I’m a Certified Salesforce Consultant around 8 years of Salesforce experience. I’ve a Master’s degree in Information Systems from a US University and my strengths are Salesforce configuration and custom code, Apttus CPQ and CLM, Marketing cloud, Visualforce, Apex, Lightning, UI and integrations.

## **Technical Expertise**

**Salesforce:** Sales cloud, Service cloud, Apttus CPQ and CLM, Lightning, Apex Classes, Visualforce Pages, Triggers, Asynchronous Apex, Integrations, SOQL, SOSL, Workflow Rules, Process Builders, Approval Rules, Flows, Lead Routing Rules, Reports and Dashboards, AppExchange, Salesforce Communities, Salesforce1, Data Migration, Components and processing large data using Apex Batch Classes, Sharing Rules, Service Console, Live Agent Setup, Salesforce Administration,

**UI/Web:** HTML5, JavaScript, CSS, AngularJS, jQuery, AJAX, Bootstrap

**Integrations:** Tibco, Informatica, SOAP and Rest, IBM Cast Iron, SAP, CTI.

**Tools and Process:** GIT, Ant, Dataloader, Agile, Scrum, Jira. Docusign.

**Business systems:** Marketo, Oracle Financials, SAP.

## **Work experience**

**MobileIron, Inc, Mountain View, CA Aug 2018 - Present**

*Sr. Salesforce Developer*

Key technologies – Apex Classes, Triggers, Visualforce Pages, Lightening, Batch jobs, web services, JavaScript, HTML, CSS, SOQL, SOSL, REST, SOAP, Flows, Approval Rules, Workflow Rules, Process Builder, Data loader, Reports and Dashboards.

MobileIron is in the business of providing Unified Endpoint and Enterprise Mobility Management. I worked on Service Cloud and Sales Cloud. One of the major projects that I worked on in Service Cloud was the migration of the Customer Community from JIVE to Salesforce lightning. I worked on optimizing the search engine on the community using Coveo, and the integration of the Survey tool for feedback.

* **Support Processes -** Hands on experience in implementation of different support processes like cases distribution using Distribution Engine, Slack Integration to notify on SLA breach, JIRA integration with salesforce for engineering tickets, enhanced the SLA and entitlement process implementation including next response milestone. Migration of the Customer Community from JIVE to Salesforce Lightning.
* **Partner Ordering** - I worked on simplifying the high volume of business request by reducing the number of steps and people in the opportunity cycle and order booking. Integrated AppDirect an e-commerce platform for selling, distributing and managing company Cloud products. used advanced workflow approvals to create approvals, approval steps and rules based on the items in the shopping cart, discounts and promotions applied. In Partner portal build ability for partners to manage customers cloud tenants.
* **Tenant Lifecycle Management -** I’ve hand-on experience in building a common platform service called Unified Tenant Management for Tenant Lifecycle which integrate with salesforce for tenant management.

**Responsibilities** - As a Senior Salesforce Developer, I lead Migration of the Customer Community from JIVE to Salesforce Lightning.

* Involved in requirements gathering, technical design documentation and implementation of solution.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. Defined and documented the scope of the project and developed project plans, project Analysis and Project Deliverables.
* Worked on Marketo-Salesforce integration, Lead Qualification. Lead Approval process, Deal Registration through partner Portal and also worked on enhancement of Developer Community and Marketplace.
* Cooperated with diverse business user groups for assembling and scrutinizing necessities for salesforce application and documented the business and software necessities.
* Worked closely with the functional teams and client resources to ensure the system meets the needs of the client.
* Used Aura Framework for developing UI using Aura tags in Lightning components and rollout to Lightning experience.
* Design and developed test framework for unit testing of Apex Classes, Triggers, Batch and schedule Classes in the organization.
* Worked on many SFDC standard objects, shaped custom objects and outlined lookup and master-detail relationships on the objects and created junction objects.
* Created Custom Visualforce Components and attributes to override the existing Standard Components to change the look and feel as per the business requirements.
* Designed Web pages in Visualforce for capturing customers enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked with cross-functional teams to ensure issues are resolved.
* Streamline customer Onboarding experience in Cloud/EMM and Access provisioning.
* Performed hands-on solution design, prototyping, proof-of-concepts, and development tasks as required in support of project.

**Mitsubishi Aug 2017 - Aug 2018**

**@Statera, Denver, CO**

*Sr. Salesforce Apttus CPQ Consultant*

Key technologies - Apttus CPQ, Visualforce, Pricing Callback Classes, Apex classes, Triggers, Scheduling Batch jobs, web services, Triggers, Flows, Advanced Workflow Rules, Process Builder, Data loader, Quote Collaboration, Apttus Roll-Up Summaries, Search Filters, Reports and Dashboards.

Mitsubishi is in business of providing Elevators and Escalators. I worked on Sales cloud, mainly on Quote to cash for Mitsubishi Electric. I worked on enterprise Apttus Configure Price & Quote (CPQ) solution to streamline and optimize their proposal creation and management process.

* **Apttus CPQ and CLM-** I implemented Apttus CPQ, product management and price management, Quote Collaboration, Search Filters, Setup auto-inclusion using search filters, configure refine search options, Constraint Rules, Setup Attribute based configuration, Attribute Rules, Attribute Matrixes, Numeric Expressions, Apttus Numeric Roll-Up Summary Fields, Managing Price Lists and Price List Items, Price Ruleset, Price Rule, Price Dimensions, price Matrices, Pricing Callback class, Order management. Used apex data loader to load data in the Org for products.
* **Apttus Advanced Workflow Approvals** - I used advanced workflow approvals to create approvals, approval steps and rules based on the items in the shopping cart, discounts and promotions applied.
* **X-Author for Excel and Word -** I’ve hand-on experience with X-Author for word for creating agreement templates, optimize them for performance (remove conditionals by adding formulas, remove holds), X-Author for excel with custom actions, smart fields for updating CRM content directly from Excel.

**Responsibilities** - As a Salesforce Apttus CPQ Consultant, I lead Apttus CPQ implementation.

* Involved in requirements gathering, technical design documentation and implementation of solution.
* Worked closely with the functional teams and client resources to ensure the system meets the needs of the client.
* Hands-on experience in developing solutions for the Apttus Contract Lifecycle Management (CLM) system including X-Author for Word & Excel, development of clause libraries and contract templates.
* Worked with cross-functional teams to ensure issues are resolved.
* Discuss with Sales teams on product setup, pricing, guided selling setup, Order management and approvals.
* Wrote pricing callback class, triggers, test cases, review code, batch jobs and configuration using workflows, process builder and approval process.

**Comcast, West Chester, PA July 2016 - June 2017**

*Salesforce Developer*

Key technologies – Visualforce Pages, Apex Classes, Lightning, Scheduling Batch jobs, web services, Triggers, Workflows, Process builder, Data loader, Marketo, AngularJS, jQuery, AJAX, REST, SOAP, HTML5, JavaScript, CSS, SAP, Docusign, ServiceMax, IBM Cast Iron.

I worked on Sales cloud for Comcast Enterprise solutions. I worked on customer provision project on Lightning for Comcast Retail.

* **Provisioning console** - I built custom Lightning components and integrations with Comcast’s provisioning server(cisco), SAP ERP, Billing server. I created integrations with ServiceMax for work orders and used IBM Cast Iron as middleware.
* **Marketing Cloud (Exacttarget)** – I implemented Marketing Cloud Connect, Email Send, Data Stream and Journey builder to automatically send emails, track responses and synchronize with Sales and Service Cloud data. I also created Wave datasets, analytics reports and wave dashboards.
* **Apttus CPQ and CLM -** I implemented Apttus CPQ, product and pricing setup, Advanced workflow approvals, Pricing callbacks, Order management, Revenue recognition and billing with Apttus CPQ for managed network services, CDN, hosting and other Enterprise products and services sold by Comcast. I also created integrations with SAP and Docusign.

**Responsibilities** - As a Salesforce developer, I interacted with various business user groups and gathered the requirements for salesforce.com CRM implementation, I lead marketing cloud implementation and integration.

* Involved in requirements gathering, technical design and implementation of solution.
* Configured the contract management and revenue management.
* Designed and deployed the custom objects and defined lookup and master-detail relationship on the objects. Also, created the junction objects to establish connectivity among objects.
* Created Email templates and Letterheads in HTML and Visualforce
* Performed Administrative tasks like creating multiple users, roles, public groups and role hierarchies, sharing rules, and permissions based on user profile to manage sharing access among specific people.
* Developed Communities by providing self-service on the web, and chatter answers to self-service.
* Designed and developed Apex Classes, Utility framework classes, Triggers, and Visualforce pages, Components in the application.
* Responsible for providing solution and implementation of Apttus CLM and CPQ for different business internally.
* Discuss with Sales teams on product setup, pricing, guided selling setup, Order management and approvals.
* Wrote custom apex code including controllers, triggers, web services, test cases, review code, batch jobs and configuration using workflows, process builder and approval process.
* Moved changes and newly developed object fields, pages, classes and triggers from sandbox to production environment using different methods like Migration tool, Salesforce change sets and Workbench.

**CVS Specialty Health, Richardson, TX Nov 2015 - June 2016**

*Salesforce Developer*

Key technologies - Visualforce, Lightning, Batch jobs, web services, Triggers, Workflows, Process builder, Data loader, Bootstrap, JavaScript, REST, SOAP, AJAX, HTML5, JavaScript, CSS, Oracle Financials, Hadoop, ServiceMax, Facets, TIBCO middleware.

CVS Speciality health caters to patients with specialized drug needs that require compounding, special handling, delivery and infusion. I worked on Service cloud and customer community.

* **Patient portal -** This a lightning application that allows customers to view, refill, track prescriptions. I worked on web services for prescription tracking, integration with Hadoop for shipping time estimates, Drug and prescription DB for getting medicine schedules. I also did ServiceMax integration for home infusion services for setting appointment with medical providers.
* **Benefits integration -** I built integration with TriZetto Facets where benefits and claim data is maintained. I worked on integration code interfacing with TIBCO middleware and built UI to display this information in the customer portal.
* **Marketo Implementation** - I implemented Marketo and integrated with Salesforce Lead, Accounts, Contacts, implemented Marketo Lead fields and lead conversion mapping and setup Salesforce sync in Marketo.

**Responsibilities**- As a salesforce developer, I am involved in end to end design and development of solutions.

* Involved in business requirements gathering and translating them into system requirements. Worked with product owners and Business to gather the requirements to enhance the Legacy Applications. Interacted with various business team members to gathered requirements, estimated Level of Effort and created functional requirements.
* Worked on understanding the client processes and the pain areas, proposing and reviewing the solution with the client, Detailing the required scenarios to the tech team, Applications demonstrations for usability and capabilities.
* Collaborated with scrum development teams on Release Management tasks to promote tested functionality from sandboxes into production environments.
* Writing code, test cases, review code, fix issues and enhancement, write technical and functional documentation.
* Worked on SOAP and REST API’s provided by Vendors of the Client. Used SOAP based web service & API’s for integration. Implemented Web services API using REST architecture.
* Performed code sandbox testing and migrating the code to the deployment instance after testing and provide support for post-production. Used GIT to deploy the changes from Environment to Environment. Worked on Unit testing, for the customizations and developments done during the project.

**CGI, Hyderabad, India May 2012 - July 2014**

*Salesforce Developer/Administrator*

Key Technologies - Service cloud, Salesforce1, CTI, Service console, Visualforce, Apex, Batch jobs, web services, Triggers, Workflows, Process builder, REST, SOAP, HTML5, JavaScript, CSS, Java.

I worked on pipeline sales team to support post-sales and quote to cash.

* **Territory alignment** - I built custom territory rules engine based on regulatory, geography, technology and business vertical custom rules. I worked on account and oppty assignments, account and oppty teams, sharing rules and other downstream tasks related to account owner change.
* **Renewals management-** This is for managing renewals of service contracts that CGI has with its customers. I worked on automating renewal opportunities, tasks, email alerts and worked on Early warning system to track and prevent possible customer attritions.

**Responsibilities-** As a salesforce developer/Administrator, manage and resolve daily support requests, technical issues, and administrative needs of salesforce users.

* Cooperated with diverse business user groups for assembling and scrutinizing necessities for salesforce applications and documented the Business and Software Necessities.
* Worked on many SFDC standard objects, shaped custom objects and outlined lookup and master-detail relationships on the objects.
* Worked on different issues related to development of Visualforce pages and Controller classes with JavaScript and Apex classes.
* Created Dynamic inline Visualforce page on Account that displays the information related with Child Custom object.
* Created workflow rules that defined related tasks, email alerts, and field updates. Also created page layouts, search layouts to organize fields, custom links, related lists and other components on record pages.
* Provide troubleshooting and root cause analysis for production issues that are escalated to the Services Technology Team.

**Education and Certifications**

Master’s in information systems, University of Mary Hardin Baylor, Belton, TX.

Salesforce Certified Administrator.

Certified Salesforce Platform Developer 1.

Quote-to-Cash Certification by Apttus.

Agile Planning for Software Products by University of Alberta, Canada.