Ramesh Soundarrajan

Sr. Technical Architect

Cognizant Technology Solutions

Salesforce Certified Application Architect
9x Certified, 3x DevOps Certified

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Professional Summary

- 6 Years of Salesforce experience
- 3 Years of Architect experience
- 3 Years of work exp. at multiple US customer locations
- 7+ Years of Project Management experience
- 9 Years of Expertise in Healthcare
- 4 Years of Agri domain experience

- Salesforce Sr Technical Architect specialized in developing and deploying multiple enterprise IT CRM implementations with **13+ years of IT experience working for Cognizant Technology Solutions.**

- Provided technical leadership and expertise for more than 10+ major Salesforce implementations for various regional & Global org instances in Salesforce

- Excellent leadership, speaking and presentation skills, and easily able to translate technical concepts into practical terms which enable companies to meet and exceed their short and long-term business goals.

Key Competency Areas

Technical Architect

Design and Create Data models, Review & make design & implementation suggestions, Implement Best Practices, perform optimization, Perform DevOps assessments & provide recommendations. Understands architecture options & design trade-offs, & communicate design choices.

Major Accolades

✓ Salesforce Certified Application Architect
✓ Heroku Architect & Certified Einstein Analytics Consultant
✓ Certified Copado Developer
✓ Flosum Certified
✓ ITIL Certified, SAS Developer

Languages/Tools: Salesforce, APEX, VF, Heroku, Einstein Analytics, Salesforce Einstein, Pardot, Oracle, Toad, SOAPUI, REST, JIRA, VBA - Advanced Macros, MVC, MPP, GIT, IBM Remedy, SNOW, Swagger, Curl, Postman, IBM MQ – Appwatch, Cybermation Scheduler, Workbench

Appexchange tools: Apttus – Xauthor for Excel, CopyStorm, Congo, Cloudingo

Work Experience

Client	Monsanto	4.5 Years	Duration
Role	Application Architect	25+	Team Head Count
Project Nature : Agile Development			
Tools: Salesforce Configuration, APEX, Visual Force, Lightning, Pardot, Einstein Analytics, Heroku Connect, Salesforce Connect, SOAP, REST API, X-Author, Copado, SonarQube, Work Bench and Apex Data loader. IBM Cast Iron, Data Power,			

- Application Architect for a leading Agricultural industry executed from offshore with global presence in US, EMEA, ANZ and LATAM.
- Strong experience in Design, Development, & enhancing existing Salesforce Applications in **Sales Cloud, Service Cloud** with **Declarative Configurations, Customization (Apex, Visual Force and Lightning)**. Has extensive experience in implementing integrations with multiple technologies using service oriented architecture.
- Implemented various salesforce features, app exchange products, eco systems such as **Heroku, Pardot, Einstein Analytics, X-Author**.
- Implemented Salesforce platform management activities like **Data Backup using CopyStorm, Single Sign on Setup, Security Setup** using Self-Signed & CA signed Certificates.
- Implemented multiple Einstein Service cloud products - Vision / Intent & Sentiment Analysis / Case classification /Next Best Action to improvise customer service productivity. Implemented Einstein Analytics across projects
- Experience in customization, Implementation, and maintenance of Salesforce applications in Apex and leveraging Force.com Platform using agile framework considering limitations and salesforce governor limits

Integration / Middleware: IBM Cast Iron, Data Power, Swagger

Deployment tools: Changeset, Workbench, Copado, Flosum

Business Development

Part of Core Solution & Discovery team and have built 30+ RFP's, Create Estimations, Construct ROI, Identify value props, Negotiation skills

Business Consultant

Study existing enterprise flows, identify gaps, Recommend system improvements for both tactical and strategic implementation

Awards:

- Best PM award – July 2018
- Academy award - 2nd Healthcare Manager to complete all RDP courses across Cognizant
- Received Associate of Quarter award in 2015, 2017 & 2019.

PROFESSIONAL SKILLS
- Client focused approach to work
- Results driven: forward thinking and problem-solving attitude
- Willingness to accept responsibility when delegated
- Comfortable working in dynamic environment
- Mentoring new team and bringing them to speed
- Excellent business analysis and interpersonal skills
- Aware of latest evolving products and technologies in market

- Participate and contribute to respond to RFP's within and outside the account needs. Worked on multiple RFF's.
  - Perform discovery, Gap analysis, provide trade off analysis, Identify ROI and value propositions for the customer
  - Envision enterprise architecture of the proposed solution
  - Provide a cost estimate with fixed or variable basics with a high-level plan and estimates.
- Experience in DevOps consulting by assessing existing enterprise landscape and implemented Copado CI/CD process by integrating JIRA, SonarQube, GitHub and Selenium.
- Experience in implementing multiple sales cloud projects which includes adding additional customization on top of existing components / designing new components to ease new business processes
- Executed multiple projects in parallel and ensuring they all are delivered on time providing customers a crystal-clear implementation plan & roadmap of the upcoming features for their planning using best in class project management tools
- Good exposure to AppExchange applications. Able to identify and recommend appropriate applications, install and customize it based on customer needs.
- Extensive experience in integrating with surrounds systems using REST services and integrating systems via middleware systems like IBM Cast Iron
- Executing all project activities in accordance with schedules and update project management plans accordingly to contribute the success of programs. Ensure business and functional requirements are suitably defined, understood and signed-off.

Client	Leader in Retail Industry	1.5 Years	Duration
Role	Technical Manager	17	Team Head Count
Project Nature: Development / Enhancement / Consulting			

- Enhanced Sales Cloud application of an existing Global instance which operates in 6 major regions of the globe
- Ensured applications rolled out to the salesforce instance are deployed after receiving consensus from global core team
- Sales Effectiveness is an initiative implemented to provide better customer experience for Sales team by improving the usability of the existing functionalities and introducing new capabilities to improve the sales performance.
- Performed business consulting on the customer enterprise systems and recommended solutions for interim and end state architecture
- Pro-actively managed migration project risks, issues and delays and minimize their impact on the overall project.

AREA OF EXPERTISE

- Technical Consultation
- Project Estimation
- Responding to RFP
- Project Planning
- Business Budgetary controls
- Managing customers
- Business Analysis
- Provide CSI

Onsite Experience

BCBSM – Healthcare Michigan, US	1.5 Years
IMS Health - Life Science Pennsylvania, US	1.5 Years

- Schedule regular follow-up meetings with business and IT teams on current issues and status. Ensure business and functional requirements are suitably defined, understood and signed-off.

Notable Salesforce Projects:

- **One Customer View – OCV Program** is a global digitally-enabled, customer-centric strategic initiative that will elevate our Customer Service with the latest Global Salesforce instance through a 360 view of customer account information, pulling from Sales, Marketing, Credit, Delivery, and Supply information to the Customer Care and Distribution teams. Customer capability built and rolled out for 36 countries around the globe.
- **Einstein Analytics Implementations (Pure Cloud, Node Js & Heroku Platform)** Built intuitive and interactive dashboard for the customer service team to slice and dice the Call center data from PureCloud to analyze and track the Call center agent and queue performance. The solution has been built to pull the data from PureCloud via node JS application and stored in Postgres – Heroku platform. The inbuilt Heroku Postgres connector has been leveraged to sync the data from Postgres to Einstein Analytics.
- **Monsanto in Touch:** MIT is a capability built by integrating the Verde group solutions to initiate the CSAT survey to understand the satisfaction of the customer on the services offered and will enable the sales rep to reach out to the customer to thank them and address if any dissatisfaction in the services offered.
- Successfully **transitioned** 9 salesforce instances and its application from multiple vendors and ensured all applications are migrated and up and running in steady state within 12 - 14 weeks
- **Lightning Migration:** The existing service cloud classic instance has been migrated to Lightning version using Salesforce Lightning Design Systems (SLDS) and Lightning Aura Components.
- **Last Mile Visibility** is an initiative implemented to provide Shipment tracking information which is retrieved from the carrier tracking services in Salesforce with one single click on the account screen by searching tracking information using the Delivery Number / Shipment Number
- **Forecasting Enhancements with X-Author Implementation:** X-Author Excel templates have been designed and implemented to provide rich and sophisticated excel UI experience to the business to deal with large volume of data and generate charts quickly especially in Sales Target and Forecasting Modules. This enabled the business to directly retrieve the data in excel format from salesforce and save it back. Also, automated the regular data load activities performed by admin team using this which reduced lot of manual efforts.
- Forecast Prediction for the subsequent year using **Salesforce Einstein** for APAC Sales representatives using the history actual sales data.

PROJECT MANAGEMENT SKILLS

- Create realistic and achievable Project Plans by deriving better WBS
- Evaluating risks and developing strategies to overcome project obstacles
- Good working knowledge of PM methodologies and tools such as Agile models, Waterfall, Iterative development, MS Project.
- Manage a diverse team of professionals at multiple locations
- Resolving/escalating issues in timely fashion
- Ability to setup, build, mentor and manage multiple project teams in parallel
- Domain & Project execution, Build application competency, Program, Project, Contract & Delivery – Management

Client	Leading Health Care Payer	3 Years	Duration
Role	Technical Lead	15+	Team Head Count
Project Nature: Development / Enhancement / Maintenance			

- Understanding client applications, perform feasibility analysis like environment analysis, 3rd party tools and release level implementation
- Schedule regular follow-up meetings with business and IT teams on current issues and status. Ensure business and functional requirements are suitably defined, understood and signed-off.
- Responsible for support and maintenance of the existing applications through incident and problem management process.
- Analyze existing enterprise applications and prepare high level solution approach to cascade changes across the enterprise to fit in compliance needs of the customer
- Prepare detailed project deployment plans considering the success and rollback paths.
- Interacted with business users to design and develop solutions for new and existing applications.

Tools / Innovation:
- Leveraged X-Author to provide an excel based data entry implementation to sync huge amount of data directly to Salesforce for end users which received appreciations from business
- Created a centralized Salesforce application which allows leads from multiple projects to capture metrics of individual projects and the tool will prepare a consolidated report and circulate to the customer every week. This replaced manually created status reports of individual teams and the need to consolidate all of them to a single report.
- Part of core Monsanto Architect group which is responsible for approving and rejecting change request counsel.
- Created complexity-based estimation model by arriving efforts for tasks based on project history data & trends
- Data Analytics - Predict the number of tickets the team could expect for the provided future date based on history ticket trend analysis
- Providing recommendations to a US based sales cloud application by identifying the right business productivity levers and received appreciations from customer
- Part of the SWOT team to resolve a high-level escalation for a 20+ mid-sized team for a retail customer using sales cloud. The team had 19 salesforce instances and had lot of backlogs and were struggling to respond to multiple requests. The requests to the team were streamlined and reporting / process was setup to handle request seamlessly. Finally, recommendation was submitted to customer to expand the team's capability. Overall time taken was 5 weeks.

Quick Summary as why my profile would be a best fit for your Solution Architect / Sr Technical Architect position

- 13+ Years of Overall IT experience working for Cognizant Technology Solutions
- 6 Years of Salesforce Experience
- 3 Years of Salesforce Architect Experience
- 10+ successful project implemented end to end using Agile methodology
- DevOps CI/CD real time setup experience
- Architect capability and handling diversified project teams in building Sales, Service clouds, Heroku and Einstein Analytics based applications
- Exposure in performing multiple project transitions from various customer and partners and bringing the projects to steady state within a short span of time.
- Have been associated with only 1 employer throughout the tenure and hence looking for a long-term opportunity.
- Worked on 25+ RFP's providing consulting in multiple streams for Salesforce, Heroku, Einstein Analytics and DevOps solutions.

Certifications Completed:

9x Salesforce Certified

- Application Architect
- Data & Designer Architect
- Sharing & Visibility
- Heroku Architect
- Einstein Analytics
- Platform Developer I
- App Builder
- Administrator
- Sales cloud consultant

3x DevOps Certified

- Copado Administrator
- Copado Developer
- Flosum Certified Professional