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| **Role**  Salesforce Sr. Developer  **Key Technical Skills & Knowledge**   * Core Java * Amdocs Clarify CRM * Clear Basic * SQL/PLSQL * Shell Scripting   **Training**   * Salesforce Platform Developer |  | Harshad Bidwai  Profile Summary  Harshad Bidwai has overall 6.5 years of IT Experience in Core Java, Amdocs Clarify CRM Customizations, Design and Development. During this tenure he was involved in various stages of software development life cycle including – Design, Development, Testing, Release Management and Implementation of various systems.  A brief overview of skill sets are mentioned below:   * Worked primarily in the Telecom domain in Order Management and Call Center Application. * Recently associated with the client T-Mobile Netherlands as a CRM - Consultant. * Involved in high level and detailed design writing. * Strong troubleshooting and organizational skills. * Sound Technical knowledge, excellent exposure and ability to learn any tool quickly. * Excellent customer relationship, facilitation, organization and problem solving skills. * Proficient in defect tracking, bug fixing and root cause analysis. * Ability to lead and co-ordinate with the offshore team efficiently. * Involved in knowledge transition. * Experience on working with both Agile and Waterfall model.   **Skills as a Developer:**   * Worked primarily in the Telecom domain in Order Management and Call Center Application. * Involved in high level and detailed design writing. * Good experience in Core Java, Clear Basic, SQL/PLSQL, Java RMI. * Proficient in defect tracking, bug fixing and root cause analysis. * Involved in knowledge transition. * Experience on working with both Agile and Waterfall model. * **Experience in version control systems like PVCS (Polytron Version Control System), Rational ClearCase, Git.** * Experience in Enterprise applications using JAVA/J2EE Technologies. * Good Experience in frame works like Spring 4. * Experience in ORM framework like Hibernate. * Experience in testing framework like JUnit. * Experience in design patterns like MVC, Strategy. * Experience in RESTFull web services and SOAP services.   **Skills for integration tool configuration:**   * Worked on implementing CI:CD for the project using GIT and Jenkins. * Worked on creating branches on GIT and involved in merging strategy using stash. * Worked on Jenkins configuration to run the daily build. * Configured NEXUS as automatic deployment repository. * Worked on DevOps tools like JIRA, Confluence as a part of Agile Development.   Technical Skills   * **Programming Language:** Core Java, Clear Basic, SQL/PLSQL, Salesforce configuration, Salesforce point and click development, Basic Shell scripting. * **Database:** Oracle 9i/10g, Toad * **Scripting Language**: HTML, Java Script, * **Operating System**: Windows XP, 7 and Unix * **Frameworks**: Amdocs CRM Thick Client, Thin Client, Java RMI * **Known Tools**:Eclipse IDE 3.0.2., UI Editor, CB Exchange, DD Editor, DD Comp, Schema Manager, Putty, HP-Quality-Centre, Smart FTP 2.0., Macromedia Dreamweaver 8.0, SOAP UI. * **Markup Language**: HTML   Project Experience  1) ROLE: Senior Developer, Onsite Lead  **SOFTWARE**: Core Java, Amdocs Clarify CRM 8.1 Thick Client.  PROJECT: Doutzen (T-Mobile, Netherlands)  Synopsis:  Prior to this project T-Mobile call center application (Clarify CRM) was supporting only customer’s Subscription information to be displayed to agent. The aim of this project was to introduce Handset (Device contract) in Clarify CRM (earlier it was managed by another system). Because of this consolidated information regarding Service contract and Device contract was tracked and maintained in the common CRM application.  **Accountabilities**:   * Responsible for Onsite-Offshore co-ordination. * Involved in Client meetings for requirement gathering and analysis. * High level and Detailed design writing. * Creation of Activation and Modify backend service for Device contract. * Creation of new user interface in Amdocs CRM modules in order to initiate processes like activate/deactivate for Device contract. * Release Management activities and cutover support.   2) ROLE: Senior Developer, Onsite Lead  **SOFTWARE**: Amdocs Clarify CRM 8.1 Thick Client, SQL/PLSQL, UNIX.  PROJECT: M2M (T-Mobile, Netherlands)  Synopsis:  M2M refers to machine to machine customers which are the type of business customers.  Prior to this project T-Mobile call center application (Clarify CRM) was not supporting M2M customer creation. The aim of this project was to implement M2M customer creation within only Clarify CRM as it was not required to send this information to any other system.  **Accountabilities**:   * Responsible for Onsite-Offshore co-ordination. * Involved in Client meetings for requirement gathering and analysis. * High level and Detailed design writing. * Modification of create New Account screen in order to support M2M customer creation. * Modification of customer interaction screen in order to support search functionality for M2M customer. * Release Management activities and cutover support.   3) ROLE: Developer  **SOFTWARE**: SQL/PLSQL, UNIX.  PROJECT: Clarify Database Cleaning (T-Mobile, Netherlands)  Synopsis:  Clarify CRM application was holding inactive customers information and there was not any process to purge this information and it was against the Netherlands government law to hold the inactive customer information in database. As a part of this project purge framework was developed.  **Accountabilities**:   * Design and Development in UNIX and PLSQL to develop the purge framework to delete Account, Contact, Subscription and related object information from database. * Design and Development in Clarify CRM thin client (Java based technology). This is used by client for order management purpose. * Release Management activities. * Bug fixing and Unit Testing.   4) ROLE: Developer  **SOFTWARE**: Amdocs CRM 8.1 Thick Client.  PROJECT: Clarify Upgrade (T-Mobile, Netherlands)  Synopsis:  Prior to this project T-Mobile was using Clarify CRM 13.1. The aim of this project was to upgrade it to Amdcos Clarify 8.1 which was the latest version of the Amdocs classic client.  **Accountabilities**:   * Upgrade script writing and execution in development environment. * Attending meeting with the vendor Amdocs whenever required. * Upgrade documentation and Release Management activities.   5) ROLE: Developer  **SOFTWARE**: Amdocs Clarify thin client and Clarify Process Manager (Case Workflow Mgmt)  PROJECT: Global Cease and SCR (Vodafone, UK)  Synopsis:  The Global SI organization previously support only the provide workflows for IP VPN QoS, Ethernet Wireline & Ethernet VPN. This project extended the Cease and SCR functionalities to the above products to the Global SI Organization. Provide, SCR and Cease workflows were made available to the Global SI Organization for the following products – IP VPN QoS, Ethernet VPN, Ethernet Wireline, MSP Dedicated Access Bearer and MSP Multi Service Access Bearer.  **Accountabilities**:   * Case creation workflow changes in Clarify process manager in order to support Cease and SCR functionalities. * New sub-cases creation for Cease and SCR functionalities. * Unit Testing and release management.   6) ROLE: Developer  **SOFTWARE**: Amdocs Clarify thin client, thick client and Clarify Process Manager.  PROJECT: Live Defects Phase 1, 2, 3 (Vodafone, UK)  Synopsis:  The aim of this project was to analyze all the production recurring issues and to provide structural fix in order to reduce the production ticket count.  **Accountabilities**:   * Analysis of entire provide, service change and Cease order workflow in order to perform root cause analysis for recurring tickets. * Providing structural fix based on root cause analysis. * Unit Testing and release management.   7) ROLE: Developer  **SOFTWARE**: Amdocs Clarify thin client, thick client and Clarify Process Manager.  PROJECT: International Ethernet Private Line (Vodafone, UK)  Synopsis:  In this project, entirely new product was introduced called as ‘International Ethernet Private Line’. International Ethernet Private Line is a point-to-point bandwidth service offering Ethernet presentations. The aim of this project was to deliver a consistent Provide model for this product with a standard testing capability for the services delivered.  **Accountabilities**:   * Creating Process Definitions and Creating Business Rules. * Creating User Interface with UI-Editor, Clear Basic. * Involved in weekly meetings. * Units Testing.   Training Attended   * Salesforce Platform Developer.   Professional Certification   * None |