Harsha N S

Salesforce Technical Architect & Consultant

Seeking an employment opportunity in your esteemed organization as a Salesforce Technical Architect or as a leader of a technical team that works on Salesforce and related technologies. I have an overall 12.5 years of IT industry experience and around 4 years on Salesforce eco-system.

Contact

+91 809 574 6309

harsha2ns@gmail.com

RR Nagar, Bengaluru, India

https://www.linkedin.com/in/harsha-ns

https://trailblazer.me/id/harsha18

Tech Skills

- Salesforce eco-system
- AppExchange Product Development
- Architecture & Design on Salesforce
- Aura & LWC lightning component
- Batch Apex writing expertise
- Asynchronous data processing on Salesforce
- SOQL and SOSL Queries
- Integration on Salesforce
- Web Services, REST, JSON
- Sales Cloud & Service Cloud
- Salesforce Configuraions
- Salesforce Administartion
- Java J2EE Environment & PL SQL

Business Functions

- Technical Project Management
- Requirements Gathering & Elicitation
- Pre Sales Consulting
- Technical Team mentoring
- Accounting Software knowledge
- Insurance Domain knowledge
- Web Application Security

Education

Computer Science Engineering
2009, JNNCE, Shivamogga

Pre University
2005, VES, Bhadravathi

DOB
01-Feb-1988

Experience (12.5 years)

2019 - Present
Abacus Financials / Abacfin India / Transcend360labs
Salesforce Technical Architect

For the last 4 years, I have been working in the Salesforce Platform ecosystem. My latest role as a Salesforce Technical Architect was with Abacus Financials Ltd. which was a UK-based product development start-up company. I have worked here to design & develop an Accounting and Finance product for the UK market which eventually got launched in the AppExchange - which is a Salesforce marketplace for enterprise applications. I consider this the most important accomplishment of my career so far. I have also served as one of the board members in this start-up.

2012 - 2019
Mindtree Ltd.
Sr. Software Engineer -> Module Lead -> Technical Lead

I have worked as a Java/J2EE developer for Commercial Property & Casualty Insurance. My team built the Underwriting system for this customer, which was a web application written using Java, SAP Camilion, and PL SQL. I was a Java Developer in this project to develop some of the complex modules such as Booking, Reinsurance, and Policy/Quote Search functionalities.

Another project was B2C & B2B commercial Insurance Policy administration system. In this project, I was a Java Web services developer and developed around 10 major REST-based service endpoints. In this project, I have participated in requirements gathering discussions with customers and monitored the release engineering and deployments. The main takeaway of my stint at Mindtree was the SDLC process maturity. I got to understand the process of building commercial production-grade software projects.

2009 - 2012
Tata Consultancy Services
Software Engineer

I was initially trained by TCS at their corporate training center at Trivandrum for 6 months on Java/J2EE. Later I worked on a Point-Of-Sale desktop application based on Java/J2EE-related technologies. I have learned about the daily working operations of a Software development team and learned coordination skills with various other teams in the lifecycle. I have mostly worked on the core Java aspects of the technology. In my second project, I worked on commissioning and implementing Single Sign On for various web applications of AmEx using SiteMinder as the policy server. I have learned about the significance of Web Servers, App Servers, and Database servers in this project.

2009 - 2009
Talisma Corporation Pvt Ltd
Software Intern

I have done a Proof of Concept to integrate a particular CRM module to Facebook using a newly launched Facebook Development Kit (FDK) using Java I worked here as an Intern for about 3 months and learned about corporate etiquette and software development eco-system.

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Work History

Abacus Financials / Abacfin India / Transcend360Labs   2019 - 2022

Product Development - for AppExchange
Abacus Financials - UK & Ireland Accounting Product on Salesforce

- AppExchange link - https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FMlOFUA1
- This is a 100% native app built on the Salesforce Lightning Platform.
- I have worked as a Technical architect of this application for 4 years.
- Initially, I was part of Transcend360labs which later got merged with Abacus Financials UK. This has an Indian entity called Abacfin India.
- I have designed and prepared architecture for around 30+ custom Lightning components.
- Personally done coding for the application's backbone architecture and written around 25 Apex classes which have the core functionality and calculations.
- Coded for around 20 lightning components using Aura - which is regarded as one of the best to provide the smoothest user experience in the Accounting applications market for the UK and Ireland geography.
- Written REST-based Webservices using Apex for around 10 API endpoints which provide the core functionality such as Invoicing, Payments, Refunds, and Bank-related Transactions.
- Created and used bulk data loading templates and Apex Utility programs for uploading Manual Journals.
- Coded for the core Utility classes which has the important calculation logic of the financial aspects of the application.
- Worked with the Salesforce Technical team to submit the application for the AppExchange Technical review.
- Resolved the AppExchange Security vulnerabilities and successfully launched the application in Salesforce AppExchange.
- Used Salesforce SFDX and CLI for the build and deployment of the application code.
- Acquired a very good knowledge of Accounting and Financial domain during this Product development.
- Mentored a team of around 25 - 30 people as a Technical Manager which consisted of Developers and Testers.
- Worked with external consultants and developers for the outsourced work and very effectively did the Technical Management of the Project.

Product Implementation - for Problem Shared
Integration of Mental Healthcare Consultaion Marketplace with Accounting Application

- Integrated the online doctor consulation portal with the Abacus FInancials Accounting application on Salesforce
- Developed around 9 Asynchronouos Webservices for this Integration
- Designed and developed the entire architecture for this solution using the configurable Apex Batch Classes using run time controls.
- Did deployment of Billing Engine using Salesforce Change Sets.

Tableau CRM/Einstein Analytics Implementation
For an Internet Telephony Customer

- I have done elaborated requirement gathering for this project and collected Financial and CRM data projection requirements.
- Developed a new concept called Customer Prism using Tablue CRM which will indicate the overall customer score which is a massive breakthrough while analyzing thousands of customers in a single visualization.
- Developed many visualization graphs and dynamic filters in Tableau CRM for Customer Churn, Sales Performance, Revenue, and Financial Time series-related data sets.

Abacus Financials Product Implementation
Configure, Set Up and Onboard Customers on Abacus Financials

- Problem Shared - Online Doctor Consultation
- Confidential - VOIP telephony provider
- SPR Developers - Real Estate Company
- Sandbach Golf Club - Golf Club
- Preservation Paints - A specialized paint company
- Abacus Financials - Internal Accounting and Financials purposes

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Work History

Mindtree Ltd.   2012 - 2019

RSA Insurance Group - Middle East
Web Application for Insurance Underwriting

- Commercial and Personal lines Insurance Policy Administration System which has the features to cover the policy life cycle transactions such as generating a quote, converting to policy, Endorsements,
- Identifying and segregating the Maintenance, Change and Service Requests.
- Bug fixing and CR implantations for both B2B and B2C applications.
- Developing web services to expose the existing features via RESTful APIs using Spring Rest and JSON.
- Debugging and troubleshooting all the ongoing environmental issues which arises due to new CR implantations.
- Handling day to day Change Management Requests and validating the same to ensure the applications availability.
- Responsible for Build and Deployments for each release.
- Did many server setup and Websphere deployments and configurations for Production and non-production environments.
- Completed Http server setup, SSL configurations, Port redirections, Public IP redirections.
- Integrated Payment Gateway for Direct internet based web applications.

American Insurance Group (AIG)
WAS Portal 7 to WAS 8.5 and Linux server migration

- Migration of Websphere portal applications from Websphere 7.0 to 8.5, from Solaris 10.0 to RHEL 6.1, and setting up of new Continuous Integration and Deployment (CI/CD) environment.
- Upgraded the technology stack of 7 Websphere portal-based broker applications from WAS 7 to WAS 8.5.
- Setting up of CI/CD using GitHub as repository and Jenkins as Build Integration and deployment tool starting from Local machine till UAT environment with single click automation.
- Debugging and troubleshooting all the ongoing environmental issues which arise due to migration.
- Handling day to day Change Management Requests and validating the same to ensure the applications availability.

American Insurance Group (AIG)
Web Application for Insurance Underwriting

- Around 6 years of experience in developing and enhancing a web-based underwriting system for Property and Casualty Insurance business using BPM – Business Process Management tools, JAVA, and PL/SQL for the application development.
- Worked in the role of senior engineer and was responsible for converting the business
- requirements into modular technical design.
- Design and develop the application as per the user needs using Camilion Product Process Manager, (now SAP Camilion insurance tool) JavaScript, and PL/SQL
- Project task/work distribution and delegation within the team.
- Participate and detail the integration protocols with the interfacing teams.
- Store, retrieve, and manipulate data for analysis of system capabilities and requirements using the oracle database.
- Remediated around 30 different types of web application security issues as flagged by static code analysers and run-time threat analyzing tools.
- Visited the customer's location couple of times for requirement elicitation.

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Work History

Tata Consultancy Services   2009 - 2012

American Express
Web Application Security using Single Sign On - SSO

- Over a year of experience in a mission-critical Single Sign On (SSO) project. SSO provides a seamless flow between the applications across the enterprise. This typical login web application handles user security requirements of the enterprise applications using CA Siteminder and policy servers.
- Development and deployment of SSO web pages across the clustered distributed WebSphere environment.
- Configuration of CA Siteminder and its web agents for the web application to enable SSO.
- Debugging and troubleshooting all the ongoing issues.
- Handling day-to-day Change Management Requests and validating the same to ensure the application's availability.
- Development of a centralized web application using J2EE, JavaScript which automates the day-to-day process of sending reports.

Tata Point of Sale - TPOS
Point of Sale Application

- It's a POS application installed on dedicated POS machines and desktops.
- It's the same application that can be found at the billing counters of StarBazaar, Westside, and Croma stores currently.
- The application was written using Java primarily and used other Java-related frameworks such as Struts and iBatis ORM.
- I have worked on creating Java-based interfaces for consuming and ingesting daily iDocs which were fed from the corporate SAP system.
- Extensively worked on Java XML Beans, MYSQL database DDLs and DMLs for a year.

Acadamic Project   BE in Computer Science 2009

'Business Cradle' is a process management tool. This tool offers a graphical process design and modeling interface. Business analysts can utilize this simple to use, drag-and-drop interface for quickly designing business process flows and assigning resource sets and roles to business process flows. This project was recognized and sponsored by the government of Karnataka State's K.S.C.S.T. The project was developed using C# in .NET framework 3.5. This project was designed and developed by a team of 4 students and I was one of them. The project was mentored by one of the senior professor of the college.