Anurag Gautam

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OVERVIEW

* 7 plus years in Salesforce development and consulting.
* Salesforce CRM experience in software consultant/ development focusing on green-field CRM rollouts for large enterprises.
* In-depth domain knowledge of Telecommunications, Media, Technology, Pharma and Finance domain.
* Rich experience of Requirement Gathering, Solution Designing & Development
* In-depth understanding of Cloud Computing and various options available in SaaS, PaaS
* I have been engaged in SFDC implementations and can ensure an amazing implementation with limited budget and time.
* Hands on Expertise in SFDC:
  + Lightning App Builder
  + Lightning Process Builder
  + Lightning Component Development, Aura Framework
  + SLDS design into Lightning Component
  + Lightning Web Component
  + Salesforce1
  + Apex Classes, Apex Triggers, Visual Force, Batch Classes, Scheduler, SOQL, SOSL
  + Integration using REST and SOAP API
  + OAuth 2.0, SSO, Canvas
  + Force.com site, Communities e.g. Partner Community, Customer Community
  + Sales Cloud, Service Cloud, Marketing Cloud
  + Understanding of Multitenant Architecture
  + Salesforce Governor Limits & Best Practices
  + Reports & Dashboard
  + Data Migration: Meta Data Migration, Cleaning, Uploading
  + Admin Tasks/ Concepts – Profiles, Roles, Permission Sets, WF, Approval Processes, Validation Rules, Page Layouts, Tasks, Actions, Data load
  + Experience in ANT setup and deployment
* Hands-on expertise in UI:
  + HTML5
  + CSS3
  + jQuery
  + Lightning Design System
  + AngularJS, JavaScript
  + UI Frameworks – Bootstrap
* Working experience in multiple AppExchange products:
  + Phone Burner for CTI
  + Aircall for CTI
  + Ringcentral for CTI
  + SMS Magic
  + DocuSign
  + Pardot
* CPQ
  + Vlocity
  + Vlocity Omniscript
  + Product Bundle, Pricing rules, MACD orders, Orchestration process, Attribute-based configuration & pricing, Visual Rules Designer
  + Steelbrick
  + Apptus
* Hands-on expertise in Salesforce Integrations:
  + Stripe Payment Gateway
  + PayPal Payment Gateway
  + Rupay Payment Gateway
  + Avalara Tax Calculation
  + WordPress, Google API , SAP
* Experience in various tools:
  + GitHub
  + Jira
  + ALM
  + Autorabbit
  + Jenkins
* Experience with Multiples IDEs like Force.com IDE, Eclipse, Sublime Text, etc.
* Deep understanding of Salesforce out of the box offerings, licenses/Features & various App Exchange products.
* Excellent Written and Verbal communication skills.

SKILLS SET

Programming Methodology: Object-Oriented, Concept of Agile, Salesforce MVC Patterns

Programming Languages: Apex, Visualforce, Web Services, JSON parser language, SOQL, AURA , LWC

UI designing and Scripting Languages: HTML, JavaScript, jQuery, CSS

Tools &Platforms/ OS: Eclipse, Apex Data Loader, ANT Migration Toolkit, Salesforce CRM, Force.com, SF Explorer, Web Services, SOAP UI Web Service Testing, Perforce.

Domain Knowledge: Salesforce CRM

EXPERIENCE

Organization: Maantic Inc

Client: Sunrun Inc. US

Duration: October 2019 – Feb 2020

Project: FSL Implementation

This project was based on Field Service Lightning implementation. It was designed for their field agent and sales rep. So that they can easily track the cases and create the work orders, service appointments, Asset information. It was designed for their field agent so that they can easily track appointment and work.

Senior Salesforce Developer

* Worked on FSL objects to setup the automation for the case types.
* Analyzes the requirement and identified the design pattern.
* Worked on Auto Service Appointment booking and workorder creation.
* Worked on syncing service appointment with google events.
* Fixed issues in apex trigger and vf pages
* Designed lightning components for various screens.

Environment: Apex, Visualforce, Lightning, Jira, Pivot, Deployment

Organization: Mindtree Ltd.

Client: Jewish United Federation

Duration: April 2019 – October 2019

Project: NPSP Design

This project was based on NPSP products. We have multiple customizations on top of the Non Profit package.

SFDC Technical Lead

* Fixed issues using apex codes.
* Worked on NPSP salesforce AppExchange product.
* Worked on lightning web component.

Environment: Apex, Visualforce, Lightning, Jira

Organization: Mindtree Ltd.

Client: Tallyx Inc.

Duration: February 2019 – April 2019

Project: Blockchain Customer Handling System design

This project is for the Blockchain system. They just wanted to design own platform for customer handling using salesforce lightning.

SFDC Technical Lead

* Coordinated with the Client team to analyze the requirements & providing technical design/solutions for the requirements.
* Working as an offshore project lead.
* Working on full-fledged Lightning Development.
* Designed UI using SLDS.
* Used Aura framework, lightning component, lightning tab, apex classes, JavaScript , CSS , LWC
* Worked with another organization team to implement the integration part.
* Interacted with various stakeholders in understanding requirements, involved in analysis and implementing business logic.
* Involved in code review and defining best practices to follow.
* Responsible to produce the solution design doc, Technical design doc.

Environment: Apex, Visualforce, Lightning, Jira, GitHub

Organization: Capgemini India

Client: FamilyHealthFirst

Duration: July 2018 – January 2019

Project: Single Point Customer Portal

This project was based on CTI implementation for sales cloud. Client wanted to have features of Power call, Call disposition, email sync, lead generation, integration with QuickBooks for accounts.

SFDC Technical Lead

* Coordinated with the Client team to analyze the requirements & providing technical design/ solutions for the requirements.
* Designed UI using SLDS into Lighting Aura framework.
* Used Aircall AppExchange app , QuickBooks , Pardot , salesforce , email to lead (customization)
* Worked with another organization team to implement the integration part.
* Interacted with various stakeholders in understanding requirements, involved in analysis and implementing business logic.
* Involved in code review and defining best practices to follow.
* Responsible to produce the solution design doc, Technical design doc.
* Developed various Apex classes, Apex Triggers and Controller classes for various needs in the application.
* Worked on Security Model design
* Interacted with various stakeholders in understanding requirements, involved in analysis and implementing business logic.
* Developed SOQL and SOSL queries to get data from different related objects

Environment: Apex, Visualforce, Lightning, Jira, GitHub. QuickBooks, Jenkins, SOAP UI

Aircall, SMS magic

**Organization: Capgemini India**

Client: Mastercard

Duration: August 2017 – July 2018

Project: Sales Cloud Implementation from Classic to Lightning

This project was based on the platform for the end customer. They were having the existing design in salesforce classic. But the client wants into lightning. So that they can give a better look and feel to their customers.

Each customer/partner agent is using this portal.

SFDC Technical Lead

* Coordinated with the Client team to analyze the requirements & providing technical design/solutions for the requirements.
* Designed UI using SLDS into Lightning Aura framework.
* Used Aura framework, lightning component, lightning tab, apex classes, JavaScript, CSS , LWC , Integration
* Worked with another organization team to implement the integration part.
* Interacted with various stakeholders in understanding requirements, involved in analysis and implementing business logic.
* Involved in code review and defining best practices to follow.
* Responsible to produce the solution design doc, Technical design doc.
* Developed various Apex classes, Apex Triggers and Controller classes for various needs in the application.
* Worked on Security Model design
* Interacted with various stakeholders in understanding requirements, involved in analysis and implementing business logic.
* Developed SOQL and SOSL queries to get data from different related objects.

Environment: Apex, Visualforce, Lightning, Jira, GitHub. Auto rabbit, Jenkins, SOAP UI

**Organization: Accenture Solutions Pvt Ltd**

Client: HP Enterprises India

Duration: January 2017 – July 2017

Project: Dynamic Approval Engine

This project is based on the record Approval process. A system uploads more than 60k payment records in SFDC per day. And we had to build a dynamic approval engine which will make sure all record will get approved by the right person. For this project, we have created Approval Matrix rules for different regions.

Senior Salesforce Developer

* Coordinated with the Client team to analyze the requirements & providing technical design/solutions for the requirements.
* Involved in code review and defining best practices to follow.
* Responsible to produce the solution design doc, Technical design doc.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Worked on Security Model design
* Integrated webservices API like TruePay, Tibco and ServiceNow system.
* Worked with another organization team to implement the integration part.

Environment: Apex, Visualforce, integration

**Organization: Accenture Solutions Pvt Ltd**

Client: HP Enterprises India

Duration: September 2016 – December 2016

Project: Redesign Customer Community Portal

There were two Portal which we had to design. One is for PreSales and the other is for PostSales. Presales Portal contains Opportunity, Quotes, Deal Governance, Order tab. And PostSales community contains Case, Payment, Program, etc.

Senior Salesforce Developer

* Coordinated with the Client team to analyze the requirements & providing technical design/solutions for the requirements.
* Provided technical and functional solution for this project.
* Actively worked on Bootstrap JS and CSS3 to design this community portal.
* Worked on Apex Development with 15 different objects.
* Integrated webservices API like TruePay, Tibco and ServiceNow system.
* Worked with another organization team to implement the integration part.

Environment: Apex, Visualforce, integration, velocity, Ringcentral

Organization: Accenture Solutions Pvt Ltd

Client: Eagle Corp

Duration: June 2016 – August 2016

Project: Vlocity CPQ Implementation

This project was based on Vlocity CPQ. This was Quote to Cash feature.

Senior Salesforce Developer

* Worked on Vlocity CPQ.
* Worked on Vlocity omniscript.
* Worked on Sales cloud. Lead to Order

Environment: Apex, Visualforce, Vlocity, Vlocity Omniscript, Jira

Organization: Accenture Solutions Pvt Ltd

Client: Splunk

Duration: April 2015 – June 2016

Project: Ecommerce Portal

The eCommerce portal is very similar to Flipcart.com and Amazon.com site. In this portal, users can buy any Product according to his/her requirement. After successful payment, we create opportunities and generate a license for the user. In this project, we used multiple Salesforce Standard Object and Custom Object.

The main functional areas were:

• Display product based on logged in user geo.

• Calculate sales tax based on total amount.

• Given the option to user for Payment and connect with stripe for payment.

• After successful Payment generates a license for that user.

Senior Salesforce Developer

* Coordinated with the Client team to analyze the requirements & providing technical design/ solutions for the requirements.
* Configured and customized application to develop an eCommerce portal for end users.
* Guided new team members around project development.
* Actively worked on UI development and SFDC portion.
* Used webservices like Avalara for sales tax calculation and Stripe for the payment process.

Environment: Apex, Visualforce, integration, JavaScript, CSS, HTML

Organization: Accenture Solutions Pvt Ltd

Client: Autodesk

Duration: December 2014 – April 2015

Project: Partner Locator Site

Designed and implemented cloud solution to find/locate the partner users based on certain criteria like based Geo, Country, State, City, Product, etc. Based on Address locate the partners on Google map.

The main functional areas were:

• Display partners based on different search criteria.

• Locate partners on google map.

• Display the Partner detail page

Salesforce Developer

* Was responsible for connecting with the onshore team, analyzing the requirements & providing technical design/ solutions for the requirements
* Did Development & Deployment.
* Used google map API webservice to display the Partners in google map based on latitude and longitude.
* Implemented Real-time data sync from multiple objects.
* Wrote a significant number of test classes to achieve code coverage.
* Did lots of unit testing to ensure that there should not be any defect in the Project.

Environment: Apex, Visualforce, integration, JavaScript, CSS, HTML

Organization: Accenture Solutions Pvt Ltd

Client: Autodesk

Duration: March 2014 – December 2014

Project: Specialization Management

Created a custom Salesforce Specialization management application which is used for Salesforce partner/ internal user to manage and store their Specialization and Certification.

Salesforce Developer

* Associate Software Engineer (Salesforce Developer)
* Implementation and Deployment of Custom specialization Management
* Replicating standard behavior in custom application.
* Setting specialization Management on Partner Portal.
* Worked on VF pages , Apex classes , salesforce configurations

Environment: Apex, Visualforce, integration, JavaScript, CSS, HTML

Organization: Accenture Solutions Pvt Ltd

Client: Splunk

Duration: September 2013 – February 2014

Project: Learning Portal

The Client wanted to establish a knowledge management system enabling their users to handle client case resolution faster and error-free.

And wanted to manage training detail for internal users. Security and accessibility were handled using Role hierarchy and only respected users could have certain permission actions

Salesforce Developer

* To design an interactive and user-friendly learning portal.
* Manage completed and uncompleted training.
* Write test classes for code coverage.
* Worked on apex triggers, visual force pages, apex classes, CSS, JavaScript.

Environment: Apex, Visualforce, integration, JavaScript, CSS, HTML

EDUCATION

* M.C.A, SCSIT DAVV Indore MP India

CERTIFICATION

* Salesforce.com Certified Administrator (ADM-201)
* Salesforce Sales Cloud Consultant
* Salesforce Service Cloud Consultant
* Salesforce APP Builder
* Salesforce Platform Dev1.