**: CSS, JavaScript, JQuery, PHP
* **RDBMS**: Oracle
* **Certifications**: Salesforce Administrator Certified, Salesforce Platform Developer I Certified, Certified in Web Component Development using Java Technologies from NIIT Bangalore.

**GLOBAL EXPERIENCE**

* Worked in New Zealand

**EDUCATION**

* B.E. (Computer science) from East West Institute of Technology (VTU), Bangalore passed out in the year 2012.

**CAREER PATH**

|  |  |  |
| --- | --- | --- |
| **Organization**  | **Designation** | **Duration** |
| Ericsson India Global Services Pvt Ltd  | Senior Solution Integrator  | Jun 2018 – Till Date |
| Infosys | Sr. Systems Engineer | Jun 2015 – May 2018 |
| Systems Engineer | Jun 2013 – Jun 2015 |
| CPRI | Graduate Apprentice Trainee  | Oct 2012 – Mar 2013 |

**AWARDS AND ACHIEVEMENTS**

* Received **Entel Gladiator** award for contribution towards the successful delivery in the project.
* Recognized as one of the top performers in Infosys for contribution towards successful project implementation in Spark New Zealand project.

**PROJECTS HANDLED**

**Ericsson India Global Services Pvt Ltd**

**Project 1:**

**Mobily KSA**

**Client**: Mobily

**Team size**: 8

**Role**: Senior Developer

**Tools Used**: Developer Console, Visual Studio Code, Force.com platform, JIRA, and GITLab

**Duration**: June 2020 – till date

**Description:** Saudi Mobily Company is a Saudi Arabian telecommunications services company that was established in 2004. The implementation mainly leverages the functionality provided within Salesforce for Account Management to customize these entities and extend the implementation for new features such as Mobile Number Portability (MNP) and Service Request Management.

**Responsibilities:**

* Gathering Business Requirements for customization of the application as per requirements.
* Involved in preparing the Low-Level Design Document for the different Change Requests.
* Implementing customer requirements through configuration, automating business processes, and coding in areas like:
	+ 1. Configuration - Custom objects, custom fields, Page layouts, formulas, validation rules, Permissions, Email Templates and Sharing Rules.
		2. Automation of Business Process - Automating the business process by using Workflow Rules, Process Builder, Flows for automated alerts, field updates, Email generation and Approval process.
		3. Coding – Design and development of Salesforce Apex classes, SOQL, and Apex Triggers.
* Involved in creating Reports and Dashboards for Business Analysis.
* Involved in integrating Salesforce using REST services.
* Involved in defect fixes during the testing phase for the defects raised in UAT or Post-production.

**Project 2:**

**ENTEL**

**Client**: Entel Chile and Peru

**Team size**: 10

**Role**: Senior Developer

**Tools Used**: Developer Console, Force.com platform, Visual Studio Code, JIRA, and GITLab

**Duration**: Sep 2019 – May 2020

**Description:** Entel is a major telecommunications provider in Chile/Peru. The implementation mainly leverages the functionality provided within Salesforce for Account Management and Activities to customize these entities and extend the implementation for Service Request Management, Remedy Integration with Salesforce, Document Generation and validation through interface call to Docuware and Acepta.

**Responsibilities:**

* Gathering Business Requirements for customization of the application as per requirements.
* Involved in preparing the Low-Level Design Document.
* Analysis of the JIRA RM ticket and implementing customer requirements through configuration, automating business processes, and coding in areas like:
	+ 1. Configuration - Custom objects, custom fields, custom labels, Page layouts, formulas, validation rules, Profiles, Permissions, Roles, Email Templates and Sharing Rules.
		2. Automation of Business Process - Automating the business process by using Workflow Rules, Process Builder, Flows for automated alerts, field updates, Email generation and Approval process.
		3. Coding – Design and development of Salesforce Apex classes, Aura Lightning Components, Lightning Component event, Lightning Layout, Lightning Navigation, SOQL, SOSL and Apex Triggers.
* Involved in creating Reports and Dashboards for Business Analysis.
* Involved in integrating Salesforce with Docuware, Acepta and BMC Remedy using SOAP and REST services.
* Involved in defect fixes during the testing phase for the defects raised in UAT or Post-production.
* Involved in automation of certain use cases within the project using Python.

**Project 3:**

**Ericsson DTC Lab–Salesforce CRM** [Internal Project]

**Client**: Ericsson

**Team size**: 2

**Role**: Senior Salesforce Developer

**Tools Used**: Developer Console, Force.com platform

**Duration**: May 2019 – Aug 2019

**Description:** Ericsson DTC Lab is an Ericsson initiative which deals with managing the resale of Products, defining and display of the product specification details, pricing details, product owner details, product related video, booking appointment with the product owner and raising a product enquiry.

**Responsibilities:**

* Gathering Requirements for customization of the application.
* Involved in the preparation of a Low Level Design document.
* Implementing requirements through configuration, automating business processes, and coding in areas like:
	+ 1. Configuration - Custom objects, custom fields, Page layouts, formulas, validation rules, Profiles, Permissions, Roles and Email Templates.
		2. Automation of Business Process - Automating the business process by using Workflow Rules, and Process Builder for automated alerts, field updates and Email generation.
		3. Coding – Design and development of Salesforce Apex classes, Aura Lightning Components, Lightning Component Event, Lightning Layout, Lightning Token, configuring a new Lightning Page to render the lightning components, and Apex Triggers.
* Involved in creating Reports and Dashboards for Business Analysis.

**Project 4:**

**Zain Kuwait**

**Client**: Zain Kuwait

**Team size**: 8

**Role**: Senior Developer

**Tools Used**: Developer Console, Visual Studio Code, Force.com platform, JIRA, and GITLab

**Duration**: July 2018 – April 2019

**Description:** Zain is a Kuwaiti mobile telecommunications company founded in 1983 in Kuwait as MTC, and later rebranded as Zain in 2007. The implementation mainly leverages the functionality provided within Salesforce for Lead Management and Account Management to customize these entities and extend the implementation for new features such as Mobile Number Portability (MNP) and Collection agency where the customers list (also called Defaulter List) who have not paid their Post-paid mobile bills for the last 3 months, will be provided to the third party system by Salesforce through an interface call.

**Responsibilities:**

* Gathering Business Requirements for customization of the application as per requirements.
* Involved in preparing the Low-Level Design Document for the different Change Requests.
* Implementing customer requirements through configuration, automating business processes, and coding in areas like:
	+ 1. Configuration - Custom objects, custom fields, Page layouts, formulas, validation rules, Profiles, Permissions, Roles, Email Templates and Sharing Rules.
		2. Automation of Business Process - Automating the business process by using Workflow Rules, Process Builder, Flows for automated alerts, field updates, Email generation and Approval process.
		3. Coding – Design and development of Salesforce Apex classes, SOQL, and Apex Triggers.
* Involved in creating Reports and Dashboards for Business Analysis.
* Involved in integrating Salesforce using SOAP and REST services.
* Involved in defect fixes during the testing phase for the defects raised in UAT or Post-production.

**Infosys Limited**

**Project 1:**

**InfiLabs**

**Client**: InfiLabs

**Team size**: 6

**Role**: Developer

**Tools Used**: Developer Console, Force.com platform, JIRA

**Duration**: Jan 2018 – Apr 2018

**Description:** Corporate Seminar management is an initiative of InfiLabs where it deals with managing the Seminars, Webinars, Workshop or Conference registration, confirmation of the respective seminar, association of a Speaker to the respective Seminar, attendee registration and attendee confirmation against the different activities.

**Responsibilities:**

* Gathering Requirements for customization of the application as per requirements.
* Implementing requirements through configuration, automating business processes, and coding in areas like:
	+ 1. Configuration - Custom objects, custom fields, Page layouts, validation rules, Profiles for restricting access to Seminar and Speaker record creation/edit/deletion by the Seminar Management team, Permissions, Roles, Sharing Rules, Email Templates and Survey.
		2. Automation of Business Process - Automating the business process by using Workflow Rules, Process Builder and Flows for automated alerts, field updates, Email generation and Approval process for approvals, rejections and delegation of approvals for confirming seminar participation of the Attendee and the Seminar cancellation approval.
		3. Coding – Design and development of Salesforce Apex classes, customizing Visualforce Pages, SOQL and Apex Triggers.
* Involved in integrating Salesforce using SOAP and REST services with the payment system.
* Involved in creating Reports and Dashboards for Business Analysis.

**Project 2:**

**DELTA Case Management**

**Client**: Dell International Services

**Team size**: 15

**Role**: Developer

**Tools Used**: Siebel Tools 8.1.1.15, Siebel Call Centre 8.1.1.15, Team Foundation Server (TFS)

**Duration**: Aug 2017 – Dec 2017

**Description:** DELTA case management focuses on leveraging the Siebel Call centre application capabilities to customize and extend the entities such as Service Request, Asset, Activities, and Dispatch.

**Responsibilities:**

* Implementing customer requirements through configuration, scripting, and workflows of Siebel Core Areas:
	+ 1. UI Configuration – Applets, Views, Screen, Picklist, Pickapplets, Drilldowns, Applet Toggle
		2. Business Level – Business Components, Business Objects, Links, Joins, BC and Applet user property, Siebel Workflows and Workflow Policy
		3. Data Level – Tables, Columns
		4. Integration (EAI) - Configuring Virtual Business Components (VBC), Business Service, Inbound Web Service, Integration Object, Integration Components, IC Fields and Data Map.
* Configuring Defect fixes during the testing phase

**Project 3:**

**Post-paid Release**

**Client**: Spark New Zealand

**Team size**: 20

**Role**: Senior Software Engineer

**Tools Used**: Siebel Tools 8.1.1.11, Siebel Communications 8.1, GITLab

**Duration**: Apr 2016 – July 2017

**Description**: This release mainly focuses on leveraging the existing application capabilities and extending it to provide post-paid services to the customers through the different order creation processes. This release also provided the users the option of setting up the Interest Free Payment options with the purchase of device and accessories.

**Responsibilities:**

* Implementing customer requirements through configuration, scripting, and workflows of Siebel Core Areas:
	+ 1. UI Configuration – Applets, Views, Screen, Picklist, Pickapplets, Drilldowns, Applet Toggle and Runtime Events.
		2. Business Level – Business Components, Business Objects, Links, Joins, Calculated fields, BC and Applet user property, Applet scripting and Business Component Scripting, Siebel Workflows and Workflow Policy.
		3. Data Level – Tables, Columns
		4. Integration (EAI) - Configuring Business Service, Inbound and Outbound Web Services, Integration Object, Integration Components, EAI Variable Maps and Data Maps.
* Interacting with clients to understand the different business requirements and to implement them by incorporating the code fix/changes in the monthly releases.
* Problem Management and Troubleshooting involving analysis of priority incidents and other adhoc requests.

**Project 4:**

**Fibre Release**

**Client**: Spark New Zealand

**Team size**: 12

**Role**: Senior Software Engineer

**Tools Used**: Siebel Tools 8.1.1.11, Siebel Communications 8.1

**Duration**: July 2015 – March 2016

**Description**: This release mainly focuses on providing fibre and Fixed Line/Broadband capabilities to the customers. It is implemented by carrying out the Product Availability Check and raising a new connect, move address, change offer, modify and disconnect order. This release also incorporates Order Exception Handling to handle the errors during order fulfilment.

**Responsibilities:**

* Implementing customer requirements through configuration, scripting, and workflows of Siebel Core Areas:
1. UI Configuration – Applets, Views, Screen, Picklist, Pickapplets, Drilldowns, Applet Toggle, LOVs
2. Business Level – Business Components, Business Objects, Links, Joins, BC and Applet user property, Applet Scripting and Business Component Scripting, and Siebel Workflows.
3. Data Level – Tables, Columns
* Incident Solving, Problem Management and Troubleshooting.

**Project 5:**

**R1 Prepaid Release**

**Client**: Spark New Zealand

**Team size**: 8

**Role**: Software Engineer

**Tools Used**: Siebel Tools 8.1.1.11, Siebel Communications 8.1

**Duration**: Oct 2014 – June 2015

**Description**: This release aims at various capabilities that include providing prepaid services to the customers through creation of different types of orders and product configuration as part of weekly deployment.

**Responsibilities:**

* Implementing customer requirements through configuration, scripting, and workflows of Siebel Core Areas:
1. UI Configuration – Applets, Views, Screen, Picklist, Pickapplets, Drilldowns, Applet Toggle, LOVs
2. Business Level – Business Components, Business Objects, Links, Joins, BC and Applet user property, Applet Scripting and Business Component Scripting, Siebel Workflows and Workflow Policy
3. Data Level – Tables, Columns
* Involved in configuration of basic products, bundle products, categories, pricing, promotions, eligibility and compatibility rules, attributes, Mobile Subscription changes, and deployment of the product via the Application Deployment Manager.

**Project 6:**

**Future of Financial Advice (FoFA)**

**Client**: Westpac Banking Groups – Australia

**Team size**: 10

**Role**: Developer

**Tools Used**: Siebel Tools 8.1.1.11, Siebel Financial Services 8.1.1.11, HP Quality Center 11 (QC)

**Duration**: Oct 2013 – Sep 2014

**Description:** Future of Financial Advice (FoFA) focuses on Customer Needs Profiling (CNP or Needs Conversation). CNP is one of the key CRM processes in Relationship Builder (RB) which enables the Banker to make meaningful conversations with the Customers, discover their banking needs and recommend products to fulfil these needs.

**Responsibilities:**

* Preparation and Documentation of ‘Detailed Technical Design’ document as per the business requirement.
* Implementing customer requirements through configuration, scripting and workflows of Siebel Core Areas:
	+ 1. UI Configuration – Applets, Views, Screen, Pick List, Pickapplets, Drilldowns, Applet Toggle, List of Values (LOV), Runtime Events, DVM
		2. Business Level – Business Components, Business Objects, Links, Applet and BC User Properties and Workflows
		3. Data Level – Tables, Columns
* Worked on Change Requests (CR), defect fix during the testing phase and preparation of unit test cases.

**Central Power Research Institute (CPRI)**

**Project 1:**

**Development of Test Report generation for DLMS Lab**

**Client**: CPRI

**Team size**: 9

**Role**: Graduate Apprentice Trainee

**Technologies Used**: HTML, CSS, PHP, JQuery, Javascript

**Database**: MySQL

**Tools Used**: Adobe Dreamweaver, Notepad++, MySQL 5.5

**Duration**: Oct 2012 – Mar 2013

**Description**: This facility provided the capability for the test engineers to login to the system and create a first page of test report, view, edit and save the existing reports as a separate file. The utility also provided a way to search the created reports in a specified date range and download the reports.

**PERSONAL DETAILS**

Fathers Name: H.S.Chandrashekar Murthy

Mothers Name: Prabhavathi N

Date of Birth: 01.07.1990

Passport Number: K2664746 DOI-30.03.2012 DOE-29.03.2022

Residential Address: #384, ‘Prajwala’, 1st Floor, 2nd Cross, VHBCS Layout, Near GKW Layout Bus Stand, Vijayanagar, Bangalore-40

Marital Status: Single

Hobbies: Cricket, Badminton, Carrom, Trekking, Travelling to places

Languages:Fluent in English, Hindi and Kannada