**Kiran Rao**

**Salesforce Architect**

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**Professional Summary:**

* Over **11+** years of IT experience including **3 years as a Salesforce Architect** and **8** years as a **Professional Salesforce.com Platform Developer, Salesforce tech lead** and excellent experience as **Salesforce Business Analyst** as well for 3 years
* Designing of **Service Cloud, Sales Cloud** and **force.com solutions** with an emphasis on **service Cloud solutions.**
* **Certified** with **Salesforce Developer 1 and Certified Salesforce Admin** certifications.
* Extensive experience with the Salesforce.com development **life cycle**, **application design patterns**, **integration patterns** and **deployment planning**.
* Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
* Experience in SFDC Development implementing the **APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins**.
* In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Worked with Pardot Functionality, Pardot A/B Testing, Auto responder emails and Pardot Email Rendering.
* Integrated CPQ system with multiple CRMs like Salesforce and CRM On Demand.
* Supported and improved sales cycles by implementing CPQ solutions effectively.
* Prepared training plan and trained colleagues/client on CPQ and Quote to Cash.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Proficient in dealing with functionalities related to **sales cloud** & **service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud**.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer **communities** and service account management
* Good insight in to the **Health** and **Financial Domain.**
* Developed and recommended CRM roadmap for customers in the **Financial Domain**
* Experience working in **Agile methodology**, **Scrum methodology**, **Waterfall model** and **Test-driven** development.
* Created test scenarios on **Sandbox** and **production environment** and migrated code to deployment upon successful testing.
* Extensive exposure to **Black Box testing**, **Smoke testing**, **Usability testing**, **End-to-End testing**, **System testing**, **Regression testing** and **User Acceptance testing (UAT)**.
* Created customized UI as per the client and application requirements using **Visualforce**.
* Review/Adjust/Write **Apex** and **Visual Force** page builds to ensure we keep code coverage at a high percentage as well as meet business needs.

**Technical Skills:**

* **CRM TOOLS:**Salesforce.com
* **SALESFORCE TECHNOLOGIES:**Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, Component & Controllers), ETL, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports, Sandbox development and Testing
* **SALESFORCE API TOOLS:**Eclipse, Apex Explorer, Offline Edition, App Exchange, Data Loader
* **LANGUAGES:**C, C++, Java, PL/SQL, Apex, Ajax, C#
* **OPERATING SYSTEMS:**Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Macintosh, Linux, Unix
* **WEB TECHNOLOGIES:**Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script, PHP, Servlet, Bootstrap, JQuery, OOD
* **Version Control Tools:**CVS, Clear Case, Subversion, VSS
* **Web services:**SOAP, Cast Iron, WSDL, XML, JSON, REST
* **Database:**MS SQL Server 7.0, Oracle 10g/9i/8i, MS Access

**Working Experience:**

**Sr. Salesforce Architect Jan, 2018 – Present Bank of America Charlotte, NC**

**Responsibilities:**

* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Worked with functional leads to transform and develop new requirements into design, implementation.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Configured Spark streaming to receive real time data from Kafka and store the stream data to HDFS using Scala.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked on Lightning Process Builder flows, Connect API, Chatter and quick Action.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Worked as a developer with team of DevOps engineer for infrastructure support on AWS cloud. Creating cloud formation scripts for hosting software on AWS cloud with DevOps. Automating the installation of software’s through power shell scripts.
* Used Data Loader, Informatica cloud connector to insert, update and bulk import & export of data from Salesforce.com SObjects.
* Took part in a DevOps scrum team to support both packaged applications and hosted applications on platforms such as Rackspace.
* Coordinated the creation and Management of Source Code repositories that include C#, BizTalk, SSRS, Visual Basic, SQL etc.
* Developed enterprise Einstein Analytics strategy to replace the tableau dashboards
* Planned, architected and lead the implementation of enterprise Einstein Analytics program to enhance digital customer experience.
* Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.
* Process streaming data from Kafka topic using Spark Streaming API and load them into data frames and data sets.
* Also, used Spark SQL to pull in the data and perform complex SQL logics for analytics
* Perform 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 Visual Force, Force.com API and Web Services.
* Developed various custom Objects, Tabs, Components and Visual Force pages and Controllers.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Planned community rollout framework as four step - cyclic process (Establish, Manage, Engage and measure)
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Integrated Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Developed enterprise Einstein Analytics strategy for data integration, mobile first approach in designing the dashboards.

**Sr. Salesforce Developer April, 2015 – Dec, 2017**

**Highmark Health Pittsburgh, PA Responsibilities:**

* Performed the role of Salesforce Developer in the Organization.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface.
* Used Clear Case for version controlling and source code management.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Lead on Apttus and SteelBrick, Developed POC's in Apttus CLM and SteelBrick. Daily coordination with different Developer teams Devops, Informatica.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Involved in implementation and Design of Cases and Issue with Order Management and Product Return module.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user Interface.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Contributed towards HLD and LLD phase and design documents preparation by integrating different modules.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ
* Worked on salesforce standard objects (accounts, contacts, leads, opportunities).
* Experience in configuring price quote(CPQ) with Apptus.
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Developed enterprise Einstein Analytics(Wave Analytics ) strategy, with focus on business engagement, data governance, data architecture and advanced visualization / analytics capabilities developed Salesforce Einstein Analytics applications for executive leadership to bring insights into Opportunities, sales, team, products etc.
* Maintenance of CRM functionality implementing SFDC.
* Creating SFDC reports (functional and technical documents).
* Create profiles, roles and configure permissions according to organizational hierarchy requirement.
* Developed applications using Agile methodology.
* Created Workflows for automated lead routing and lead escalation.
* Developed Apex classes and Triggers and linked them to manage the workflows.
* Experience in configuring price quote (CPQ) with Apptus.
* Developed various integrations using **Mulesoft** as per the User Acceptance Criteria defined by the business users.

**Salesforce Developer Progressive Insurance Jan, 2012–Feb, 2015. Mayfield, Ohio**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Duties included design, development, integration and administration of salesforce.com applications.
* Gathered user requirements and involved in application design discussions and documentation.
* Used Informatica as ETL tool, and stored procedures to pull data from source systems/ files, cleanse, transform and load data into the Teradata using Teradata Utilities.
* Developed custom objects, profiles, sharing rules, roles and integration using web services, as needed by the business.
* Experience with the Force.com platform, including template solutions like Sales Cloud and Service Cloud.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Responsible for Impact Analysis, upstream/downstream impacts and created detailed Technical specifications for Data Warehouse and ETL processes.
* Created Wave datasets from using internal Salesforce data and external data sources
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Integrated Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Used Force.com to develop the Agile Vision application that is available on the AppExchange to help third parties manage their agile projects and increase productivity.
* Provide CRM sales training to users after deployment.
* Work with different business groups to get new Veeva enhancement requirements.
* Interacted with various business user groups for gathering the requirements for Sales force lightening implementation and documented the Business and Software Requirements.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coordinate with Veeva and Salesforce for any issues in current platform and new releases.
* Responsible for loading data into Salesforce .com using Apex Data Loader .
* Worked on Marketing operations, Branch Admin, External Interfaces, Marketo insight, users and Regional Director.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Implemented Classes and Interfaces.
* Created Profiles, Roles, Page Layouts, Org-Wide Default, sharing rules, Workflows, Approval processes, Reports and Dashboards.
* Followed Agile methodology.
* Worked on cloud craze application in ERP systems to build business activities in salesforce platform.
* Perform smoke testing during new product version release from Salesforce / Veeva.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects and backend testing.
* Worked with Dynamic Apex to access objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.

**Salesforce BA Jun, 2009 – Dec 2012**

**Whitecap Plano TX**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Requirement gathering for data migration between two salesforce and siebel instances.
* Requirement gathering for migration core functionality from siebel to salesforce.
* Worked on Service cloud on managing and resolving cases, Review Case History, Assign Tasks and create key metrics with customized reports and dashboards.
* Developed assignment rules while handling Cases to route the Queues to the right group and used escalation rules and list views.
* Customized Service Cloud Console by inserting Visual force pages in custom console components, highlight panel and interaction log.
* Responsible for creating artifacts for Rational Unified Process (RUP) - use cases, system architecture document using UML, supplemental requirements document, architecture diagrams verifying technical production infrastructure; designing and executing performance tests and documentation.
* Authorized access to data, financial data and overall better customer security facilities.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange.
* Effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.
* Participated in Requirement Gathering Sessions & JAD Sessions.
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
* Conducted and analyzed technology processes by requirement performance modeling UML and prepared essential groundwork.
* Involved in Apttus to enables salesforce.com customers to significantly reduce the quote to cash cycle without ever leaving Salesforce same user interface, same infrastructure, same instance.
* Reviewing the test cases provided by the QA team, and providing feedback.
* Involved in Ionic app run as Salesforce1 app but that’s just scratching the surface.
* Experienced in integrations is handled by automated build and testing systems using Jenkins.
* Conducted Refresher training for the new end users on the salesforce.com application.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Use-Cases, Wireframes and State Diagrams to demonstrate software architecture and interaction of system components before prototyping. Used Rational Rose, Requisite-Pro for requirement traceability

**Education:**

**Bachelor’s from University of Bombay India - 1982**