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Reetan Nayak

# Career Objective

Seeking a position with greater involvement, responsibility, and participation to use my creativity and skills in contributing to the growth of the organization and further nurture my career with continuous challenges that offers professional growth while being resourceful, innovative and flexible.

# Salesforce Experience

* Having **5.6+ years** of IT experience in **Salesforce Technology**, and extensive experience on Salesforce End-to-End **Design & Development, Customizations, Configurations, Administration, Production Support** experience for the multiple Projects & POCs on SFDC.
* Extensive hands on experience on **VisualForce** (Page, Components), **Apex Language** (Apex Class, Apex Trigger, Test Class), **Process Builder, SOQL, SOSL** using Salesforce.com.
* Salesforce.com Certified **SALES CLOUD CONSULTANT.**
* Salesforce.com Certified **Developer** on **Dev-401.**
* Salesforce.com Certified **Administrator** on **ADM-201.**
* Exposure on **Salesforce1, Salesforce Lightning** Mobile application.
* Knowledge on **CPQ** Product by **APTTUS**.
* Very good experience on **Partner Portal, Customer Portal** implementation.
* Good exposure on Web Services Integration.
* Expert in implementing the Process Builder, Workflow Rules with all Events, Validation Rules.
* Proficient in analyzing business requirements, Entity Relationship Diagram (ERD) and implementing them to Salesforce objects, Master-Detail relationships, Lookup relationships.
* Proficiency in SFDC Administrative like creating Profiles, Roles, Users, Page Layouts, FieldSets, Record Types, Custom Settings, Custom Labels, Translational Workbench.
* Expert in implementing the Security and Sharing rules at Object level, Field level, Record level for different Users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Experienced in building Reports, Dashboards, Report Types for different user profiles based on the need in the organization.
* Extensive experience in Data migration on **Mass Data loading, Email Masking, Retrofit Bulk Records** operations using the Apex Data Loader and other APIs.
* Packaged and Deployed customizations from Sandbox to other environments using **Change Sets, Eclipse, ANT Migration tool**.
* Experience in Agile (SCRUM) processes.
* Successfully Create, Manage, Deploy Packages.
* Good exposure to AppExchange applications and able to find appropriate applications, install and customize.
* Analyzing, Gathering and preparing business requirement documents by interacting with the Business Users, Clients, Stake Holders.
* Extensive experience in working with Architectural team and Functional team to define the Technical document in a refined way for implementation.
* A very good team player with the ability to work independently, a competent, co-operative and result oriented IT consultant possessing excellent interpersonal, written and oral communication skills.
* Strong communication, understanding & documentation skills to work efficiently with Clients and Team members.

# Certification & Training

* Salesforce.com Certified **SALES CLOUD CONSULTANT**.
* Salesforce.com Certified **Developer** on **DEV-401**.
* Salesforce.com Certified **Administrator** on **ADM-201**.
* Trained on Salesforce AppExchange Product **“CPQ”** by **APTTUS.**

# Professional Experience

* Currently working as a **Senior Software Engineer** at **BIRLASOFT India Ltd.,** Bangalore from June 2012 to Till date.
* Previously worked as a Software Engineer at **RYO TECHNOSOFT Intgration Pvt. Ltd.,** Bhubaneswar from July 2010 to August 2011.

# Educational Qualification

* **B-TECH** (ECE) from J.I.T.M., Paralakhemundi under **B.P.U.T.,** ORISSA.

# Technical Expertise

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| **SFDC Technologies** | **VisualForce** (Page, Component), **APEX** (Class, Trigger), **Salesforce1,** Process Builder, Apex Scheduler, Batch Apex, Partner WSDL, Enterprise WSDL |
| **IDE & Tools** | **Force.com Eclipse IDE, Apex Data Loader, AJAX** **Tool Kit**,  **Salesforce Workbench**, Notepad++ |
| **Web Technologies** | **JavaScript, ExtJS, JQuery, CSS,** HTML |
| **Databases** | SalesForce Database, **SOQL, SOSL** |
| **Operating Systems** | Windows-X, LINUX |

# Project Profile

* **Project # 7 : GED Chatter**

Client : **GE Digital** (Formerly **GE Intelligent Platform**), Charlottesville

Duration : Nov 2015 – Till Date

Role : Application Developer, Designer

Team Size : 3

Environment :VisualForce(Page, Component), APEX(Class, Trigger, Test Class), SOQL, Process Builder,

Workflows, JavaScript, CSS, HTML, Force.com Eclipse IDE, Apex Data Loader, Windows-7

**Synopsis:**

* GE has used the Support Central site for all kind of requirements, and it has some restrictions to create the Tickets/ Cases for Business Users, Partners, Stakeholders on the GE Support Central site.
* It is migrated to Salesforce Chatter called **GED Chatter**, to enhance the better experience. Now for all the Business Users, Partners, Stakeholders can create the Tickets/ Cases independently.
* GED Chatter can be managed various kind of Reports, Dashboards, Email Notifications, other Customizations.
* Support Team can get notification for all kind of requirements from Business Users, Stakeholders.

**Roles & Responsibilities:**

* Gathering the functional requirements from the business users and attending the meetings with clients.
* Developed Visualforce Pages, Components, Apex Class, Triggers, Test Classes, Custom Settings, Custom Labels.
* Created Custom Objects, Formula fields, Page Layouts, FieldSets, Record Types.
* I have maintained all the process flows for Creating, Developing, Testing the application from scratch with ZERO defects on Production GoLive.
* Defined Lookup, Master-detail relationships on the objects to establish connectivity among objects.
* Created Workflow Rules, Process Builder, Validation rules and defined related Tasks, Email Alerts, Field updates to implement business logic.
* Created test scenarios on Sandbox environment, created Packages and moved it between Sandboxes and Production environments to place final implementations.
* Build Test Methods for deploying the Business Logic through Change set.
* Given a demo for this application to across all the users globally.
* **Project # 6 : GED CRM Operations**

Client : **GE Digital** (Formerly **GE Intelligent Platform**), Charlottesville

Duration : Jun 2014 – Till Date

Role : Application Lead

Team Size : Fifteen

Environment :VisualForce(Page, Component), APEX(Class, Trigger, Test Class), SOQL, Process Builder,

Workflows, JavaScript, ExtJS, JQuery, CSS, HTML, Force.com Eclipse IDE, Apex Data Loader

**Synopsis:**

* GED CRM Operations is managing all day-to-day activities like Administrations, Permissions, access applications to the Business Users, Partners, Stake Holders, Internal/ External GE employees.
* Operations include developing and optimizing solutions as enhancements in Salesforce and its connected applications.
* Module includes in the Salesforce (Service Cloud, BigMachines, Communities, Salesforce1 Mobile application) as well as other connected applications.

**Roles & Responsibilities:**

* Gathering the functional requirements from the business users and attending the meetings with clients.
* Interacted with various business user groups for gathering the requirements for SalesForce implementation and documented the Business Requirements.
* Managing and Lead the project from Offshore, closely monitoring with Team members (Vendors) for any Technical issues, and handling all the Tickets/ User Stories on a daily basis.
* Closely involved with Salesforce.com Premier Support, installed Managed Package Premier Support to handle all the critical issues.
* Implemented in Design and development of Visualforce Pages, Extended controllers, Apex classes, Apex Triggers, Workflow rules, Process Builder, Validation rules, Email Templates, Profiles, Custom Settings, Custom Labels, Custom Buttons, Custom links to drive the functionality.
* Implemented various Custom Reports, Dashboards and deployed them for different business user levels.
* Implementing Security and Sharing rules at Object level, Field level, Record level for different Users at different levels of organization. Also created various Profiles and configured the permissions based on the organizational hierarchy.
* Created various Reports (Summary Reports, Matrix Reports, Pie Charts, Dashboards) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.
* Managing all business users for Partner Portal, Customer Portal, with Account Merging and Contact Merging.
* Managing all the Forecast Hierarchy with Roles for all the Business users as per the Organizational structure.
* Managing all kind of Deployments, changes during the Go-LIVE.
* I have managed the Major **GEIP - Divestiture** changes (*GE Intelligent Platform* to *GE Digital* for the entire Org.)
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.
* Involved in Pre & Post deployment activities.
* Involved in Data Migration, Email Masking, Retrofit Bulk Records.
* **Project # 5 : FORECASTING MVP**

Client : **GE Health Care**

Duration : Nov 2013 – May 2014

Role : Application Developer, Designer

Team Size : Five

Environment :VisualForce(Page, Component), APEX(Class, Trigger, Test Class), SOQL, Workflows,

JavaScript, ExtJS, JQuery, CSS, HTML, Force.com Eclipse IDE, Apex Data Loader, Windows-7

**Synopsis:**

Forecasting Minimally Viable Product (MVP) is all opportunities that you have view access to that has an Estimated Order Date within the Current FISCAL Quarter.

* Calculating the summary of all Opportunity records for the specific users.
* Allows the users to search/filter criteria for specific opportunities based on extraneous fields.
* Displaying the opportunities in grid format based on search/filter criteria.

**Roles & Responsibilities:**

* Gathering the functional requirements from the business users and attending the meetings with clients.
* Developed Visualforce Pages, Components, Apex Class, Triggers, Custom Settings, Custom Labels.
* Created Custom Objects, Formula fields, Page Layouts, FieldSets, Record Types.
* Defined Lookup, Master-detail relationships on the objects to establish connectivity among objects.
* Involved in complete life cycle of SFDC product implementation through SCRUM Process.
* Created Workflow Rules, Validation rules and defined related Tasks, Email Alerts, Field updates to implement business logic.
* Created test scenarios on Sandbox environment, created Packages and moved it between Sandboxes and Production environments to place final implementations.
* Build Test Methods for deploying the Business Logic through Change set.
* **Project # 4 : SUNPOWER Production Support**

Client : **SunPower Corp, California**

Duration : Nov 2012 – Oct 2013

Role : Application Developer, Designer

Team Size : Eight

Environment :VisualForce(Page, Component), APEX(Class, Trigger, Test Class), SOQL, Workflows,

JavaScript, JQuery, CSS, HTML, Force.com Eclipse IDE, Apex Data Loader, Windows-7

**Synopsis:**

* SunPower Corporation designs and manufactures high-efficiency crystalline silicon photovoltaic cells, roof tiles, solar panels based on a silicon all-back-contact solar cell invented at Stanford University.
* SunPower Corporation is publicly traded on the NASDAQ as SPWR (formerly SPWRA and SPWRB).
* SunPower Corporation is a component of the Dow Jones Oil and Gas. In January 2007, SunPower Corporation acquired PowerLight Corporation, a leading global provider of large-scale solar power systems.

**Roles & Responsibilities:**

* Gathering the functional requirements from the Business Users and attending the daily meetings with Clients.
* Interacted with various business user groups for gathering the requirements for SalesForce implementation and documented the Business Requirements.
* Closely involved with Salesforce.com Premier Support, installed Managed Package Premier Support to handle all the critical issues.
* Implemented in Design and development of Workflow rules, Email Templates, Validation rules, Profiles, Custom Buttons, Custom links, Custom Pages, Apex classes, Apex Triggers to drive the functionality.
* Implemented various Custom Reports and deployed them for different business user levels.
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.
* Experience configuration deployment using Change Set.
* Involved in Pre & Post deployment activities.
* Involved in Data Migration, Email Masking, Retrofit Bulk Records.
* Creating Conga Queries through Conga Query Builder.
* Implemented and used extensively an AppExchange Tool Conga Composer to create a document which will fetch data from Salesforce Objects dynamically. This is mostly used for Quotes which has been confirmed and which sends the Agreement to the customers.
* **Project # 3 : LEASE 2.1**

Client : **SunPower Corp, California**

Duration : Jun 2012 – Sept 2013

Role : Application Developer, Designer

Team Size : Four

Environment :VisualForce(Page, Component), APEX(Class, Trigger, Test Class), SOQL, Workflows,

JavaScript, JQuery, CSS, HTML, Force.com Eclipse IDE, Apex Data Loader, Windows-7

**Synopsis:**

This project is implemented on Salesforce Platform to generate all kind of Lease Agreements.

**Modules:** **Lease Draft** (Lease Contract, Draft Contract)

**Lease Amendment**

**Lien Waiver**

* SunPower has come up with a proposal in which the partners can create Lease Document to their existing quotes. If the customer requests for any change in the field values in their quote after it has been signed by both the parties.
* A new Lease document is created and then sent out for signature by both the parties and new agreement is created based on the agreement type specified by the partners.
* A new quote is locked out of three quotes based on the customer request.
* A new Lease agreement is created based on the locked quote and the agreement is sent for signature.
* When both the Customer and the SunPower signed the agreement, then the Purchase Order and Lease Payment record is creating for the related Lease#.
* If there is any changes to be made to the agreement which is created, new quote is created and amendment agreement is created.
* The Lien Waiver agreement is created, whenever dealer enters the required information.

**Roles & Responsibilities:**

* Gathering the functional requirements from the business users and attending the meetings with clients.
* Defined Lookup, Master-detail relationships on the objects to establish connectivity among objects.
* Developed Visualforce Pages, Components, Apex Class, Triggers, Custom Settings, Custom Labels.
* Created Workflow Rules, Validation rules and defined related Tasks, Email Alerts, Field updates, Outbound Message to implement business logic.
* Creating Conga Queries through Conga Query Builder.
* Created different types Email Templates, generating the Conga Queries on Agreements.
* Created Reports, Dashboards, Report Types for different user profiles based on the agreements.
* Created and assigned Roles & Profiles access rights to Users, Fields and Object level Securities.
* Implemented and used extensively an AppExchange Tool Conga Composer to create a document which will fetch data from Salesforce Objects dynamically. This is mostly used for Quotes which has been confirmed and which sends the Agreement to the customers.
* Created test scenarios on Sandbox environment, created Packages and moved it between Sandboxes and Production environments to place final implementations.
* Created various Reports (Summary Reports, Matrix Reports, Pie Charts, Dashboards) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.
* **Project # 2 : CTS (CLOUD TRAINING SOLUTION)**

Duration : Jan 2011 – Aug 2011

Role : Application Developer, Designer

Team Size : Three

Environment :VisualForce(Page, Component), APEX(Class, Trigger, Test Class), SOQL, Workflows,

JavaScript, CSS, HTML, Force.com Eclipse IDE, Apex Data Loader, Windows-7

**Synopsis:**

* **CTS** is a Cloud based Training Solution that facilitates the end to end Training Management.
* The whole system manages Training, Courses, Faculty, Student, Timesheet and Examination.
* With customized reporting and dashboard CTS helps in monitoring the training process in each level of management.
* It helps in forecasting and planning the training process. Both Trainer and Trainee get all the Training Information with CTS.

**Roles & Responsibilities:**

* Understanding the business requirements.
* Developed Visualforce Pages, Components, Apex Class, Triggers, Custom Settings, Custom Labels.
* Defined Lookup, Master-detail relationships on the objects to establish connectivity among objects.
* Created Workflow Rules, Validation rules and defined related Tasks, Email Alerts, Field updates to implement business logic.
* Involved in creating Users, Profiles, Applications, Custom Objects, Custom Fields, Custom Tabs, Record Types.
* Created Reports, Dashboards, Report Types.
* Written Test Cases for specified enhancements.
* **Project # 1 : ICAL (i-Calendar)**

Duration : Jul 2010 – Dec 2010

Role : Application Developer, Designer

Team Size : Four

Environment :VisualForce(Page, Component), APEX(Class, Trigger, Test Class), SOQL, Workflows,

JavaScript, JQuery, CSS, HTML, Force.com Eclipse IDE, Apex Data Loader, Windows-7

**Synopsis:**

* **iCal** is a Customized Event Management System that helps any organization managing the Task, Event and Activity.
* It is designed to customize the User interface in different Calendar view.
* It has Monthly, Weekly, Daily, AM/PM, Hourly view. With all Drag and Drop facilities and easy Event/Task creation process helps the organization level users to plan their work effectively.
* Finally it is converted to the **.ics** format & it is integrated to the Google Calendar, Other Calendars.

**Roles & Responsibilities:**

* Understanding the business requirements.
* Developed Visualforce Pages, Components, Apex Class, Triggers, Custom Settings, Custom Labels.
* Defined Lookup, Master-detail relationships on the objects to establish connectivity among objects.
* Created Workflow Rules, Validation rules and defined related Tasks, Email Alerts, Field updates to implement business logic
* Involved in creating Users, Profiles, Applications, Custom Objects, Custom Fields, Custom Tabs, Record Types.
* Written Test Cases for specified enhancements.

# Personal Details

**Date of Birth :** 04-Jul-1983

**Gender/Status :** Male / Married

**Nationality :** Indian

**Passport Status :** INDIAN Passport Valid Till **AUG-2020**

**Languages Known :** English, Hindi