**Kamalakar Aachi**

**Salesforce Technical /Offshore Project Delivery Manager**

**Salesforce Certified Professional**

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**EXPERIENCE SUMMARY:**

* **As Offshore Project Delivery Manager by Role in SaaS Practice with Almost 14+ years of IT experience and 5 years of experience in Salesforce CRM, with cross-functional experience in enterprise-wide complex Salesforce CRM implementations.** He is Salesforce Certified Platform Developer I, Platform Developer II.
* Has both **onshore** & **offshore** experience working in CRM projects.
* Experience in **Estimating, designing, developing complex Salesforce implementations**. Experience includes entire salesforce org set up, developing the visual force pages & apex components on Salesforce platform. I have experience working as system administrator which includes setting up of environments, deploying and maintaining the orgs. Led multiple Salesforce projects and implemented them successfully
* Expertise in the area of Customization, Workflows, Roles, Community Cloud, Force.com migration tools (Force.Com IDE & Data loader)
* Good Exposure on Apex Classes, Triggers, Visual Force pages, Custom Objects and Standard Objects, Reports, Dashboards, workflows & Approvals.
* Experience in working with Apex Data Loader, Force.com IDE (Eclipse 3.4) and Force.com Builder.
* Worked on different Migration Tools to push data and components from sandbox to Production.
* Good analytical, verbal, written communication and interpersonal skills.
* Good Experience in interacting with End Users.
* Good Team Player and having good experience at leading teams globally
* Real time experience using Servlets, Java Server Pages (JSP), JDBC,Spring .
* Design experience using Unified Modeling Language (UML).
* Experience with MY- SQL 4.0 database

**Responsibilities include:**

* **Estimating, designing, developing complex Salesforce implementations**
* Participate in Code review.
* Send the Status Reports and Release Notes to the client regularly.
* Involving in all development activities.
* Client Support

**Skills:**

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| **Domain**  **/ Functional** | * Have developed multiple projects according to the Client requirement. * Have managed multiple projects across domains. Involved in project planning, execution. * Worked on Banking & Insurance Domain | |
| **Technical** | Packages/Products | Salesforce.com , Force.com, |
| Operating Systems | Windows NT / 2000 / 9x and MS-DOS |
| Languages | Apex, Java, SQL |
| Version Mgmt. Tools | Win CVS |

**Education, Certifications and Awards**

**B.Tech ,MBA**

**Certifications**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Platform Developer II**

**Employment History**

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| **Capgemini Consulting Ltd** | |
| Designation | Senior Consultant |
| Role | Offshore Project Delivery Manager |
| Duration | Sept 2016-till date |
| Responsibilities | Currently Working on **Estimating, designing, developing complex Salesforce implementations**  working on migration to lightening of the Salesforce org and many more  Owning the Delivery of the Project from Offshore &Lead the Development team in all Activities -Configurations, Customization, Integrations till the Deployment and Post Go- live support  Send the Status Reports and Release Notes to the client regularly. |

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| **Accenture Information Technology and Services Private Ltd** | |
| Designation | Application Development Team Lead |
| Duration | May 2010- Jan 2016 |
| Responsibilities | Working as an Offshore Application Delivery Project Team Lead  Participated in Pre-Sales Activities, Requirement Gathering discussions, Developed various POC’s, Estimations and Solutioning of Multiple Projects  Owning the Delivery of the Project from Offshore &Lead the Development team in all Activities -Configurations, Customization, Integrations till the Deployment and Post Go- live support  Send the Status Reports and Release Notes to the client regularly. |

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| **TCS** | |
| Designation | Asst.Consultant |
| Duration | May 2005 Aug 2009 |
| Responsibilities | Lead the Development team in all Activities -Developing J2EE based on requirements, Developing Java Classes and Spring MVC till the Deployment  Send the Status Reports and Release Notes to the client regularly. |

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| **Symphony Global services** | |
| Role | Senior Software Engineer |
| Designation | April 2004-April2005 |
| Responsibilities | Participate in Requirement Gathering discussions  Developing the Java classes, strusts based on requirements.  Involved in all development activities for various projects. |

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| **Virtusa Hyderabad** | |
| Role | Software Engineer |
| Duration | Aug 2003- April 2004 |
| Responsibilities | Java Based project developer |

**PROJECT EXPERIENCE:**

**Ameritas Migration   March 2021- to till date**

* Currently working as Delivery Manager since a year
* Provide inputs in project planning and resourcing
* Prepare Progress Report
* Support ticked assignment and tracking Status in JIRA.
* Driving hands on meeting with client, business users and third-party services
* Support in Salesforce Customization, Configuration & Integrations from MSCRM.
* Following application development practices defined by Ameritas.
* Provides Code review Approval to fixes and CR’s
* Review’s the BR’s with the Functional Analysts and business and design the technical Solutions for the same
* Help developers in understanding the Solutions and help with the build approach as well

**Discover**

**Sept 2020 to Feb 2021**

Discover is financial domin and global network related to cards.

**Responsibilities:** Offshore Project Delivery Team Lead

* Offshore Delivery lead for a team of 10 developers and 2 testers
* Estimated Requirements
* Provide inputs in project planning and resourcing
* Prepare Progress Report
* Support ticked assignment and tracking Status
* Driving hands on meeting with onshore and clients
* Manage application data using Data Loader & ETL services
* Support in Salesforce Customization, Configuration & Integrations
* Also, was involved migration ad Deployments Activities including code review

**Euroclear**

**April 2020 to Sep 2020**

Euroclear provide post trade services to its customers and they use salesforce for creating cases related to post trade service issues such as settlements and funds transfers. Developed enhancementsas per the business needs. In euroclear cases are created by different source phone, email and web. I’m involved in development of Call center application through cimplicity adapter where the case are created through phone channel.

**Responsibilities: Offshore Delivery Lead**

* I was involved in the requirement Gathering and Analysis which involved requirements and also in the Solution Architecture of the same.
* Involved in writing the apex classes and visual force pages.
* Involved in Configurations and Administration of Sales force.com

**AXA**

**Aug 2019 to March 2020**

Agenda Network is service console application which is built on top of Salesforce platform that contains all the anagraphical and statistical data of the road side assistance partners who provides services to end user. Basically it is a network of partner accounts. This application is spread across the three regions of Italy North, South and Centre.

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* Application Manager of every incoming enhancement and designs.
* Coordinate with business on all the Sprints, Hot fixes and Maintenance Releases.
* Lead the Platform enhancements, Prod support, Configuration, Literature teams.
* Developed Aura components, Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed Apex batches for one-time update/cleanup of data.
* Designed and customized visual force pages using extension controllers, custom controllers and standard controllers.

**Ally Financials Jan 2018 to July 2019**

**Developer**

AdviceNext Workstation Project focus on the design, building, testing, and roll out of the new Workstation. The highest priority for building and deploying the new Workstation is assuring that the new Workstation ultimately delivers a significantly improved User experience for the Financial Advisors and delivers greater efficiency and effectiveness for Financial Advisors.

* Lead the team for on the dot deployment to Production.
* Coordinated business process review meetings with multiple teams to establish standardized processes.
* Contributed towards HLD and LLD phase and design documents preparation by integrating different modules.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Designed and customized visual force pages using extension controllers, custom controllers and standard controllers.

**Post Nord AM Jan 2017 to Nov 2017**

Mentor Application maintenance for the G2OCRM Master Template and DK rollout

* Application maintenance for the G2OCRM Master Template and DK rollout
* Timely resolution of incidents, monitoring, analysis, reporting and communication of Incidents.
* MVU, SR Development and Testing for Organizational Changes.
* Client Interaction to understand Organizational Requirements, Monitor changes, Coordinate Testing.
* Release management on creation of change set, deployment.
* Budget preparation, Estimations.
* Understanding SFDC CRM processes to document Pre and After Sales activities at the company based on the business life cycle.
* Coordinated business process review meetings with multiple teams to establish standardized workflow processes.

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| **Mentor - Contract Amendment Module** | Nov 2016 to Jan2017 |
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Mentor Worldwide LLC wants to enhance their current consignment module. The current process to amend or update a consignment request involves manual tracking of data in spreadsheets. Mentor wants to move that process into Salesforce, so users can perform contract amendments directly within Salesforce, and run reports to measure KPIs.

* Involved in writing the apex classes and visual force pages.
* Involved in Configurations and Administration of Sales force.com
* Also was involved in integrations