

**Padma Gandla**

**gpadma34@gmail.com**

**+91-9741455866**

**Salesforce Technical Architect/Lead**

|  |  |
| --- | --- |
| **Professional Snapshot** | A dynamic professional with Total 8 years of IT experience – 8 years of complete development, administration and architecture experience in Salesforce cloud CRM. Involved in all phases of the software development like Requirement Analysis, Designing, Reviews, Coding, Documentation, Unit testing, Bug fixing & Client interaction.Currently working as Salesforce Technical/Solution Architect having expertise in complete project life cycle including requirement gathering, development, deployment and maintenance.  |
| **Experience Summary** | * Involving in various phases of design, development and implementation of SFDC.
* Hands on experience in analysis and design of customer requirements across various projects.
* Hands on experience with designing and implementing data load activities.
* Expertise in CRM/cloud platform.
* Excellent problem-solving skills.
* Implementation of Objects, Custom Apps, Page Layouts, Tabs, Validation Rules, Workflows, Sharing Rules, Public Groups, Custom Settings, Permission Sets, Libraries.
* Expertise in Data Loader, Workflows, Apex Classes and Visual force pages.
* Experience in VF Pages, Apex, Triggers and JavaScript.
* Have created SFDC Objects, Lookups & Master-Detail Relationship, and Reports.
* Have experience in User Management, Case Management & Chatter group.
* A team player with good communication skills and ability to learn and deliver in quick time.
* Having experience on Service Max.
* Having experience on Eclipse, data loader.io, Apex Data loader, Informatica cloud automation, workbench.
* Good knowledge on excel, Notepad++.
* Having experience on SOAP/HTTP/Rest integration experience.
* Having experience on different app exchanges in Demand tool, Dupe Blocker, Easy Describe, Panaya Change Guru etc.
* Having good experience in Service cloud projects and worked in many areas like Service console application creation, case management, milestones, entitlements, and entitlement process.
* Having good knowledge on Salesforce Commerce Cloud.
* Worked on CTI integration, Live agents, Einstein Bots (Chatbots), Macros, History, Omni channels, custom sidebar components, mini page layouts and mini console view, Feed filters etc.
* Having lightning project experience.
* Creation lightning pages, app manager, lightning quick action buttons etc.
* Created Lighting app builder components and its respective assignments.
* Worked on migration of visual force pages to lightning experience.
* Having good experience in Lightning Experience and creation of components.
* Having Managed package related project experience.
* Good experience in Package creation, Visual Studio for changeset creation, Auto Rabit deployment tool, Git bash, Source tree, Mavens mate.
* Good Experience in devops continuous integration deployment tools and other: Azure DevOps, Git hub, Git Lab, Bit Bucket, Ant, Eclipse, work bench, Change sets etc.
* Good Experience in Financial Service Cloud, Sales Cloud & Service Cloud related projects.
* Good experience in Sandbox management.
* Good experience in Solution and technical design.
* Expertise in Note and Attachments migration with custom code to migrate them in actual original file format with lakh of records.
* Handling scrum calls.
* Good knowledge on Jira, Rally and TFS boards.
* Good technical and functional commanding on Salesforce technology in Lightning (aura & LWC) and Classic both.
* Ability to work on any salesforce cloud configuration and customization both.
 |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Technical Exposure** |

|  |  |
| --- | --- |
| **Primary Skills**  | Salesforce Architecture, Salesforce Packaging, Scrum, Salesforce Configuration, Salesforce Customization, Apex Classes, Apex Triggers, Schedulable and Batch classes, Future Methods, Web Services, Workflow & Approval Processes, Lightning Process builder, Security Controls, Salesforce deployments, Apex data Loader, Jitter bit, Dataloader.io, Own Backup, Workbench, Sales force Inspector, Dupe blocker, Case and user management, Salesforce App exchanges etc., **Salesforce Lightning Experience (Aura & LWC).** |
| **Web Technologies**  | XML, HTML, ASP |
| **Deployment Tools**  | Eclipse, Autorabit, Jenkins, Git Lab, GitHub, Azure Devops, Change sets, ANT, Work Bench. |
| **Other Tools**  | Microsoft Office 2, Microsoft Visual Studio, Team Foundation Server, Microsoft Share point. |
| **Operating System**  | Windows XP, Windows 7, Windows 8, Windows 10 |

  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Project Profile** | **DXC Technology.**

|  |  |
| --- | --- |
| **Project** | **SS74 - Sell SFDC Legacy Company Reference Clean-up** |
| **Client** | DXC Technology |
| **Period** | 01-09-2020 to Present |
| **Description****Role** **Responsibilities** **Environment**  | DXC Technology helps customers across the entire Enterprise Technology Stack with differentiated industry solutions. We modernize IT, optimize data architectures, and make everything secure, scalable and orchestrated across public, private and hybrid clouds.SFDC Technical Architect/SFDC Tech Lead/Developer* Preparing Technical Impact analysis or Scope of the project document.
* Providing Technical Design.
* Helping team in explaining the requirement and any technical issues.
* Techno functional Leading Experience.
* Daily calls with business team (onsite) to update the progress of work.
* Securing PROD org or driving technical action items after every release from Salesforce.
* Sandbox or PROD Management activities.

Lightning Experience, Visual Force, Apex Classes, Triggers, Salesforce.com configuration.  |
| **Project** | **SS83 - Helsinki Separation for Sales** |
| **Client** | DXC Technology |
| **Period** | 01-09-2020 to Present |
| **Description****Role Responsibilities****Environment**  | DXC Technology helps customers across the entire Enterprise Technology Stack with differentiated industry solutions. We modernize IT, optimize data architectures, and make everything secure, scalable and orchestrated across public, private and hybrid clouds.SFDC Technical Architect/SFDC Tech Lead/Developer* Requirement Gathering and analysis on Architecture design.
* Helping team in explaining the requirement and any technical issues.
* Attending daily stand-ups to resolve the obstacles for the Entities.
* Involved in Salesforce classic configuration and customization (Apex, Vf pages, Triggers, Test Classes etc.).
* Experience in Salesforce classic and Lightning Experience both.
* Data migration activities to logically separate DXC and Helsinki businesses.
* Securing PROD org or driving technical action items after every release from Salesforce.
* Sandbox or PROD Management activities.

Lightning Experience, Visual Force, Apex Classes, Triggers, Salesforce.com configuration, Data loaders.  |

|  |  |
| --- | --- |
| **Project** | **Galileo - Salesforce classic to LEX migration** |
| **Client** | DXC Technology |
| **Period** | 1-12-2019 to 18-09-2020 |
| **Description****Role** **Responsibilities****Environment**  | DXC Technology helps customers across the entire Enterprise Technology Stack with differentiated industry solutions. We modernize IT, optimize data architectures, and make everything secure, scalable and orchestrated across public, private and hybrid clouds.SFDC Technical Architect/SFDC Tech Lead/Developer * Requirement Gathering and analysis on Architecture design.
* Providing Technical design and Jira board management.
* Helping team in explaining the requirement and any technical issues.
* Handling scrum calls, driving with 40 members team with all advanced admin, Development, Testing team, deployment teams.
* Techno functional leading experience.
* Classic to Lightning migration experience.
* Building aura components and Lightning web components experience.
* Connecting with vendors and Managed packages LEX upgradation experience.
* Devops Git hub and ant deployment tools used in this project.
* Cleaning or streamlining all old data and impact analysis experience.
* Good commanding in Lightning experience (Aura and LWC both) and classic in both customization and configuration.
* Sandbox management.
* Securing PROD org or driving technical action items after every release from Salesforce.
* Hypercare support activities & bug fixes after go-live.

Lightning Experience, Visual Force, Apex Classes, Triggers, Salesforce.com configuration, Data loaders. |

|  |  |
| --- | --- |
| **Project** | **OneBank** |
| **Client** | PWC |
| **Period** | 04-10-2019 to 31-12-2019 |
| **Description****Role** **Responsibilities****Environment**  | PwC has developed a unified banking solution powered by Salesforce Financial Services Cloud. PwC’s solution helps relationship managers and consumer bankers understand their clients and book of business based on proactive alerts, analytics, and tailored insight into the needs of their clients and relationships.SFDC Technical Lead/Developer* Lightning web components creation.
* Devops Git hub and azure devops continues deployment integration.
* Worked on Financial Service Cloud.
* Good commanding in Lightning experience (Aura and LWC both).

Lightning Experience, Visual Force, Apex Classes, Triggers, Salesforce.com configuration, Data loaders. |

**Accenture Solutions India Pvt Ltd.**

|  |  |
| --- | --- |
| **Project** | **Henkel e-Enablement Salesforce** |
| **Client** | Leading consumer goods client in Europe |
| **Period** | 15-05-2019 to 16-09-2019 |
| **Description****Role** **Responsibilities** **Environment**  | The project is about supporting Henkel to customize Accenture cloud managed package as per business needs. Henkel business process are slightly different and require different/modified approach than in managed package. As the code in managed package is not accessible outside, extending its code requires special expertise. I am working on this project as Salesforce solution architect and technical lead providing solution designs for requirement given to scrum teams. Knowing the Accenture Cloud features, and Salesforce customization limitations around managed package, I work as technical consultant with Product Owners to finalize their requirements and work as DevOps lead to maintain version control and code flow. SFDC Tech Lead/Developer* Requirement Gathering and analysis on Architecture design.
* Helping team in explaining the requirement and any technical issues.
* Attending daily stand-ups to resolve the obstacles for the Entities.
* Involved in Salesforce classic configuration and customization (Apex, Vf pages, Triggers, Test Classes etc.).
* Worked in Salesforce Lightning Experience as per the requirement.
* Devops Git lab for salesforce deployments.
* Working on bug fixes, defects on both customization and configuration.
* Experience on Managed Packages, creation of Packages.
* Created Lighting app builder components and its respective assignments.
* Worked on migration of visual force pages to lightning experience.

Lightning Experience, Visual Force, Apex Classes, Triggers, Salesforce.com configuration, Service Cloud (Lightning Service Console), Case Management, Chatbots, Omni-Channel Routing, Telephony Integration, Automation with Macros. |

|  |  |
| --- | --- |
| **Project** | **Accenture Cloud Retail Execution and TPM** |
| **Client** | Salesforce, other consumer goods vendors |
| **Period** | 17-09-2018 to 16-09-2019 |
| **Description****Role** **Responsibilities****Environment**  | The project is about developing a cloud version of Accenture on premise retail application suite for Consumer Goods market, in collaboration with Salesforce. The cloud app will be hosted on Salesforce AppExchange and will be available as a managed package to download in any Salesforce instance. The application has 2 modules – **FSM (Field Sales Management)**, which deals with order taking process over calls or on field, maintaining product inventories, quota for resellers, order delivery management; and **TPM** (**Trade Promotion Management)**, which deals with planning promotions for products, creating tactics, and allocating and maintaining funds for these promotion activities.I am working in this project as a scrum master and solution architect for FSM module, focusing on scrum activities and designing solutions for requirements, mentoring the development team and reviewing the deliverables created by them, involved in technical discussions with architects and POs to propose solution design for requirements based on Salesforce features. I am also responsible for DevOps activities in the project for maintaining version control and planning migration strategies for different orgs and package creation. The AppExchange URL for the product is: [Accenture Cloud Retail Execution and Trade Promotion Management](https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3000000DzxnSEAR)SFDC Tech Lead/Developer* Requirement Gathering and analysis on Architecture design.
* Helping team in explaining the requirement and any technical issues.
* Attending daily stand-ups to resolve the obstacles for the Entities.
* Involved in Salesforce classic configuration and customization (Apex, Vf pages, Triggers, Test Classes etc.).
* Worked in Salesforce Lightning Experience as per the requirement.
* Changeset creation using Visual Studio and deployment with AutoRabit tool.
* Working on bug fixes, defects on both customization and configuration.
* Experience on Managed Packages, creation of Packages.
* Created Lighting app builder components and its respective assignments.
* Worked on migration of visual force pages to lightning experience.

Lightning Experience, Visual Force, Apex Classes, Triggers, Salesforce.com configuration |

**Tech Mahindra Information Technology Company**

|  |  |
| --- | --- |
| **Project** | **Delta Dental Definition** |
| **Client** | Delta Dental in United States |
| **Period** | 20-08-2017 to 10-08-2018 |
| **Description****Role** **Environment**  | The company offers managed fee-for-service plans to select a preferred dentist; and prepaid plans to select a dentist in California. It also provides dental insurance plans through its subsidiary. The company offers its plans to individuals, families, seniors, retirees, and businesses, as well as for federal, state, and local government agencies. It allows customers to access various dentist locations in the United States, Canada, Mexico, and Puerto Ric...* Involved in the requirements gathering and data model design.
* Worked on all kind of Configuration and customization issues.
* Attending daily stand-ups to resolve the obstacles for the Entities and migration and configuration perquisites handled by me.
* Implementation of Objects, Custom fields, Page Layouts, Tabs, Validation Rules, Workflows, Sharing Rules, Public Groups, Custom Settings, and Permission Sets.
* Involved in Salesforce.com customization as well Configuration as per the requirement.
* Created page layouts and worked on access level management.
* Created Queues, Assignment rules, auto response rules and escalation rules, custom components, Feed views, mini page layouts, rollup summary fields, High light panel settings etc..
* Working on bug fixes on both customization and configuration.
* Created workflow Rules, field updates, email alerts, tasks assignment and created processes using process builder.
* Created Visual Force Pages and their Controllers, Apex classes and helping team in complex requirements.
* Worked on creation lightning page layout, app manager, lightning quick action buttons etc.
* Created Lighting app builder components and its respective assignments.
* Worked on migration of visual force pages to lightning experience.

Lightning Experience, Visual Force, Apex Classes, Triggers, Salesforce.com configuration. |

|  |  |
| --- | --- |
| **Project** | **Network Fleet** |
| **Client** | Verizon in United States |
| **Period** | 25-05-2016 to 15-08-2017 |
| **Description****Role****Responsibilities****Environment** | Verizon Network fleet is Vehicle and asset management. With the integration of Fleet Matics and Telogis, Verizon offers a full range of fleet and mobile workforce solutions. Fleet management in the palm of your hand. Introducing Network Fleet Manager and Driver mobile apps to help improve fleet efficiency. This project mainly concentrated on Streamline Installation Processing, HUM and OEM product modules.SFDC Administrator/Developer/Tech Lead* Involved in the requirements gathering and data model design.
* Worked on all kind of Configuration and customization issues.
* Attending daily stand-ups to resolve the obstacles for the Entities and migration and configuration perquisites handled by me.
* Implemented and Migrated Templates/Clauses from Sandbox to Production.
* Involved in Salesforce.com customization as well Configuration as per the requirement.
* Created clauses, support documents and template based on user provided requirement documents.
* After validating the templates in DEV or migrated to QA, UAT using change sets.
* Created custom Objects, custom fields, custom settings, custom labels, workflow rules, field update, and email alerts.
* Created page layouts and worked on access level management.
* Developed various Validation rules as per the business requirement.
* Working on bug fixes on both customization and configuration.
* Created workflow Rules, field updates and created processes using process builder.
* Created Visual Force Pages and their Controllers, Apex classes and helping team in complex requirements.

Visual Force, Apex Classes, Triggers, Data Migration, Salesforce.com configuration, Service Cloud (Lightning Service Console), Case Management, Live Agents, Omni-Channel Routing, Telephony Integration, Automation with Macros. |

**Thakral One Solutions Pvt. Ltd**

|  |  |
| --- | --- |
| **Project** | **Salesforce HRS – Human Resource System** |
| **Client** | Honeywell |
| **Period** | 23-09-2015 to 01-03-2016 |
| **Description****Role****Responsibilities****Environment**  | Honeywell invents and manufactures technologies to address some of the world’s toughest challenges initiated by revolutionary macro trends in science, technology and society. HRS is an internal project that relates to the ticketing management system where the employee can raise a ticket on internal issues to the HR department, ticket assignment and tracking the tickets and updating the status.SFDC Senior Developer/SFDC Administrator* Responsible for securing requirements from the functional owners.
* Implementing the data model as per the requirement.
* Understanding of the new requirements or existing issues and new functionality into existing Salesforce.com system.
* Creating Email Templates to auto send messages.
* Creation of ERD diagram on objects flow.
* Created Email alerts, profiles, permission sets, Deployment from Sandbox to Production environment.
* Created Visual Force Pages and their Controllers, Apex classes and helping team in complex requirements.
* Design and development of data load scripts and mapping template.

Visual Force, Apex Classes, Data Migration, Salesforce.com configuration, Data loader. |

|  |  |
| --- | --- |
| **Project** | **GMS Gateway** |
| **Client** | Honeywell |
| **Period** | 23-09-2015 to 01-03-2016 |
| **Description****Role****Responsibilities****Environment** | Honeywell invents and manufactures technologies to address some of the world’s toughest challenges initiated by revolutionary macro trends in science, technology and society. GMS Gateway is an internal employee relocation management system.SFDC Developer* Responsible for securing requirements from the functional owners.
* Implementing the data model as per the requirement.
* Understanding of the new requirements or existing issues and new functionality into existing Salesforce.com system.
* Creating Email Templates to auto send messages.
* Creation of ERD diagram on objects flow.
* Created Email alerts, profiles, permission sets, Deployment from Sandbox to Production environment.
* Created Visual Force Pages and their Controllers, Apex classes and helping team in complex requirements.
* Design and development of data load scripts and mapping template.
* Service console application creation, case management, milestones, entitlements, entitlement process.
* Worked CTI integration, Live agents, Macros, History, Omni channels, custom sidebar components, mini page layouts and mini console view, Feed filters etc.

Visual Force, Apex Classes, Salesforce.com configuration, Service console, service cloud. |

**Birla soft (India) Limited.**

|  |  |
| --- | --- |
| **Project** | **COMMEX SFDC GR18-21 2015** |
| **Client** | GE Healthcare |
| **Period** | 10-02-2013 to 29-07-2015 |
| **Description****Role****Responsibilities****Environment**  | GE Healthcare has a range of products that include medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, and biopharmaceutical manufacturing technologies. The company sales representatives will contact hospitals and create account and related contacts and opportunity. Based on the opportunity sales quotes will be created and once it is approved from all the approvals then sales order will have submitted after that invoice will generated and billing will happen. This sales quote will process by back office, and then they will deliver the products accordingly.SFDC Administrator* Responsible for securing requirements from the functional owners.
* Implementing the data model as per the requirement.
* Understanding of the new requirements or existing issues and new functionality into existing Salesforce.com system.
* Creating page layouts, profiles and applications.
* Setting up Security and sharing model.
* Creation of ERD diagram on objects flow.
* Created Email alerts, Validation Rules, Workflows, Roles and profiles to achieve required functionality.
* Deployment from Sandbox to Production environment.
* Reviewing Visual Force Pages and their Controllers, Apex classes and helping team in complex requirements.
* Assisting the development team with complex requirements.
* Design and development of data load scripts and mapping template.
* Overcoming Limitations (SOQL, DML Operations) of Sales force.
* Created a workflow when a quote is ready for sending email to a customer.
* Automation of Data Loader.
* Initiation of automation tools into project.

Visual Force, Apex Classes, Data Migration, Salesforce.com configuration. |
| **Project** | **Next Gen Service CRM** |
| **Client** | GE Healthcare |
| **Period** | 10-02-2013 to 29-07-2015 |
| **Description****Role****Responsibilities** **Environment**  | GE Healthcare provides transformational medical technologies and services that are shaping a new age of patient care. GE Healthcare broad expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, biopharmaceutical manufacturing technologies, performance improvement and performance solutions services help our customers to deliver better care to more people around the world at a lower cost. In addition, partner with healthcare leaders, striving to leverage the global policy change necessary to implement a successful shift to sustainable healthcare systems.Data Analyst* Design and development of data load scripts and mapping template.
* Ensuring code movement to production from Sandbox.
* Overcoming Limitations (SOQL, DML Operations) of Sales force.
* Decision maker in complex requirements.
* Initiation of automation tools into project.
* Understanding of the new requirements or existing issues and new functionality into existing Salesforce system.
* Created Email alerts, Validation Rules, Workflows, Roles and profiles to achieve required functionality.
* Deployment from Sandbox to Production environment.
* Modified Existing Functionality for better performance.
* Automation of Data Loader.
* Presented Seismic App Exchange for SFDC.
* Good knowledge on service max.

Visual Force, Apex Classes, Data Migration, Data loader, Salesforce.com configuration. |

|  |  |
| --- | --- |
| **Project** | **Warranty Registration** |
| **Client** | Sun Power |
| **Period** | 10-02-2012 to 31-01-2013 |
| **Description****Role****Responsibilities****Environment** | Sun Power has come up with a proposal to generate Warranty Certificates and mailed to system owners to provide them a tangible proof of warranty, once the Warranty Registration process is completed. Warranty Certificate is generated in PDF format with the help of custom Visual force page and it’s Apex Controller. This certificate will be stored in the corresponding record of Warranty Registration. The Internal User will select all those documents and Email to their Corresponding mail ID’s and can save attachments in their local systems.Developer* Responsible for securing requirements from the functional owners.
* Assisting the development team with complex requirements.
* Enabling the system test team with writing test cases and for securing correct data.
* Ensuring code movement to production from Sandbox.
* Overcoming Limitations (SOQL, DML Operations) of Sales force.
* Involved in creation of test classes.
* Created Visual Force Pages and their Controllers, Apex classes, Triggers.
* Created Test methods for the Testing and Deployment.
* Involved in Conga Composer App Exchange.
* Responsible for data delivers.

Salesforce.com configuration, Visual force, Apex Class and Triggers. |

 |

|  |  |
| --- | --- |
| **Certifications** | * Salesforce Certified Application Architect
* Salesforce Certified System Architect
* Salesforce Certified Platform Developer I
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Platform App Builder
* Salesforce Certified Administrator
* Salesforce Certified Sharing and Visibility Designer
* Salesforce Certified Data Architecture and Management Designer
* Salesforce Certified Identity and Access Management Designer
* Salesforce Certified Integration Architecture Designer
* Salesforce Certified Development Lifecycle and Deployment Designer
 |

|  |
| --- |
|  |

|  |  |
| --- | --- |
| **Declaration** | I hereby declare that all the information made above is true and correct to the best of my knowledge and belief. |