

Abhishek Anand

Certified Salesforce Consultant with 10 years of experience in IT Sector with 6.5 years in Salesforce CRM & 3.5 years in Siebel CRM

EXPERIENCE

COGNIZANT TECHNOLOGY SOLUTIONS, Kolkata

APRIL 2019 – Present

- Handled a team of 10 Developer in release activity and defect fixing phase.
- Worked on requirements Estimation and release planning activities including release loading to complete release in clients stipulated timelines and calling out risks proactively, if any.
- Worked as a liaison between client and team working on the development of new requirements in India.
- Managing Requirement gathering for the client and acted as a point of contact to manage the release of new requirements.
- Handled functional clarification sessions with client to provide clear understating of the new functionalities to be deployed to the team
- Worked on lightning component and complex implementation related to lightning component and REST integration in an agile mode with multiple stakeholders and a lot of changing priorities.

ATOS, Kolkata — *Tech Lead*

JUNE 2017 – March 2019

- Acted as a solution architect for providing the optimum solution for the proposed requirement in a given time frame
- Implemented complex requirements to generate interactive graphs based on data fetched from underlying salesforce object's data using SOQL queries and Chart.js JavaScript libraries.
- Handled a very agile environment of work with regular changes in the requirements through biweekly Sprints managed by a Scrum master.

TATA CONSULTANCY SERVICES, Kolkata — *Information Technology Analyst*

MAY 2015 - MAY 2017

- € Configured Email Studio for subscribers to receive emails from marketing cloud
- € Created Journey's in Journey Builder to make a definite flow of the emails based on user enrolment process including stipulated delays in the flow.
- € Single point of contact for salesforce Org's from offshore.
- € Suggested new solutions to client by utilizing out of the box features of the Salesforce platform
- € Utilizing JIRA to manage development related action items

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SKILLS

Apex Classes,
Apex Triggers,
SOQL, SOSL, Assignment
Rules,
Process Builder,
REST Integration,
Workflow & Approvals,
Reports &
Dashboards, Apex Data
Loader, Journey Builder,
Audience Builder, Marketing
Cloud Connector, Lightning,
JavaScript, Chart.js,

CERTIFICATIONS

Salesforce
Certified
Administrator
Salesforce
Certified Sales
Cloud Consultant
Salesforce
Certified
Platform
Developer I
Salesforce
Certified Platform
App Builder
Salesforce
Certified Service
Cloud Consultant

EDUCATION

**JUIT, Solan —
Bachelors of
Technology
(Computer Science)**

JUNE 2005 - JUNE 2009

PROJECTS

Company: Cognizant Technology Solutions

Client: Fortune 500 Telecom Company

Duration: April 2019 – Present

Position: Developer/Lead

Project : Salesforce Lightning

Responsibilities

- Handled a team of 10 Developer in release activity and defect fixing phase.
- Worked on requirements Estimation and release planning activities including release loading to complete release in clients stipulated timelines and calling out risks proactively, if any.
- Worked as a liaison between client and team working on the development of new requirements in India.
- Managing Requirement gathering for the client and acted as a point of contact to manage the release of new requirements.
- Handled functional clarification sessions with client to provide clear understating of the new functionalities to be deployed.
- Identifying and Sorting Out Understanding gaps regarding expected work to be completed in a given day.
- Communicating with the Team onshore Architect to make sure the development processes are aligned both at onshore and offshore.
- Doing POC work related to new technical suggestions w.r.t client requirements to be implemented in the future.
- Worked on Project Release timelines and resource loading for the same and aligning the same with onshore counterpart before sharing with the client.
- Making presentations on the already implemented development features for the previous release and doing a walkthrough with the client regarding the same.
- Implemented a POC on LWC w.r.t to a new requirement implementation.
- Code review of developers in the team w.r.t user story implementations pre-deployment activity.
- Sprint planning of previous release activity and identifying the sprint bucket w.r.t available resources.
- Solution designing of requirements and narrowing on any gaps in the solutions with the onshore technical architect to finalize a proposal.

Company: Atos

Client: Fortune 500 Telecom Company

Duration: June 2017 – Mar 2019

Position: Developer/Lead

Project : Salesforce Lightning

Responsibilities

- Created different Lightning Components for the Salesforce Org using Javascript
- Implemented complex requirements to generate interactive graphs based on data fetched from underlying salesforce object's data using SOQL queries and Chart.js Javascript libraries.
- Dynamic graph reproduction based on a drop down value in a picklist.
- Integrated the Components with the Analytics Engine Using REST API for realtime data visualization.

- Implemented Lightning Modals for various lightning pages as per the user interaction required for the business flow.
- Acted as a solution architect to provide an optimum solution for proposed requirements in a given time frame
- Worked as an integration specialist to handle REST api integration with the Azure platform in collaboration with the Client Integration team.
- Solely Responsible for Setting up the GIT Repository for the development work
- Handled a very agile environment of work with multiple changes in the requirements through biweekly Sprints managed by a Scrum master.
- Utilized JIRA tool features for tracking,maintaining and assigning tasks in the team for every biweekly sprint.
- Proactively identifying any issues or challenges which may alter the designated timeline of work as per proposed project roadmap and to sort them within timelines by communicating the same to the team without any delays.
- Working with a diverse team of people spread across europe and built a good relationship with them which helps in communicating freely either way.
- Worked on JSON restructuring and creating suitable apex classes for seamless data consumption from external system into salesforce objects.
- Proposing changes to the existing data model as and when required to handle new set of requirements to make the application more effective and useful.
- Managing a good set of documentation on the existing piece of work implemented and updating the same through version control to include new changes in the setup.
- Suggesting new improvement/solutions to application based on information from the current salesforce release document.

Company: Tata Consultancy Services

Duration: Oct 2016 – May 2017

Project: Salesforce Marketing Cloud

Client: Fortune 500 Insurance Company

Position: Developer/Consultant

Responsibilities

- Configured Email Studio for subscribers to receive emails from marketing cloud
- Created Triggered Send to manage multiple email send scenarios which can't be sent via Journey builder.
- Created various custom data extension to store relevant subscriber information as per requirement
- Created Journey's in Journey Builder to make a definite flow of the emails based on user enrollment process including stipulated delays in the flow.
- Created Landing pages using web studio tool to manage user authentication before letting end users access survey forms created in cloudpages.
- Salesforce Marketing Cloud Connector Setup to integrate sales cloud with marketing cloud in order to sync data from sales cloud to attain user email and other details
- Managed Publication List to set up different email communication channels with users who have subscribed to various services of the client.
- Used Ampscriptin Landing pages and email customization to make it more dynamic.

Company: Tata Consultancy Services

Duration: May 2015 – Sept 2016

Project: Salesforce SFA

Client: Fortune 500 Insurance Company

Position: Developer/Consultant

Responsibilities

- Single point of contact for salesforce Org's from offshore.

- Suggested new solutions to client by utilizing out of the box features of the Salesforce platform
- Utilizing JIRA to manage development related action items
- Implemented Apex solutions as per client request by analyzing the existing piece of apex code.
- Unit Testing, bug fixing and code reviews for the salesforce Org's as pre-deployment activities.
- Involved in Development related estimation activity with the client salesforce designers
- Making Reports for the client and resolving report and dashboard related issues for the client marketing teams as and when requested.
- Using beyond control tool to identify difference between profiles and other metadata
- Utilizing Field trip appexchange tool to identify the utilization of fields in the org.
- Providing support to Marketing User's in day to day use of salesforce Org's.
- Handling the Apex data loader and resolving data related load issues.
- Shadowed salesforce deployment using Jenkins.
- Worked with the client salesforce team to provide knowledge sharing on the new items in the salesforce release notes
- Implemented configuration changes related like page layout changes , field creation, workflow rule etc on behalf of client salesforce team(in their absence) in the salesforce org.

Company: Cognizant Technology Solutions

Duration: Jan 2015 – Apr 2015

Project: Salesforce SFA

Client: Fortune 500 Pharma Company

Position: Developer/Consultant

Responsibilities

- Moved to offshore to take care of client interaction and release related activities
- Worked as a liaison between client and team working on the development of new requirements in India.
- Handled knowledge clarification session with client to provide clear understating of the new functionalities deployed
- Involved with different stakeholders in the integration architecture to provide better analysis of the concerns raised by client
- Created workflow rules and defined related tasks, email alerts, and field updates
- Implemented pick lists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects
- Created profiles and implemented Object and field level security to hide critical information
- Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing
- Supervising and mentoring 4 team members in the project.

Company: Cognizant Technology Solutions

Duration: Jul 2014 – Dec 2014

Project: Salesforce SFA

Client: Fortune 500 Pharma Company

Position: Developer/Consultant

Responsibilities

- Moved to client location to take care of client interaction related activities.
- Handled 10 active markets with daily follow up activities regarding new releases and resolving immediate pain points.
- Worked as a liaison between client and team working on the development of new requirements in India.

- Managing Requirement gathering for the 10 Markets and acted as a point of contact to manage the release of new requirements for the market specific requirements.
- Handling knowledge clarification session with client to provide clear understating of the new functionalities deployed
- Involved with different stakeholders in the integration architecture to provide better
- Implemented pick lists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects
- Created profiles and implemented Object and field level security to hide critical information
- Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing
- Analysis of the concerns raised by client and providing suitable time based solutions.

Company: Cognizant Technology Solutions

Duration: Sep 2013 – Jun 2014

Project: Salesforce SFA

Client: Fortune 500 Pharma Company

Position: Developer/Consultant

Responsibilities

- Interacted with various business team members to gather the requirements and documented the requirements
- Involved in configuring the Salesforce System
- Created visualforce pages and Apex classes.
- Created Custom Objects and fields for transactional and contractual information.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different user.
- Created workflow rules and defined related tasks, email alerts, and field updates
- Created several reports and dashboards as per the client requirement
- Used Data Loader to load data into the system
- Involved in managing Salesforce environments using change sets
- Implemented pick lists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects
- Created profiles and implemented Object and field level security to hide critical information
- Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing
- Used force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
- Developed Queues for the specific public groups based on the Roles.
- Worked on Unit testing, for the customizations and developments done during the project.
- Driven the Migration of CRM application from Siebel to Salesforce SFA
- Was the point of contact from application end during Gap Analysis phase for migration work.
- Involved in Salesforce application environment setup and structuring
- Worked on Financial Integration module involved in analysis, field mappings and writing application apex classes to implement the integration successfully.

Company: Cognizant Technology Solutions

Duration: Apr 2010 – Aug 2013

Project: Siebel 7.8

Client: Fortune 500 Pharma Company

Position: Siebel CRM Consultant

Responsibilities

- Ensuring bug free in time delivery of enhancements to an active end user base of UK.
- Worked on client side development based on smart scripts.
- Implemented browser side scripting related enhancement.
- Peer level review of the application related issues logged by the users.
- Mentoring of new members in the project.