***PROFESSIONAL SUMMARY***

* 16+ years of overall experience in Software & Application Design & Development, Analysis, Design, Development, and implementation. Expertise in various domains like Banking/Financial, HealthCare, CRM, Field Sales, and Retail.
* Helping customers find their way to the best solution and deliver amazing experiences and product or software.
* A technical leader with broad experience brings focus on the "big picture" business impacts of technology projects.
* Areas of expertise
* Full-Stack Developer
* Technical Architecture
* Technical Leadership
* Teamwork and Collaboration
* Problem Solving
* Design
* Decision Making
* Guiding Team
* Critical thinking
* Code Review
* **Certification**
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Platform Developer II
* Salesforce Field Service Lightning
* Veeva – Engage
* Scrum Fundamentals
* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Veeva – CoBrowse
* Veeva - Approved Email

WORK HISTORY

|  |  |
| --- | --- |
| **Client** | **Duration** |
| KrazyTech Business Solutions Pvt. Ltd | Apr 2020 – Present |
| KVP Business Solutions Pvt. Ltd. | Jan 2018 – Mar 2020 |
| Altimetrik India Private Limited | Mar 2011 – Nov 2017 |
| JSInfoway Innovative Solutions | Oct 2008 – Mar 2011 |
| Indusnet Technologies Pvt Ltd | Oct 2007 – Oct 2008 |
| ADII Research & Applications Pvt Ltd | Apr 2007 – Oct 2007 |
| Faro Inc |  |
| Grindwell Norton |  |
| Saint Gobain |  |
| NSP for Ashirvad Pipes |  |
| NestHawk App |  |
| Taneira Mass Images Download |  |
| Data Archival & Restore |  |
| WhatsApp Installable Package |  |
| Google Voice Salesforce Integration & ChatBot |  |
| Taneira On-Demand Mass Data Download |  |
| CycleCount (Stryker) |  |
| AltiFin |  |
| Sarvox CRM (vTiger) |  |

***PROFESSIONAL EXPERIENCE***

**Client: KrazyTech Business Solutions Pvt. Ltd Apr 2020 – Present**

**Role: Technical Architect**

**Responsibilities:**

* Understand customer needs to define system specifications.
* Plan and design the structure of a technology solution.
* Evaluate and select the appropriate methodology for the implementation.
* Oversee assigned programs like code review, architectural implementation on a timely basis.
* Assist with solving technical problems when they arise.
* Ensure the implementation of agreed architecture and infrastructure.
* Address technical concerns, ideas, and suggestions.
* Monitor systems to ensure they meet both user needs and business goals.
* Create POCs and hand it over to the team for implementation across projects.

**Client: KVP Business Solutions Pvt. Ltd. Jan 2018 – Mar 2020**

**Role: Technical Architect**

**Responsibilities:**

* Understand customer needs to define system specifications.
* Plan and design the structure of a technology solution.
* Evaluate and select the appropriate methodology for the implementation.
* Oversee assigned programs like code review, architectural implementation on a timely basis.
* Assist with solving technical problems when they arise.
* Ensure the implementation of agreed architecture and infrastructure.
* Address technical concerns, ideas, and suggestions.
* Monitor systems to ensure they meet both user needs and business goals.
* Create POCs and hand it over to the team for implementation across projects.

**Client: Altimetrik India Private Limited Mar 2011 – Nov 2017**

**Role: Lead Developer and Architect**

**Responsibilities:**

* Guide team development efforts towards successful project delivery.
* Provide technical leadership to teammates through coaching and mentorship.
* Design, develop, and unit test applications following established standards. Participate in peer-reviews of
* solution designs and related code.
* Maintain high standards of software quality within the team by establishing good practices and habits.
* Assist in the collection and documentation of user's requirements, development of user stories, estimates, and work plans.
* Prepare reports, manuals, and other documentation on the status, operation, and maintenance of software.
* Analyze and resolve technical and application problems.

**Client: JSInfoway Innovative Solutions Oct 2008 – Mar 2011**

**Role: Lead Developer**

**Responsibilities:**

* Gathering business requirements and translating to technical requirements and mapping based on the architecture.
* Advice the customer on the best ways of implementation.
* Design the system based on client requirements.
* Development and delivery of the complete project. Support post-delivery.

**Client: Indusnet Technologies Pvt Ltd Oct 2007 – Oct 2008**

**Role: Web Developer**

**Responsibilities:**

* Responsible for converting the requirements into technical implementation using the best approach.
* Develop reusable code taking into consideration components-based approach.
* Handling client demo and interaction.

**Client: ADII Research & Applications Pvt Ltd Apr 2007 – Oct 2007**

**Role: Software Engineer**

**Responsibilities:**

* Responsible for converting the requirements into technical implementation using the best approach.
* Responsible for creating WP Plugins
* Unit Testing
* Creating POCs & Demos
* Web Services Integration

**Client: Faro Inc**

**Role: Technical Architect**

**Responsibilities:**

* Project kick-off meeting with the Sales team and designated project members to understand the project requirements.
* Divide the project into modules by having a meeting with the PM.
* Prepare the project flow diagram (technical flow) which would ease the developers in understanding the technical implementation w.r.t to the specific requirements.
* Prepare the technical solution design document of the project.
* Preparing the data model (object & fields) of the requirements.
* Preparing the sample classes for integration which acted as the base model for all Web Service communications.
* Implementation of reports via the community portal and rendering it as in mobile app (POC implemented).
* Consideration of Salesforce limits in terms of web service invocation as this app was mostly targeted to be used in mobile apps.
* Designed the new architecture of the contact and lead module, where the CPU utilization time was decreased to 10-12 secs from 30 secs. Also, optimization of the existing code so that bulk data is handled from the Pardot effectively.
* Implementation of platform events to make asynchronous callouts as well as internal process flow in bulkified manner and handle a lot of jobs simultaneously. This was implemented to handle the Apex Flex limitations of 100 jobs at a time.
* Proposed solution for the managed package issue to resolve the trigger context issue where the input from that flow is required for the custom trigger implementation.
* Validating the new implementation from the team members is as per the standard and doesn't impact any existing business flow.

**Client: Grindwell Norton**

**Role: Technical Architect**

**Responsibilities:**

* Project kick-off meeting with the Sales team and designated project members to understand the project requirements.
* Divide the project into modules by having a meeting with the PM.
* Prepare the project flow diagram (technical flow) which would ease the developers in understanding the technical implementation w.r.t to the specific requirements.
* Prepare the technical solution design document of the project.
* Preparing the data model (object & fields) of the requirements.
* Preparing the sample classes for integration which acted as the base model for all Web Service communications.
* Implementation of reports via the community portal and rendering it as in mobile app (POC implemented).
* Consideration of Salesforce limits in terms of web service invocation as this app was mostly targeted to be used in mobile apps.
* Most importantly, the development was modularized where it can be installed easily for other clients with similar requirements.
* Prepared a POC for WhatsApp Integration.
* Making sure the team follows the DevOps process, deployment process, and validating Org's health.
* Code review and guiding the team to follow coding best practices.

**Client: Saint Gobain**

**Role: Technical Architect & Lightning Developer**

**Responsibilities:**

* Project kick-off meeting with the Sales team and designated project members to understand the project requirements.
* Divide the project into modules by having a meeting with the PM.
* Prepare the project flow diagram (technical flow) which would ease the developers in understanding the technical implementation w.r.t to the specific requirements.
* Prepare the technical solution design document of the project.
* Preparing the data model (object & fields) of the requirements.
* Meeting with the SAP team to understand the existing integration and implementation, and accordingly make the changes as per the current requirement and explain the team on the same.
* Designing and implementation of lightning components for Orders, Special Pricing, and Custom Approval Process.
* Making sure the team follows the DevOps process, deployment process, and validating Org's health.
* Code review and guiding the team to follow coding best practices.

**Client: NSP for Ashirvad Pipes**

**Role: Technical Architect**

**Responsibilities:**

* Prepare the technical flow diagram for NPS (Net Promoter Score) implementation.
* Design the system taking the dynamic aspect of it where the client has the flexibility to change the feedback form as well as the custom logic for calculation of the score.
* Preparing the data model (object & fields) for the NPS system.
* Reviewing and helping the developer in providing pseudo code.
* Create a provision to capture feedback from essential stakeholders to improvise the products, process, and handling customers. Feedback will be taken across the region, individual process, Delivery, customer handling, effective pricing structure based on the competitor.
* Segregation of market strategy questionnaires and user config features based market and customer types. Automation of detractors, promoters report for the day based on different divisions and auto prompts the customers for the NPS process based on the defined logic.

**Client: NestHawk App**

**Role: Technical Architect and Developer**

**Responsibilities:**

* Project kick-off meeting with the Sales team and designated project members to understand the project requirements.
* Divide the project into modules by having a meeting with the PM.
* Prepare the project flow diagram (technical flow) which would ease the developers in understanding the technical implementation w.r.t to the specific requirements.
* Prepare the technical solution design document of the project.
* Preparing the data model (object & fields) of the requirements.
* Worked on the backend system to fetch data for ListHub, where the system is designed in such a manner that it can process GB of a file in few minutes, also it fetches the respective geolocation using Pelias (open source) and updates the results into Elastic Search.
* Making sure the team follows the DevOps process, deployment process, and validating Org's health.
* Code review and guiding the team to follow coding best practices.

**Client: Taneira Mass Images Download**

**Role: Independent Contributor**

**Responsibilities:**

* Implementation of the system designed in PHP where it will connect with the Salesforce ecosystem and download all the images associated with the product.
* Failure management where the image download can be re-instantiated for only the missing objects.

**Client: Data Archival & Restore**

**Role: Archival & Restore**

**Responsibilities:**

* Prepared the data storage report, and discussion to the client to understand the criticality of the data which needs to be present in the system and accordingly prepare the logic for the data archival. The detailed document on the same was prepared and shared with the client for approval.
* Configuration of the Skyvia system for data backup and restoration process.
* Prepared a PHP script that would perform bulk data deletion asynchronously.

**Client: WhatsApp Installable Package**

**Role: Technical Architect and Developer**

**Responsibilities:**

* Developed an installable package where the application will be capable of sending messages via WhatsApp.
* Considerations are being made where any number of messages can be sent dynamically.
* Also, the messages can send files as well. The restriction of sending the file in the message is that the file should be accessible publicly and considering the privacy it was handled efficiently.

**Client: Google Voice Salesforce Integration & ChatBot**

**Role: Technical Architect and Developer**

**Responsibilities:**

* Considering “No App” as the next platform where messenger plays a huge role, the chatbot system was designed which could take voice inputs, process the input data and respond accordingly to the user.

**Client: Taneira On-Demand Mass Data Download**

**Role: Technical Architect**

**Responsibilities:**

* Designing the system to fetch millions of records without blocking the system until all the record downloads and bypassing the Salesforce of fetching more records.
* Progressive downloads using AngularJS and web service to achieve this flow.

**Client: CycleCount (Stryker)**

**Role: Lead Developer**

**Responsibilities:**

* Defining the design and flow for the application.
* Developing the wrapper service which can be used across the application for Apex classes.
* Exposing the web services to be consumed by the iOS app.
* Analyzing the iOS mobile SDK in terms of Salesforce integrations, also analysis of offline storage using the smart store functionality using soup.
* Handling the team as well as allocating the task for the team.
* Creating and documenting technical specifications based on functional requirements.

**Client: AltiFin**

**Role: Lead Developer**

**Responsibilities:**

* Handling the team as well as allocating the task for the team
* Involved in Designing and Development of the application.
* Involved in Deploying the application in the server (SSH and Putty) for QA, UAT Environments
* Performed Unit Testing for the application.
* Creating and documenting technical specifications based on functional requirements.

**Client: Sarvox CRM (vTiger)**

**Role: Lead Developer**

**Responsibilities:**

* Handling the team as well as allocating the task for the team.
* Involved in Designing and Development of the application.
* Performed Unit Testing for the application.
* Creating and documenting technical specifications based on functional requirements.

***EDUCATIONAL BACKGROUND***

* MBA - IT | Manipal University
* Bachelor of Science | Kalinga University