Rahul Kotian

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| SUMMARY |
| * Seasoned professional with over 15 years of experience in developing solutions in various technical domains. * Currently pursuing MBA at University of Texas at Dallas (Expected Graduation Fall-24) * Experience in multiple full life cycle implementations spanning requirements gathering, design, development, testing and deployment. * Extensive Development experience in Salesforce environment – Apex, VisualForce, Lightning Development, Integration, Web Services. |

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| AREAS OF EXPERTISE | INDUSTRIES |
| * **Programming Languages**: C#, Java, Apex * **Databases**: SQL Server, Oracle 10g & 12c * **Operating Systems**: Windows, UNIX, Red Hat Enterprise Linux * **Scripting Languages**: Shell Scripting, JavaScript, JQuery * **.NET Technologies**: WPF, LINQ, WCF, ASP .NET (Web Forms and MVC) * **J2EE Technologies**: EJB, XML, JDBC, JSP, Servlet, HTML, Struts. * **CRM**: Salesforce.com * **Configuration Management Tools**: Visual Source Safe, SVN, Git | * Airline * Telecommunication * Healthcare * Marketing and Loyalty Services * Finance * Insurance |

CERTIFICATIONS

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Salesforce Sharing and Visibility Designer
* Salesforce Certified Platform App Builder
* Salesforce Certified Data Architect
* Salesforce Certified Development Lifecycle and Deployment Designer
* Salesforce Certified Identity and Access Management Architect
* Salesforce Certified Application Architect
* Salesforce Certified Business Analyst

PROFESSIONAL EXPERIENCE

Slalom Consulting, Dallas, TX | Mar 2017 - Present

***Salesforce Solution Architect***

* Technical Delivery for Salesforce.com projects
* Southwest Airlines:
  + Southwest Business Assist: Designed various aspects of customer portal leveraging best practices and scalability. Created a new customer portal (Experience sites in Salesforce) for Corporate Travel Managers, Travel Management Companies and Event Planners to manage their requests, perform self service operations, and work with Account managers easily and in an expedited and streamlined fashion.
  + Credit Bank: Worked with business and stakeholders and architected credit bank solutions to manage the whole life cycle for a new way of rewarding and redeeming benefits.
  + MICE (Meetings Incentives, Conference and Events): Expand “Southwest Business Assist” portal to include Southwest’s meetings agreement program for meetings and events that have more than 25 or more air travelers and at least 90 days advance notice. Led a team of developers and helped design various aspects of the MICE project. Integrated with offer engine to get back instant offers; a process which would take days prior to this project as it required multiple manual interactions. Integrated Form Assembly and Conga to create and deliver proposal and contract documents.
* Assurant: Designed, implemented, and maintained Lightning community for an insurance company to better serve the customers by providing them ability to look for their policies online and make online requests.
* Sabre: Implemented Lightning Community for a Hospitality client. The Community was used by hospitality clients to create service tickets, access training, and obtain the latest news on the products offered.
* MoneyGram: Implemented Salesforce Service Cloud for the financial services company, as part of the Global Service Centre initiative.
  + Live Chat: Implemented Skill based Salesforce Live chat for MoneyGram to help routing of chats to the right customer representative and improve the customer experience and speed up resolution.
  + Moey Order Replacement: Designed and developed Money Order Refund project which replaced the paper product and digitized the process resulting in faster processing of Money Order replacement which would previously take days to process.
* Led Salesforce developers to handle day-to-day Salesforce issues.
* Gathered Requirements, architected solutions based on the need and budget considerations to integrate Salesforce with a financial services company’s legacy systems.
* Presented solutions to the stakeholders and made sure it matched the quality requirements of the client.

**Excentus (Loyalty Marketing and Technology Solutions Provider)**, Dallas, TX | Jan 2012 – Feb 2017

***Software Developer***

*Worked on various teams using Agile - Scrum methodology of software development and have good business knowledge of the rewards network.*

* **Rules Engine:** Worked on developing the new Offer Engine using JBoss Drools and JBoss 7 application server to rewrite existing offer rules which helped in reducing the deployment time of offers to production by 80%. Collaborated with Product Managers to understand the requirements; worked with architects to design good software implemented in a timely and cost-effective manner.
* **Network Backend:** Modified existing functionality to incorporate new Rules Engine to existing flow and persist calculated rewards to Oracle 10g database.
* **Admin Portal:** Added new features and maintained Admin Portal which is primarily used by Account Managers and Participants to create various offers. This project was done using Apache Struts and ran on WebLogic Server.
* **Systech Remote Management Server (SRMS):** Built a server to replace existing third-party server for Systech devices to connect to. This server helps the support staff to investigate the device configuration and debug it. The server also enables firmware updates to the device. This server was built in C# and using reverse http protocol.
* **Salesforce Integration Library:** Built a Salesforce integration library which could be used in various other projects such as *SRMS, FRN Installation Portal, Customer Support Dashboard and Data Integrator.* This library would help in all the DML operations of Salesforce easily and could be integrated into multiple projects as needed.
* **FRN Installation Portal:** Co-designed and co-developed this C# ASP .NET project. This project will be used by technicians and give them step by step on installation of different POS types. This portal uses Salesforce as the backend to store all Account and POS information and a Salesforce Case would be created at the end of each installation operation to keep track of it.
* **Customer Support Dashboard:** Designed and co-created an ASP .Net project, a portal to show the status of all sites and to remotely manage devices installed at the sites. This Customer Support Dashboard was used by Customer Care to create Salesforce Cases for sites whose devices are not performing as required.
* **Data Integrator:** Maintain and modify data integrator tool written in C# which would get data from different sources and update it in Salesforce. This in-house ETL tool used the Salesforce Integration Library to perform the various DML operations to keep Salesforce data up to date so that various departments of the organization can make informed decisions.
* **Salesforce.com development and administration:** Manage Salesforce user accounts and the various wholesaler accounts stored in Salesforce and write custom Apex pages to assist Customer care and the business teams to use the data in a more strategic way. Create dashboard and reports for various teams to help them see the various data graphically. Write triggers, workflow rules, email templates to carry out various operations as needed by different teams.

**Cogniti**, Dallas, TX | Apr 2009 – Dec 2011

***Software Developer***

* Gathered user requirements, designed, and created ‘Cogniti’ (a business intelligence tool which aligns strategic, operational, and financial performance management) using .Net 3.5, WPF and SQL Server 2005.
* Applied LINQ-TO-SQL methodology successfully in creating ‘Cogniti’.
* Mentored and trained other software engineers in WPF and LINQ.
* Co-developed the database to improve the database efficiency and help faster retrieval of data.

EDUCATION

**University of Texas at Dallas**

* MBA, Dec 2024
* MS in Computer Science, Dec 2008

**St Francis Institute of Technology, Mumbai, India**

* Bachelor of Engineering in Information Technology, June 2005