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PROFESSIONAL SYNOPSIS

- IT Professional with 14 years of rich experience in corporate Industry.
- Salesforce Technical Lead with 8 years of rich experienced in Salesforce Development.
- 6+ years of experienced in USA Healthcare Projects, Salesforce CRM was being used by USA clients.
- Good understanding of Salesforce Sales Cloud, Service Cloud and Salesforce Community Cloud.
- Experienced in Marketing Cloud (Pardot user setup, configuration, data activity).
- Good understanding of Salesforce application development cycle from conception to publishing to the Salesforce production and Salesforce1 App.
- Good understanding of Salesforce Implementation, Administration, Customization and Deployment.
- Good understanding of using software development methodologies Agile & Waterfall.
- Good understanding of converting Salesforce business requirements documents into technical documents.
- Good understanding of using Salesforce CRM best practices during various phases, Creating POC, Designing, Development, Testing, Deployment and any other Salesforce major release.
- Experienced in Visualforce pages, JavaScript Remoting, Lightning AURA, Lightning Web Component, Apex Class, Apex TestClass, Apex Trigger, Batch Apex, Future Method, Queueable, Schedulable, Workflow, Process builder, Flow, Validation, Custom Setting, Custom Metadata, Sharing settings and other Salesforce features.
- Experienced in Lightning Experience, Lightning Component, Lightning Migration from Classic to Lightning Component. Visualforce page change to Lightning page, JavaScript button to Lightning Action using Lightning Components and other Salesforce migration features.
- Experienced in adding Salesforce Lightning App to Salesforce1 and customize necessary components.
- Experienced in Data migration from Zoho CRM to Salesforce org and other activity using data loader.
- Experienced in Integration between Salesforce CRM and Amazon AWS S3.
- Experienced in Integration between Salesforce CRM and Microsoft Outlook 365.
- Experienced in Integration between Salesforce CRM and Nintex DocGen & DocuSign.
- Experienced in Integration between Salesforce CRM and Experian Data Validation for Salesforce.
- Experienced in Integration between Salesforce CRM and Odaseva Salesforce for Data and Metadata Backup & Recovery.
- Experienced in Integration between Salesforce CRM and New Voice Media (Vonage Call Center).
- Experienced in Integration between Salesforce CRM and Logic Apps to populate external data on Lightning Web component.
- Experienced in configuration of outbound messages using SOAP API.
- Experienced in Integration between Salesforce CRM and Microsoft Azure AD (SSO (Single Sign on)).
- Experienced to make end to end release management plan and setup CI/CD pipeline in Azure DevOps.
- Experienced in pre-deployment and post deployment activity with Salesforce and External System.
- Experienced in deployment using Change sets, Workbench, Azure DevOps, Visual Studio, Source Tree.
- Good understanding of refreshing a Sandbox along with data migration and data anonymization.
- Good understanding to setup Sandbox and perform necessary setups to make Sandbox ready for use.
- Experienced to take Interview's for Internal and external projects.
- Experienced in creating power point presentations for the client calls to share project progress plannings.
- Experienced in handling Salesforce team size 5-6, External Integration team size 2-3, other team size 15-20.
- Experienced to successfully managed 5-6 Salesforce projects and 3-4 USA HealthCare projects.
- Experienced to provide project training to the new project team members.
- Excellent interpersonal skills to facilitate effective business communication.

EDUCATION

- M.C.A with 75% from PTU (Punjab Technical University) in 2015
- B.A. (Bachelor of Arts) with 46% from M.G.K.V. Varanasi in 2008
- 12th with 57% from CAV Inter College, Allahabad in 2005
- 10th with 62% from S.V.M. Inter College, Allahabad in 2003

TECHNICAL PROFICIENCIES

Technologies	Salesforce CRM
Methodologies & Frameworks	Agile/Waterfall& Aura, LWC, Salesforce Lightning
Platforms	Salesforce Platform (formerly known as Force.com)
Applications /IDE	Visual Studio 2024
Project	Azure DevOps, Salesforce, US HealthCare
Tools	Azure DevOps, Visual Studio code, Service now, JIRA, Source Tree
Integration	Amazon AWS S3, Microsoft Outlook 365, Nintex DocGen, DocuSign, Experian Data Validation for Salesforce, Odaseva Salesforce for Data and Metadata Backup & Recovery, New Voice Media (Vonage Call Center), Logic Apps, REST & SOAP API
Automation	Apex Class and Test Class, Apex Trigger, Batch Apex, Future Method, Queueable, Schedulable, Flow, Process builder, Validation and other Salesforce features.

Salesforce Certifications

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified AI Associate

PROFESSIONAL EXPERIENCE

Designation: Technical Lead
Organization: Capgemini India Pvt Ld.
Project: Calor Gas

Project Description:
Calor has been bringing all the benefits of gas to homes and businesses in UK. Customers who are fascinatedto buy cylinders for Domestic and Commercial use they influence to Calor for cleaner, greener energy. To automate Calor business process across every department, Salesforce CRM has been providing a wide range of services, better management, support, marketing, well-planned customization, scalability, great data security and safety. Sales Module is being used to automate their sales processes through pre-built Flow steps. Sales teams can create Sales lead and manage Accounts, Contacts, Opportunities, Campaigns, Contracts etc.

Platforms: Salesforce Platform (formerly known as Force.com)

Responsibilities:
- Handled team size 5-6.
- Working with product owner to propose solutions as per business requirements.
- Documentation on major technical functionality.
- Provide Dev efforts/time estimation for each tasks/ user stories.
- Responsible for Development and implementation of small to medium non- complex components.
- Worked on the POC for new complex business requirements.
- Developed user stories as per the business requirements.
- Responsible for all POC demo call with client before implementation/development.
- Provide input to the Development team regarding key features, solutions gaps, and desired enhancements.
- Managed end to end project with Agile and Waterfall methodology.
- Designing and Developing stories using configuration, customization and integration.
- Setup Partner Community for External users to create Emergency Case.
- Created different – different Screen Flows for External users to raise Emergency Cases from Community portal.
- Worked on Data Loader to load the data for different – different activities.
- Created Profiles, Permission sets, Custom fields Lightning Flexi Pages, Page Layouts, report types Lightning Quick Action, Process Builders, Flow and other salesforce basic features as per business requirements.
- Created Lightning AURA component and added on Partner Community Portal for case creation.
- Created Lightning AURA component and added on the Account and Opportunity FlexiPage for record creation.
- Created Seven different – different Lightning Web Components and added in Quick Actions, to show data in the table on the account objects, data coming from external system (Logic Apps).
- Responsible for all Complex and non-Complex changes related to Salesforce.
- Salesforce Quarterly release planning and testing.
- Responsible for all integration system configuration with Salesforce after Sandbox refresh.
- Unit testing of configuration and custom functionality.
- Facilitated a series of professional development workshops for team members.
- Created Weekly/Monthly PPT for Client meetings.
- Created Weekly/Monthly PPT for Integration meetings.
- Weekly check Odaseva back (daily/weekly/monthly) and all third-party application are running or not.
- Attend the CAB (Change Advisory Board) meeting to share user stories details before live deployment.
- As per the monthly sprint plan perform deployment activity on Thursday using Visual studio/Azure DevOps and perform pre-post deployment activity along with integration changes.
- Responsible for end-to-end Salesforce delivery along with any client escalation.

Achievements:
- Promoted as a Technical Lead.
- OTACE (One Time and Above Client Expectations) Client Rating 5/5 (It's highest).

Organization: Capgemini India Pvt
Project: Jaguar Land Rover

Project Description
Jaguar Land Rover is the holding company of Jaguar Land Rover Limited and is a British multinational auto mobile manufacturer which produces luxury vehicles and sport utility vehicles. In the project Development team was responsible for development and maintenance of the overall application. This project had seven different applications for different clients where two applications was related to Jaguar Land Rover and rest five related to other small clients who they were only using Case Management Functionality to handle cases in the system.

Platforms: Salesforce Platform (formerly known as Force.com)

Responsibilities:
- Handled team size 7-8.
- Providing support to client on seven different-different applications.
- Maintained and sending daily reports to client related integration logs.
- Maintained monthly SFDC interviews related to current location and keep updated to senior management.
- Solved Incident queries with fresher colleagues to make them confident on live project.
- Worked with deployment team to create manifest, to complete post deployment activities along with community steps.
- Initiated client calls to discuss about project and incident related query.
- Supervision to team members to create POC if required to build new functionality.

Designation: Senior Consultant   **Sep 2018– Jan 2019**
Organization: Capgemini India Pvt
Project: Unilever

Project Description
Unilever is a British multinational consumer goods company in London. Unilever products include food, condiments, ice cream, cleaning agents, beauty products, and personal care. Unilever is the largest producer of soap in the world and its products are available in around 190 countries. This project was based on Service Cloud module to handle Case Management Functionality for Unilever products.

Platforms: Salesforce Platform (formerly known as Force.com)

Responsibilities:
- Handled team size 6-7.
- Developed custom functionality to search duplicate records with the help of apex Data Cloud class and methods.
- Created process builder with 72 different market conditions to send product survey template to consumers.
- Created Sharing Rules to provide access with roles and subordinates.
- Performed Lightning migration testing.
- Documentation on Lightning migration.

Organization: SF Clouds Technologies
Project: Moby Media FZ LLC

Project Description
MOBY has been widely recognized for its role in bringing news and entertainment. its activities in broadcasting, digital & online, production, strategic communications, publishing, music, sports and research. This project was based on Sales Module to automate their sales processes. Sales team scan create Sales lead and manage accounts, Contact, Opportunity and then related Project (Milestone PM+) etc.

Platforms: Salesforce Platform (formerly known as Force.com)

Responsibilities:
- Handled team size 11-12.
- Working with product owner to propose solutions as per business requirements.
- Responsible for Development and implementation of small to medium non- complex components.
- Unit Testing for developed user stories.
- Documentation on major functionality.
- Installation and Configuration Salesforce.com in Microsoft Outlook 365, once it would sync with each other then it would transfer information.
- Created Visual force Page using Apex, HTML, CSS, Java Script.
- Created Visual force Page to send an email to Contact with Selected attachment.
- Manage the data using data loader.
- Installation and Configuration of Draw loop (Document Generation for Salesforce). Created templates using Account and Opportunity fields TAGs in which we would use API of fields which would get from Draw loop.
- Set up Salesforce Sites and designed a portal for the reps to manage their Lead, Account, Opportunity and contacts. And made them as custom users and gave the accessibility.
- Triggers and Other Automations to automate business process as per the requirements.
- Used Bootstrap classes and Data Tables, Table plug-in to make a Leader Board page with custom filters and conditions to filter the queries and return the result. This is basically used to boost up the confidence and have a feeling of healthy competition between Sales Reps.
- Data migration from Old Salesforce org to new Salesforce using data loader.
- Created fields, object, page layouts, reports, workflow and Other Automations to automate business process as per the requirements.
- Developed a communication module to send an Email with Email Template using Lightning Design System and Lightning AURA Component.
- Created Lightning AURA Component which would create auto row to fill the partial payment related to project and other tasks.
- Created Lightning AURA Component to create Task and Even from Lead Lightning page.
- Created Lightning AURA component to create multiple contacts associated with account.
- Provide support to the team for Salesforce related challenges.
- Responsible for all the activities related to deployment using change set.

Designation: Senior Associate   **May 2012– Aug 2016**
Organization: Capgemini India Pvt Ltd
Project: USA HealthCare Insurance (HPS)

Project Description

US Health Care Insurance provides the insurance to US people for their medical facilities. "Health Plan Services" is largest independent provider which provides different – different plans to insurance company. There was another process to make RFP (Request for Proposal) new business.

Responsibilities:

- Making RFP for new business process
- Setup new business processes with team size 30-40.
- Manage the implementation of business guidelines and strategies with other LOB head
- Manage daily/monthly work allocation
- Manage new joiners' training/assessment before aligning into new process

Designation: Analyst   **March 2010– Aug 2011**
Organization: Accretive Health PvtLtd
Project: USA Health Care Insurance

Project Description
Revenue Cycle Management (RCM) solution enable healthcare provides to generate their full revenue potential for US healthcare providers. The AR (accounts receivable) follow-up team in a healthcare organization is responsible for looking after denied claims and reopening them to receive maximum reimbursement from the US healthcare insurance companies.

Responsibilities:

- Actively follows up with unresolved claims issues and diligently appeals denied claims.

- Making calls to US Healthcare Insurance Companies to follow-up on Medicare / Medicaid / Accidental / Medical claims.

- Setup two new process with 5 team members.

- Providing US Health Care training to new joiners before aligning into new process.

Project Description

Revenue Cycle Management (RCM) solution enable healthcare provides to generate their full revenue potential for US healthcare providers. The AR (accounts receivable) follow-up team in a healthcare organization is responsible for looking after denied claims and reopening them to receive maximum reimbursement from the US healthcare insurance companies.

Responsibilities:

- Actively follows up with unresolved claims issues and diligently appeals denied claims.

- Making calls to US Healthcare Insurance Companies to follow-up on pending claims.

- Making process knowledge-based documents.

- Providing process training to the new team members and arrange their assessments on weekly basic to share progress report with the management.

- Prepared and submit clean claims to various providers either electronically or payer.