Bennie J Richard

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EXPERIENCE

DELOITTE USI | Salesforce Senior Consultant
May 2021 – Present | Bengaluru, IN

- Designed and Built Custom AI Chatbot using LWC, which is multilingual, Conversational Record Creation, Update and Fetch, Context based and Supports all objects and completely Dynamic using Custom Metadata.
- Developed US Oregon Driving License Application Portal using Gemini AI for auto-filling form from uploaded documents, Fraud detection of Identity documents and photo validation.
- Architected custom base applications for 19 Loan Origination Institutions using nCino Managed Package in Salesforce and it's deployment Process.
- Designed apex trigger framework, exception/error logging system using platform events, and development using best practices across all Salesforce features.
- Lead Development team for Deloitte Accelerator project (nCino), implementing CI/CD using AutoRabbit and developing packaged base applications for small business clients, reducing cost by 25
- Lead Development team for a Canadian Loan Origination client project, Building base nCino and customizing on application and portal.
- Application Development consultant for replicating nCino functionalities on Salesforce to overcome nCino drawbacks.

ACCENTURE SOLUTIONS | Application Senior Analyst
Dec 2016 – May 2021 | Bengaluru, IN

- Developed a community portal using Lightning web components, integrated with external user validation system using Salesforce authentication patterns (SAML & SSO).
- Integrated with multiple external systems using REST & SOAP APIs to archive, backup, and receive data updates.
- Developed a custom module to automatically create PDFs, reducing 80% of user manual activity.
- Employed agile development practices, including sandbox environments and Tortoise SVN/Git for branching and merging.
- Conducted code reviews and managed custom development, integration, and data migration through sandboxes to production using Jenkins and ETL tools.
- Implemented automation and knowledge base enhancements, reducing help desk dependency by 50%.
- Developed a Mass Email Send interface using lightning components for personalized emails with attachments.
- Worked with client stakeholders to define requirements and manage expectations.

AWARDS

- Honored with Pinnacle Award under Client and customer category for exceeding client expectation - Accenture
- AWS Deep Racer (Based on Reinforcement Model) Championship League Accenture, acquired 17th Position under Top 32, India
- Multiple Deloitte USI Core Business Operations Spot Award and Applause Awards

EDUCATION

KARUNYA UNIVERSITY
Bachelor of Science in Computer Science and Technology
2012 - 2016 | Coimbatore, IN

SKILLS

PROGRAMMING
Apex • LWC • JavaScript • Visualforce • Python • React • REST API • NodeJs • SOQL

TECHNOLOGY
Git/Github • AWS • Linux Artificial Intelligence

CERTIFICATIONS

- Salesforce Certified Application Architect (Including Supporting 6x Salesforce certification under Application Domain)
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Data Architect
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Developer II
- Salesforce Certified App Builder
- nCino Certified 201 Commercial Banking

LINKS

Trailhead:// **bjosephrichard**
LinkedIn:// **benniejosepgrichard**