Aniruddha Manakeshwar   **Aniruddha.manakeshwar@gmail.com**
Sr. Salesforce Architect   **+91-9730019942**

- 12 years of experience in Salesforce.
- Prime Technical competencies include Force.com platform, Apex, Visual Force, Service cloud, Sales cloud & Marketing cloud, actionHub, Salesforce Lightning, Field service, Salesforce Communities, Einstein Analytics, Einstein BOT, Integrations, Financial Services cloud, Health Cloud, Apttus CPQ, CLM.
- Responsible for Technical design Architecture and Solution design Architecture.
- Part of Pre-Sales team to provide solutions for different RFP's.
- Responsible to setup standards and best practices for the team.
- Responsible for Technical design specs and functional specs and estimation.
- Strong analytical and problem-solving skills with strong eagerness of learning new technologies.
- Strong in Object Oriented Design, Programming and Performance Tuning.
- Ability to adapt to new environments with strong interpersonal skills.
- Responsible for Code/develop applications to program specifications.
- Participate in customer interaction, code review and follow-up.
- Responsible for unit test code, using tools and writing test cases. Manage all performance issues.
- Take-up complete ownership of the work assigned in terms of quality and timeliness.
- Excellent communication, presentation and interpersonal skills.
- Merit award in IR Mobility project in Johnson Controls.
- ActionHero award in Cloudaction.

Education

BE (Electronics and Telecommunication)   Shivaji University, India

Certification

COPADO Certified Administrator
Certified Salesforce.com Platform Developer I
Certified Salesforce.com App Builder
Certified Salesforce.com Developer (DEV-401)
Certified Salesforce.com Administrator (ADM-201)
ServiceMax Certified Administrator
SUN CERTIFIED PROGRAMMER FOR JAVA 5

Professional Experience

Company	Designation/Role	Duration
L&T Infotech	Senior Salesforce Architect	02-Jan-2019 – Till date.
Cloudaction	Business Technology Lead	11th May 2015 – 14th Dec 2018.
Currencies Direct	Salesforce Integration Lead	16th Sept 2014 – 29th April 2015.
Johnson Controls	Assistant Manager	17th October2011 – 12th Sept 2014
HSBC GLT	SOFTWARE ENGINEER (JAVA)	19th April 2010 – 30th September 2011
WEBSYM Technologies, PUNE	SOFTWARE DEVELOPER (JAVA)	10 Jul 2008 – 31st March 2010

Technical Competencies

Languages	Apex, Java, SOQL/SOSL
Salesforce.com	Salesforce.com CRM, Data Loader, Lightning, Chatter, Flow, Workflow & Approval Process, Case Management, Sharing Model & Security, Reports & Dashboards, Sites, Community Portal, Partner Portal, Service Cloud Console, Apex Class/Trigger, Visual Force, SOQL/SOSL, SOAP/Rest Web Services, Field Service, Sales, Service cloud, Financial Service Cloud, Health Cloud, ServiceMax, CPQ.
J2EE Technologies	Java/J2EE, Hibernate, Struts 1.0, Spring Framework
Scripting Languages	JavaScript, jQuery, jQuery-mobile, AngularJS, HTML, XML, XSD, CSS.
Web Servers	JBoss, Apache Tomcat
Databases	Oracle 9i, MySQL, Postgres SQL.
IDE	Eclipse, Brain Engine, Visual Studio
Operating Systems	Windows XP/2000/NT/9x
Version Control	SVN ,GIT
Build Tools	Ant, Maven.

EXPERIENCE:
Organization: LTI.
Covid-19 Solution
Salesforce Architect   **Mar 2020 to till date**
The overall objective is to provide solution to find out the Covid-19 suspect and provide support to Elderly during the Pandemic. The SalesForce Health cloud as a Health CRM (Hospitals, Testing lab etc.) and as a Digital experience platform to provide Self Service Health Assessment using web and BOT channel to provide the instant Covid-19 assessment results. The platform is built to provide lifecycle of suspect to patient journey and providing 360-degree-view of patient along with timeline and care plans for the doctors. This platform will be an integrated patient management. Additionally, provide platform for elderly to find out the nearest store and availability of inventory at the store for the essential products.

Technologies/Tools Used: Apex class/Trigger, Lightning, Health Cloud, REST/SAOP Web Services, Customization using custom objects, custom metadata, Lightning Flows, Sales Cloud, Einstein BOT, Einstein Analytics, Community.

Role:
- Interact with business users in requirement gathering.
- Responsible for defining Salesforce Solution and Technical Architecture.
- Responsible for Integration Architecture.
- Responsible for resource loading and estimation.
- Responsible for defining customer 360 views.
- Responsible to provide POC for different Sales processes and Integrations across business verticals.
- Responsible for defining CI/CD.
- Responsible for code review and follow-up.
- Responsible for Org health checkup and suggestions to make system stable.
- Responsible for resolving performance issues.

Organization: LTI.
Banking
Salesforce Architect   **Aug 2019 to Feb 2020**
The overall objective is to implement SalesForce Financial Service Cloud as a banking CRM (Retail, Corporate, SME etc.) and as a Digital experience platform and digitization platform for the financial and non-financial processes of Bank. Also, to implement Internet Banking for Retail and Corporate, Internal Financial Service Cloud for employees, Partner portal using communities, Merchant portal using communities, Employee portal using communities (e.g. – non-financial process), Employee Apps thru Salesforce app and Bank Website.

Technologies/Tools Used: Apex class/Trigger, Visual Force, Lightning, Financial Service Cloud, SOQL, REST/SAOP Web Services, Customization using custom objects, custom metadata, Sales Cloud.

Role:
- Interact with business users in requirement gathering.
- Responsible for defining Salesforce Solution and Technical Architecture.
- Responsible for Integration Architecture.
- Responsible for feasibility mapping for Financial service cloud.
- Responsible for resource loading and estimation.
- Responsible for defining customer 360 views.
- Responsible to provide POC for different Sales processes and Integrations across business verticals.
- Responsible for defining CI/CD.
- Responsible for code review and follow-up.
- Responsible for Org health checkup and suggestions to make system stable.
- Responsible for resolving performance issues.

Manufacturing

Salesforce Architect   **May 2019 to Aug 2019**

The overall objective is to build a platform to create and manage their orders for the customer for building materials. LH is the leading global 'building material and solution' company serving masons, builders, architects and engineers all over the world. Group operations produce CEMENT, AGGREGATES & READY-MIX CONCRETE which are used in building projects. Before to SFDC, LH was using Care CRM and CRMOD.

Technologies/Tools Used: Apex class/Trigger, Visual Force, Lightning, SOQL, REST/SAOP Web Services, Customization using custom objects, custom metadata, Sales Cloud, Field Service, Marketing Cloud, Copado.

Role:
- Interact with business users in requirement gathering.
- Responsible for defining Salesforce Architecture.
- Responsible for defining Field service lightning.
- Responsible for defining customer 360 views for Sales teams.
- Responsible to provide POC for different Sales processes and Integrations across business verticals.
- Responsible for code review and follow-up.
- Responsible for Org health checkup and suggestions to make system stable.
- Responsible for resolving performance issues.

Insurance

Salesforce Architect   **Jan 2019 to May 2019**

The overall objective of this project to build the Enabling underwriters and brokers to manage relationships more Efficiently. Giving leadership insight through reports/dashboards into business opportunities and state of business. Automating processes & reducing paper. Connecting marketing with sales through built in marketing automation. Multitenancy platform & 3 seamless upgrades year gives small business ability to have access to enterprise grade solutions.

Technologies/Tools Used: Apex class/Trigger, Visual Force, Lightning, SOQL, SAOP Web Services, Salesforce.com CRM, Data Loader, Customization, Eclipse, Dev Console, Sales Cloud, Marketing Cloud.

Role:
- Interact with business users in requirement gathering.
- Responsible for defining Salesforce Roadmap.
- Responsible to provide POC for different Sales processes across business verticals.
- Responsible for Defining lightning Migration Plan and Strategy.
- Responsible for code review and follow-up.
- Responsible for Org health checkup and suggestions to make system stable.
- Responsible for resolving performance issues.

Organization: Cloudaction.

Manufacturing

Salesforce Architect   **March 2018 to Dec 2018**

The overall objective of this project to build the Textron Special Vehicle Promotions in Salesforce. This application was built for internal Salesforce users and Dealers. With the help of community users/dealers can create Vehicle Warranties for the vehicle purchased. It also has several custom integrations with their legacy system, SAP and Apttus CPQ, CLM to streamline the business processes.

Technologies/Tools Used: Apex class/Trigger, Visual Force, Lightning, SOQL, SAOP Web Services, Salesforce.com CRM, Data Loader, Customization, Eclipse, Dev Console.

Role:
- Interact with business users in requirement gathering.
- Responsible for defining Architecture.
- Responsible to define different Sales processes across business verticals.
- Responsible for enabling lightning and creating the lightning architecture for promotions.
- Responsible for the implementation of web services for existing legacy systems.
- Responsible for the development of applications and creating solutions for custom requirements.
- Responsible for code review and follow-up.
- Responsible for unit test code and writing test cases.
- Responsible for resolving performance issues.

Oil & Gas
Salesforce Architect   **August 2017 to February 2018**

The overall objective of this project to build the Salesforce Service Cloud and field service implementation using lightning. It also has several custom integrations with their legacy system Households, SAP to streamline the business processes for field services. This application was used by Love's store across entire USA along with the Trillium CNG a sister company of Love's.

Technologies/Tools Used: Apex class/Trigger, Visual Force, Salesforce lightning, SOQL, Rest Web Services, Salesforce.com CRM, Data Loader, Customization, Eclipse, Dev Console.

Role:
- Interact with business users in requirement gathering.
- Responsible for defining Architecture with lightning.
- Responsible for defining Field service lightning Architecture.
- Prepared Design Document for different Use Cases.
- Defined different support processes.
- Responsible for defining processes for field service technician.
- Responsible for Data migration for old data repository.
- Responsible for implementation of web services for existing legacy systems.
- Responsible for development of applications and creating solutions for custom requirements.
- Responsible for code review and follow-up.
- Responsible for unit test code and writing test cases.

Digital Enterprise Management
Business Technology Lead   **February 2017 to July 2017**

The overall objective of this project to build the Salesforce Service Cloud implementation and lead migration from its existing on-premises customer relationship management (CRM) system to Salesforce Sales Cloud. It also has several custom integrations with their legacy system, Apttus to streamline the business processes for their Sales people for CPQ.

Technologies/Tools Used: Apex class/Trigger, Visual Force, SOQL, Rest Web Services, Salesforce.com CRM, Data Loader, Customization, Eclipse, Dev Console, Apttus CPQ, CLM.

Role:
- Interact with business users in requirement gathering.
- Responsible for defining Architecture.
- Responsible to define different Sales processes across business verticals.
- Responsible for development of applications and creating solutions for custom Apttus requirements.
- Responsible for code review and follow-up.
- Responsible for unit test code and writing test cases.
- Responsible for resolving performance issues.

Oil & Gas
Business Technology Lead   **June 2016 to December 2016**

The overall objective of this project to build the Salesforce Service Cloud implementation and also lead migration from its existing on-premises customer relationship management (CRM) system to Salesforce Sales Cloud. It also has several custom integrations with their legacy system, SAP and SharePoint to streamline the business processes.

Technologies/Tools Used: Apex class/Trigger, Visual Force, SOQL, Rest Web Services, Salesforce.com CRM, Data Loader, Customization, Eclipse, Dev Console, Conga Composer, DocuSign, Claudingo.

Role:
- Interact with business users in requirement gathering.
- Responsible for defining Architecture.
- Prepared Design Document for different Use Cases.
- Customized Lead processes.
- Defined different Sales processes.
- Data migration for old data repository.
- Responsible for development and defect fixing.
- Responsible for implementation of web services for existing legacy systems.
- Responsible for development and defect fixing.

Oil & Gas
Business Technology Lead   **December 2015 to April 2016**

The overall objective of this project to build communities which can replace the existing system well connect and allow their customers to create external requests from the communities. It consists of a set of workflows, webreports, livereports, and forms from livelink (MSLive) that handle the various tasks associated with the constructions of new wells. It also has around several custom integrations with their legacy system to maintain everything in Salesforce.

Technologies/Tools Used: Service Cloud Console, Communities, Apex class/Trigger, Visual Force, SOQL, Rest Web Services, Salesforce.com CRM, Data Loader, Customization, Eclipse, Dev Console, Williams legacy system.

Role:
- Interact with Business users in requirement gathering.
- Responsible for defining Architecture
- Preparing Design Document for different Use Cases.
- Customized various Service Cloud Console component.
- Implemented Restful web services for consumption with Williams's legacy systems.
- Implemented Community Portal.
- Mentoring Team members.
- Responsible for development and defect fixing.

ActionHub
Business Technology Lead   **June 2015 to Dec 2015**

ActionHub is an integration accelerator developed exclusively for Remedyforce to drive IT and non-IT business services across the enterprise by automating data synchronization and business rules orchestration between enterprise systems. Through actionHub, you can provision end-to-end services for all levels of your organization, automate processes and workflows, improve decision-making, and reduce costly intra-departmental errors while maintaining a lean IT staff.

Technologies/Tools Used: Salesforce.com, Apex class/Trigger, Visual Force, SOQL, Rest Web Services, JIRA, Servicenow, Rally, Remedyforce, Eclipse, Dev Console.

Role:
- Interact with Business users in requirement gathering
- Responsible for developing the custom integrations with other systems.
- Responsible to create user interface for the product.
- Responsible for development and defect fixing.

Employer: Currencies Direct

Australia Implementation
Salesforce Integration Lead   **October 2014 to April 2015**

The overall objective of this project is to deliver a scalable solution which can automate registrations for the Tor FX Australia business and increase the speed of account activation and straight through processing and reduce the volume of registrations requiring manual intervention allowing to generate new business.
Technologies/Tools Used: Salesforce.com, Apex, Visualforce, Data loader, Jitterbit studio 5.0.1.4, PostgreSQL, JIRA, Confluence, Aurora Trading platform
Role:
- Interact with Business users in requirement gathering
- Responsible for defining Architecture
- Creating Technical docs, creating Project plan, Test plan
- Prioritizing the tasks on JIRA.
- Responsible for development and defect fixing.

Employer: Johnson Controls
Salesforce Single Sign On
Assistant Manager   **February 2014 to August 2014**

Engage Salesforce developer team, JCI AD team as a partner, build a customized login page for JCI BE ASIA salesforce platform, and allow JCI employee to login into system with their AD credentials, instead of separate user login ID and password. Will also reduce the support tickets regarding the provisioning and de-provisioning process

Technologies/Tools Used: Salesforce.com, Site Minder, Data Loader, MPP

Role:
- Interact with Business users in requirement gathering
- Responsible for defining Architecture for Single sign on.
- Creating Technical docs, creating Project plan, Test plan, Test cases
- Responsible for providing global support in administration, configuration, development and defect fixing.
- Providing Training to end users.

PSC ServiceMax Integration
Assistant Manager   **September 2013 to February 2014**

ServiceNext is the next generation of Asia Building Efficiency Service Process, with ServiceMax application build on Salesforce.com Service Could platform, it will economize time and effort spent by FLSP(Front Line Service Professional) on the internal process; it will provide a smart device (iPad Mini) to FLSP so they can working on this platform anytime on cloud, process with inventory check/service offers/orders/contract documents/collaborate with team; it will for the first time, provide real time integration with ERP system (various version in different country) so the CRM platform and ERP platform are connected.

Technologies/Tools Used: Salesforce.com, Apex, Visualforce, Data loader, SOAP UI, Trigger, ServiceMax, MPP

Role:
- Interact with Business users in requirement gathering
- Responsible for defining Architecture and integration with PSC system.
- Creating Technical docs, creating Project plan, Test plan, Test cases
- Leading SFDC team and ensuring delivering solutions on time.
- Responsible for providing global support in administration, configuration, development and defect fixing.
- Providing Training to end users.

Installed Base Tool
Assistant Manager   **January 2013 to August 2013**

The Installed Base application tracks how much of our JCI manufactured Chillers and Metasys equipment are covered under PSA Agreements. The Installed Base is updated with information from the factory when equipment is shipped. It provides sales people a way to identify PSA linkage opportunities and build relationships with customers that have already purchased from Johnson Controls.

Technologies/Tools Used: Salesforce.com, Apex, Visualforce, Data loader, SOAP UI, Trigger, MPP

Role:
- Interact with Business users in requirement gathering
- Responsible for defining Architecture for Single sign on.
- Creating Technical docs, creating Project plan, Test plan, Test cases
- Responsible for providing global support in administration, configuration, development and defect fixing.
- Providing Training to end users.

Panoptix
Assistant Manager   **December 2011 to December 2012**

The Panoptix solution is a way to achieve efficiency in a building, or across a portfolio of facilities. It allows you to connect your BAS systems (for example, building automation and meters), share the data with enterprise applications, and optimize overall building efficiencies. The result is a platform that provides secure connectivity, insight, and control.

Technologies/Tools Used: Salesforce.com, Apex, Visualforce, Data loader, Jive, Activa Live Chat, JIRA

Role:
- Interact with Business users in requirement gathering
- Creating Technical docs, creating Project plan, Test plan, Test cases
- Responsible for providing global support in administration, configuration, development and defect fixing.
- Providing Training to end users.