



# ARISH SIVANANTHAM NAGESWARAN

Chennai, India

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## TECHNOLOGY ARCHITECT & SALESFORCE EXPERT

I am a dynamic, accomplished, Technology Architect with 11+ years of experience in creating solutions with best-in-class technology at Infosys, with notable expertise in Salesforce, cloud platforms, Siebel CRM and Data Integration. A motivational, influential leader and collaborator, I ensure effective project coordination and swift issue resolution. I also build and maintain lasting relationships, leveraging communication skills to align with clients and stakeholders to ensure expectations are exceeded. My exemplary educational qualifications include Salesforce Certified Administrator, Salesforce Platform Developer and Salesforce Platform App Builder. Experience of working with teams in US, UK & India. Proficient in Salesforce.com, Siebel CRM, TALEND (for data migrations and data load automation from external systems to Salesforce). As an out-of-the-box thinker, I am committed to making continuous improvements in design, testing, and quality management to ensure superior results.

### SKILLS & EXPERTISE

Salesforce Developer  
Salesforce App Builder  
Technology Architect  
Cloud Solutions  
Salesforce Administration  
Complex Problem Solving  
Project Management  
Design & Testing  
Client Relations  
Standardization  
Continuous Improvement  
Team Leadership  
Communication  
CRM Technologies  
Siebel Open UI  
Web Technologies  
Order Management  
Data Migration

## CAREER HIGHLIGHTS

- ✦ Designed and developed complete custom application in Salesforce which includes configuration, coding and integration.
- ✦ Created one-of-a-kind ETL solution to cut downtime taken to import contacts by 98%+ while at Infosys, boosting application performance.
- ✦ Secured notable upturn in Customer Experience scores (30%) by streamlining order capture team workflow and reducing turnaround times.
- ✦ Designated as the main contact with clients to clarify problems and offer unique solutions that are now considered company gold standard.

## PROFESSIONAL EXPERIENCE

### Technology Lead

Dec 2008 – Present

**Infosys Technologies Ltd.:** Chennai, India

*Guide critical projects and achieve superior results surrounding Salesforce development, integration, and data migration, coordinating with up to 10 staffs and effectively addressing client needs.*

- ✦ Built a complete custom application in Salesforce which involved designing the data model, relationships and developing.
- ✦ As a Salesforce Certified Platform App builder looks for declarative approach as much as possible to solve the development needs.
- ✦ Created Apex Triggers and Classes where required.
- ✦ Worked on creating Lightning Components.
- ✦ Built out a best-in-class ETL solution using TALEND to cut downtime taken to import contacts by 98%+, boosting application performance and improving overall data management.
- ✦ Created an ETL solution using TALEND to bring in Customer data from master system to Salesforce using Salesforce Bulk API.
- ✦ Reduced labor costs by 30% and simultaneously elevated quality with governed form. Automated quality checks against strict deadlines and maintained focus on organizational efficiency.
- ✦ Achieved a significant upturn in Customer Experience scores (30%) by streamlining order capture by creating a step by step flow and reducing turnaround times. Provided internal advising to other leads globally on similar workflow projects and other high-profile initiatives.

**Infosys Technologies Ltd Achievements, Continued****Selected Projects:***Salesforce Development, Salesforce Data Migration, Siebel CRM*

- ✧ Created several flows in Salesforce to solve complete problems.
- ✧ Developed Salesforce Custom widget which displays Contracts from external system on click of a button in Salesforce.
- ✧ Received communications for work on data migration and performance tuning as a subject matter expert enhancing processes and constructing solutions for many of UI Enhancements.
- ✧ Noted for vital contributions in building an order form utilizing flow by developing a step-by-step widget.
- ✧ Created ETL jobs in organizing customer information and providing innovative resolution to emerging problems.
- ✧ Conceptualized global search using Open UI and oracle database text indexes, receiving praise for effort and later selected to train and mentor new hires on relevant practices.
- ✧ Established easy solution to pull customer contracts at the click of a button using Open UI, with the effort later used as a template for 3 other projects across the company.

*inContact Siebel Integration*

- ✧ Guided initiative for custom integration between Siebel and inContact cloud softphone application for CTI, positively impacting 600 end-users while remaining within tight budget requirements.
- ✧ Act as the main contact with clients to understand problems and originate custom deliverables that have led to increased client loyalty and new contracts via referrals.

*RPA Ticket Solving*

- ✧ Delivered other top-tier automation solutions as a trusted resource with Siebel, Java, and databases.
- ✧ Created an automation using RPA which read the incoming support tickets and resolves the same with out any manual intervention.
- ✧ This automation reduced 30% manual effort.

*CPQ and Order Management*

- ✧ Implemented CPQ and Order Management in Siebel application and worked on several enhancements.

*Customer Master Integration*

- ✧ Created several ETL jobs to bring data from Enterprise Customer Master to Salesforce.

Additional Projects: LexisNexis (Year End Data Migration, Territory Alignment, EBPS (Enterprise Business Process and Systems) Transformation Program – Release II), CRM Desktop

**EDUCATION & CERTIFICATIONS****Bachelor of Science, Information Technology**

Kamaraj College of Engineering and Technology

**Certifications & Training:** Salesforce Certified Administrator / Salesforce Certified Platform App Builder / Salesforce Certified Platform Developer I / Oracle CX Sales 2019 Certified Implementation Specialist

Trained in TALEND, Oracle CPQ, Oracle Service Cloud.

**TECHNOLOGY & TOOLS**

Salesforce, TALEND, Siebel CRM, JAVA, J2EE, Oracle, SQL Server, HTML, JS, CSS, JQUERY.

**LANGUAGES**

English, Tamil

**INTERESTS**

Playing games on PlayStation. Watching series and movies.