



JAYNANDAN PRASAD

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SUMMARY

- Extensive CRM consulting experience with around 8 years of experience being associated with CRM as concept & implementation.
- Good working experience in various capacities such as **SFDC Developer, SFDC-BSA, Architect and Tech Lead** and involved in various phases of entire project from requirement gathering, architecture development and implementation.
- Expertise in concepts of end-to-end project planning and implementation from **scope management, to activity sequencing, effort estimation, resource planning, risk analysis to quality management** in adherence to international guidelines and norms.
- Well-versed with all the technology utilizations in Salesforce.com (Apex, triggers, Visual Force pages) & capable of suggesting the technical approach to be taken for an individual engagement, having total IT experience in Salesforce.
- Experience with full life cycle implementation of business solution, including **requirement gathering, prototype designing, coding, Data Dictionary, report development, testing, UAT deployment, production and ongoing product support.**
- Proven ability to integrate disparate systems.
- Take responsibility for technical aspects of solutions to include activities such as product and solution briefing, proof of concepts and co-ordination of supporting technical resources.
- Strong knowledge of domain comprising of CRM.

ADDITIONAL SKILLS

- Native English speaker, effective communicator with strong coordination, relationship management and analytical skills.
- Excellent analytical, problem solving skills and a motivated team player with excellent inter-personal skills.
- Objective and resourceful with result-oriented approach.
- Good coordinating skills with cross domain consultants, developers and has a communication and presentation skills.
- Good team player with excellent communication, technical, multi-tasking and interpersonal skills.
- Quick adaptability and systematic approach towards work.
- Proficient with Microsoft Office software (i.e. Word, Excel, PowerPoint)

CERTIFICATION AND AWARDS

CERTIFICATIONS	AWARDS
1. Salesforce Certified Platform Developer II (MCQ)	1. Star Performer ward- Infosys Ltd.-2011
2. Salesforce Certified Platform Developer I	2. Rising Start Award- Adobe System -2014
3. Salesforce Certified Sales Cloud Consultant	
4. Salesforce Certified Force.com Developer (Retired)	
5. Salesforce Certified Administrator	
6. Salesforce Certified Platform App Builder	
7. Adobe Certified Expert in Acrobat XI Pro (# 10189896)	

TECHNICAL SKILLSETS

■ Technical Architect	iRise – Software Prototyping
■ Project Management	Microsoft Project, MS Excel, PowerPoint
■ Vlocity (Insurance and Finance)	Vlocity OmniScript, Cards, Action, DataRaptor, Template
■ Force.com	Apex programming, Apex Triggers, Visualforce pages/Component and Controllers, Approval Processes, Process Builders, Batch Apex, Schedule Apex, SOQL, SOSL, Governor Limits, Data Modelling, site.com, Chatter, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation, Reports, Dashboards, Formula Fields and Cross Object Formula Fields, Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench.
■ Service Cloud	Case Management, Contract & Entitlement Management, Web & Email Case capture, Customizable Report & Analytics, Workflow & Approval Automation, Case auto assignment & escalations, Content Library, Service Cloud console and Knowledge base
■ Sales Cloud	User, Account, Contact, Opportunity, Lead and Activity Management, Data Migration, Reports and Dashboard
■ Community Cloud	Community Branding, setting up Tab and Pages, Implanting Security and Visibility Schemes for required data visibility and User Adoption training
■ Salesforce Lightning	Lightning App Builder, Lightning Components, Classic to Lightning Migration, Migration of Visualforce pages to Lightning pages with Lightning Design System
■ System Integration	Consuming and Exposing REST and SOAP(WSDL) web Services, JIRA integration, Seibel CRM Integration, SAP integration (BAPIs) , Heroku
■ Mobility	Salesforce1, Salesforce SDK- Android
■ Data Management	Data Loader, Import Wizard
■ Unit Testing	90% code Coverage practice, Positive tests, Negative tests and Regression tests
■ CI & CD	Change Sets, ANT, Jenkins, Bamboo, Salesforce DX
■ IDE Tools	MavensMate Sublime Text, Eclipse
■ Process Tools	JIRA, Rally
■ Processes	Agile
■ Source Control	Perforce, Code Collaborator, GitHub, Atlassian Bitbucket
■ Web Technologies	Core JAVA, JavaScript, HTML, SOAP, REST, jQuery, Bootstrap,

SALESFORCE DEV INITIATIVES

1. Introduced and implemented Code Quality- Code Review Tool known as 'Collaborator'.
2. Introduced and implemented Database Naming Standard.
3. Introduced and implemented SFDC Coding standards.
4. Implemented SFDC + Internal Best Practices.
5. As a part of SFDC Governance team, introduced and implemented SFDC Gov Best practices like flow diagrams for Triggers, Test Classes, Testing APIs, API Callouts and Concurrency for running classes.
6. Introduced and implemented Salesforce Deployment Mode for various objects.
7. Implemented custom exception handling framework for various app in SFDC.

FREELANCE EXPERIENCE

■ NON-PROFIT ISV

 SFDC Lighting Developer  Dec 16' – Jan 17'

 Singapore

ENVIRONMENT: Salesforce.com Enterprise edition, Sales cloud, Lightning Components, Apex Controllers, JavaScript, CSS, Un-Managed package

RESPONSIBILITIES:

- Developed two lightning components- Interest Selection and Bulk Interest Management
- **Component 1: Interest Selection**- Embedded in Detailed page of Account and Contact record.
- Created lists of available interest in tree view and created a junction object for selected interests.
- **Component 2: Bulk Interest Management**-Created functionality which on defining search criteria returns list of Accounts, Household and Contacts. The UI was created with pagination to select multiple interests or records.
- Created a button to save and apply the selected 'interests' or records to DB for either selection, removal and deactivation of the selected interests.
- UI elements were designed as per Salesforce Lightning Design System.
- Metadata, Apex code and UI components was provided as an Unmanaged package.
- Development was performed in a Dev org with Non-Profit Success pack installed.
- Created a basic installation guide ready for external use.



PROFESSIONAL EXPERIENCE

■ METLIFE INSURANCE



Technical Lead



Aug 2017 – Present



Clarks Summit, PA

ENVIRONMENT: Salesforce.com, Service Cloud, Vlocity Framework, REST API, Force.com platform, Apex Classes, Visual Force Pages, Controllers, Custom Objects, Exception Handling, Security Controls, Windows

RESPONSIBILITIES:

1. Project Management

- 1.1. Define the scope of the project in collaboration with management and technical resource.
- 1.2. Define initial estimate of the effort hours (task decomposition) for each activity, Change Requests(CR) and entire project using Microsoft Project.
- 1.3. Reviews deliverables prepared by team and the weekly status reports before passing to client/members and addresses issues as appropriate.
- 1.4. Train/mentor/review the development team on code re-usability, source code management(GIT), Change Management along with client standards/Salesforce best practices

2. Design

- 2.1. Take the ownership of technical design, development and implementation of SFDC platform/products for given business requirement as per BRD, FRD and NFR.
- 2.2. Communicate the Salesforce architecture options, design trade-offs, and communicate the design choices based on SFDC Best Practices.
- 2.3. Translate the FRD into TDD and assists other team members in designing and implementing the solution.
- 2.4. Responsible for reducing the overall project technical risk by uncovering design issues early and articulating design considerations, trade-offs and recommendations for the technical architecture.
- 2.5. Work with PM, BA and BSA on high level project estimates and creating of technical requirements and test plans for the Salesforce platform.
- 2.6. Participating in integration related issues triages and meetings with the customer and various other partners/stakeholders and Testing team.
- 2.7. Provide detailed estimates of the level of effort associated to implement the project from requirements gathering through deployment. Break down large initiatives (epics) to smaller, workable chunks (stories) that can be quickly developed.
- 2.8. Manage and provide sign off on the design of various integration partners.

3. Build

- 3.1. Create POC using Apex, VF and Vlocity framework by invoking the partner REST services.
- 3.2. Implemented custom error handling framework w.r.t user-defined, system error and web service error
- 3.3. Follow project plans with detailed task distribution and execute projects using Agile methodologies to ensure the project is delivered on time.

- 3.4. Lead the development of efficient, maintainable, defect-free code that meets business requirements with internal coding and styling standards.
- 3.5. Perform code reviews and incorporate into the code the internal development guideline.
- 3.6. Create relevant SDLC deliverables as part of standard project implementations (architecture & design documents, deployment diagrams etc.) using tools like Visio, MS Word, PowerPoint etc.
- 3.7. Create and check the readiness the of BUILD environment with respect to encryption, security and the required dev frameworks for the build to start and end in time.
- 3.8. Assist with select QA tasks, including test data preparation, defect root cause analysis and production support.

4. Release

- 4.1. Plan and schedule the build through different stages and environments like SIT, QA and UAT.
- 4.2. Continuous Integration- Model the deployment across the release environments using CI tools like GIT by maintaining the version control repos.
- 4.3. Maintain the sanity of the release environments by incorporating RM best practices.

■ ABBOTT HEALTHCARE

 Salesforce Architect  May 2017 – Aug 2017  Austin, TX

ENVIRONMENT: Salesforce.com, Sales cloud, Bootstrap, Force.com platform, Apex Classes, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow Approvals, Reports, Security Controls, Windows

RESPONSIBILITIES:

- Lead the Development team.
- Actively participate in meetings with representatives from multiple business and/or IT units for scope definition and estimation.
- Collaborate with functional lead to insure alignment of the BRD, FRD and TDD.
- Create Iteration 0 - Proof of Concept(POC) using Apex, Lightning Components, Visualforce to be reused in the BUILD phase.
- Facilitate solution design sessions, advocate Salesforce best practices, and recommend alternate approaches.
- Lead design and development of Salesforce Lightning custom solutions comprising of work in Apex, Visual Force, Salesforce APIs, and data migration.
- Code review of the dev teams adhering to SFDC + internal best practices before QA release.
- Perform unit testing, integration testing, and performance testing of new product functionality. Analyze and mitigate issues identified during testing.
- Follow an iterative software development methodology and contribute to all phases of the software development lifecycle and support
- Actively participate in meetings with representatives from multiple business and/or IT units.
- Take accountability for quality of deliverables, provide status on development effort, and deliver on time and as per specifications.

■ AUTODESK INC.

 Lead Developer  Jul 2016 – April 2017  Singapore

ENVIRONMENT: Salesforce.com, Service cloud, Seibel CRM, Force.com platform, Apex Classes, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow Approvals, Reports, Windows

RESPONSIBILITIES:

- Understand the requirements from the business stakeholders and participate in business requirement calls and seek clarifications
- Conduct estimation of time utilization of different resources and activities
- Worked as SME, to coordinate and manage communication between application developers, vendors and internal business users.
- Worked on the various Salesforce objects including Account, Contacts, Reports, Service Contract, Entitlements and Assets
- Created Apex REST Services for Contract Merge, Asset Move, Changing Contract Manager and software coordinator on the Service Contract in SFDC to be consumed by Seibel CRM.

- Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
- Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
- Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects

■ XAXIS MEDIA (USA)



Sr. Salesforce Developer



May 2015 –July 2016



Pune, India

ENVIRONMENT: Force.com IDE, Sales Cloud, Custom objects, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow Approvals, Sandbox, Apex Classes, Triggers and Visualforce Pages, SOQL, JQuery, HTML

RESPONSIBILITIES:

- Worked on various salesforce standard objects like Accounts, Contacts, Lead, Opportunities, Case, Reports and Dashboards.
- Created custom Visualforce components and attributes to override the look and feel of standard Visualforce components.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Designed, and developed the Custom objects, Record Types, Formula fields, validation rules, Page layouts, workflow rules, tasks, emails and alerts to track customer related tasks and activities.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
- Created various XML file for the data migration from one sandbox to other sandbox.
- Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
- Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
- Using Organization Security, network Security and Session Security implemented Platform Security.
- Installed Salesforce AppExchange Apps, configured and maintained user security permissions in compliance with organizational needs.
- Created email templates and inbound emails using Visual force for the clients and customers.

■ INSIDEVIEW INC.



Salesforce Developer



June 2014 – March 2015



Hyderabad, India

ENVIRONMENT: Salesforce.com, Sales Cloud, Force.com IDE, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, jQuery, JSON, REST, JIRA

RESPONSIBILITIES:

- Worked as enhancement developer and system analyst, performed the roles of Salesforce.com Developer and Administrator in the organization
- Worked on integration between JIRA and salesforce to sync Case object between two systems, by consuming REST API services from JIRA.
- Responsible for setting up web service integrations
- Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of Salesforce.com (SFDC)
- Implemented Apex Data loader “Command Line Interface (CLI)” to automate the data loading process for the sand box refresh activity
- Designed various Web pages in Visual Force using bootstrap framework for customers to select a variety of services offered by the org.

- Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- Maintaining test coverage for all the classes and triggers and supporting deployment activities
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
- Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components to suit to the needs of the application
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
- Used Data Loader for insert, update and bulk import or export of data from Salesforce.com SObjects Used it to read, extract, and load data from comma separated values (CSV) files
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic

■ ADOBE SYSTEMS.



Salesforce Analyst



Sept 2013 – June 2014



Noida, India

ENVIRONMENT: SFDC CRM Application Platform, Apex Language, Visualforce, HTML, Java Script, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Reports, Eclipse, Sandbox, Production environment

RESPONSIBILITIES:

- Managed user accounts and security - including new user account creation, profile and role management, sharing rules, and security controls
- Analyzed complex business requirements and designed solutions using Apex classes, triggers, and Visual Force pages.
- Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization
- Use Data Loader to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
- Proactively discover the underlying business goal and needs.
- Maintained Salesforce.com data integrity - including data cleanse using Demand Tools and Dupe blocker.
- Provide solutions to problems clients face
- Implemented Salesforce.com customizations and drove user acceptance testing (UAT).
- Partner with business stakeholders driving the requirements to be sure they have a complete understanding of the improvements and changes
- Resolved Salesforce.com usage problems.
- Conducted Training sessions for End users and testing team.
- Review AppExchange applications for functionality and security risks.
- Support change management for all applications in a Salesforce.com instance

■ IDEAS- A SAS COMPANY.



SFDC Admin/Developer



Jan 2012 – Sept 2012



Pune, India

ENVIRONMENT: SFDC CRM Application Platform, Apex Language, Visualforce, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Sandbox, Production environment

RESPONSIBILITIES:

- Responsible for the administration of the Worldwide Sales Operations CRM, including the development and implementation of rule policies in Salesforce.com.
- Created Apex Classes and Apex Triggers for various functional needs in the application.
- Worked as Salesforce admin governing 145+ users - user account creation, personal information setup, Roles & Profile creation, user group creation, updating company profile, Network access setup.

- Handling the on boarding of Users in the Salesforce system.
- Developed and delivered training courses and training material related to CRM usage and Sales Processes.
- Interact with up line managers, stakeholders, cross-functional teams and end-users to understand business requirements; identified critical system enhancements and resolve the critical system design issues.
- Extensive experience in analysing business requirements, designing data model, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships
- Involved in Ad-hoc testing UAT, compatibility testing and identifying bugs in the Salesforce and reporting
- Worked with Tier3 Production Support Team and Network Care team for analysing production issues, provided work around for those issued and plan for the fix in patch or next production releases

■ INFOSYS



SFDC Admin/Developer



April 2010 – Aug 2011



Pune, India

ENVIRONMENT: Salesforce.com, Service cloud, Force.com platform, Apex Classes, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow Approvals, Reports, Security Controls

RESPONSIBILITIES:

- Created custom objects, Record Types, Formula fields, validation rules, Page layouts, workflow rules, tasks, emails and alerts to track customer related tasks and activities.
- Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- Solving users queries with the help of Salesforce.com knowledge Articles and User system.
- Provide post implementation support and Plan, schedule, and coordinate activities related to system development projects.
- Taking follow up of all the Unresolved/pending issues from user and assigned team.
- Consult with internal teams and customers on functional related aspects of design, project delivery and support within SLA.
- Taking follow up of all the Unresolved/pending issues.
- Responsible for on time delivery of small to medium projects.
- Complete program testing ensuring it follows the quality control criteria and plans the set-up and deployment of these programs into production



EDUCATION

1. Bachelor of Engineering in Computer Science, Nagpur University (2006-10)
2. CBSE-XII-DAV Public School-2005
3. CBSE-X-DAV Public School-2003