SATHEESH BILLASONTI (LinkedIn)
SALESFORCE CONSULTANT (Certified Application Architect)
IT Project Development / Application Architecture / Project Management
*Enterprising leader & planner with sound technical knowledge and **17 + years** of strong record of contributions in Software development, Application lifecycle management, streamlining IT operations, invigorating businesses, heightening productivity, systems & procedures*

Email: Satish.Billasonti@Gmail.com	Voice: +1(650)-425-0128

Executive Profile

- o Competent professional with rich experience in managing complex multiple technical IT projects on CRM Eco space.
- o Track record of successfully performing requirement analysis, feasibility analysis, framework/library development, deployments and maintenance using diverse technologies
- o Efficient in mapping requirements of clients as well as different stakeholders & converting them into a successful user-friendly solution.
- o Effective in developing, transitioning & customizing processes in line with specified **Salesforce Governor** limits.
- o Effective leader with distinguished capabilities in managing and training multi-functional teams across different time zones to maintain deliverables as per SLA and KPI's.
- o Delivering/**Developing**/**Architecting** projects aligning with Waterfall methods & Agile-scrum methods.
- o Implemented the tools to improve the overall efficiency in operations by 10% & Expertise in avoiding S**cope creep** and **Gold Plating.**
- o Good exposure to end-to-end life cycle implementation of **Siebel (8), Salesforce (7+)**, Pivotal & MS Dynamics CRM
- o Expertise in creating project management plan, Scope, Time & Cost plans.
- o Client Facing experience in India, Sweden, Finland, Singapore, South Korea & USA

☰ Key Impact Areas

- Project Management
- Stakeholder Management
- Product Management
- Process Improvement
- Resource Management
- Risk Management
- Delivery Management
- Technology & Strategy Development
- Problem & Risk Mitigation
- Project Governance
- Client Satisfaction
- Business Analysis

☰ Key Skills

- Communicator
- Motivator
- Problem Solver
- Analytical
- Collaborator

IT Skills & Tools

- **CRM : SFDC** Sales, Services, Marketing & Communities, Siebel CRM, Pivotal & MS CRM
- **SFDC:** Apex ,VisualForce Pages, SOAP ,REST API, Salesforce SFA, Lightning Components ,Apps, Wave Analytics & SDFC Data Export
- **Siebel CRM:** Configuration ,Workflows ,EIM ,EAI,E-Script and Workflows.
- **Database:** Oracle 10g & SQL
- **Languages**: C, C++, SQL, ASP.Net and C#
- **Cloud**: Salesforce Clouds (Sales, Services & Marketing) Live Agents, CPQ,CLM, Customer & Partner Communities, Classic -Lightning Migration.
- **Project Management:** MS-Office, MS-Visio,Rally,JIRA MS Project Plan and Project Libre

Highlights

- Spearheaded large-scale program management including Agile, Scrum & waterfall project management, enterprise program governance, risk management and offshore/onshore development models
- Resourceful in ensuring the delivery of quality product releases on schedule using risk analysis and defect containment practices, test automation, and continuous improvement initiatives
- Successfully took measures such as wire frame, sprint wise release to ensure that applications are in line with requirements specified by clients
- Supporting and advocating solution recommendations that align to short- and/or long-term strategic plans and roadmaps
- Experience in handling Call Center/Telecom/Health Care/Banking Applications for Metlife,AIA-Korea,TataSky & British Telecom and worked with Salesforce Sales, Services, Community & Marketing Clouds.
- Transformed the group into a high performing team delivering critical application developments on Telecom Health Care and BFSI domains.
- Able to work well in a cross functional environment, effective communication with business users in understanding requirements and providing solutions Provide overall Salesforce architecture guidance to align with enterprise Architecture

Professional Experience

Nov'19 – Till to date

Verizon-Cognizant as Salesforce Consultant (Nov'19 to Till Date)

Roles & Responsibilities:

- Working with **Business** to transform their business process for automating by using Salesforce Technologies & Tools.
- Working closely with **IT stake holders** to understand business needs and give high level architectural decisions.
- Working with **Org Consolidation** to perform the metadata and customer data migration.
- Identifying & Clearing the existed **code debts** in the target org to accommodate the source system functionality.
- Came up with **Org Assessment** by doing org analysis for **VZ2** and **VZW** .
- Designed **CI/CD process across the projects** to expedite the release management process in organization.
- Complete the **Objects analysis** to suggested unwanted fields which need to be deleted from the Org to accommodate new functionality.
- Guided team for **code merge analysis** between multiple projects.
- Participating in requirement gathering sessions & Providing functional knowledge
- Making **architectural decisions** and ensuring collaboration and integration with cross functional teams.
- Experience in Salesforce development skills including **Apex, Visual force, Triggers**, **REST APIs, SOQL, JavaScript**, CSS,HTML and Clearing the technical impediments for onsite delivery team.
- Shared the deployment process and **Stagey plan** for Salesforce Data **Migration process.**
- Helping teams to clear the **merge conflicts** to during the code merge for each release.
- Working the complex **Technical/Functional** user stories as Sr Consultant.
- Worked with **Government ,Federal & SLED** Users for ETL data migration .

Growth Path:

CRM Sr Consultant /Architect
Aug'13- Current Date

Designer & Developer
Apr'10 – Jul'13

BA & Tech Lead
Jul'06 - Apr'10

Support Lead
Jan'03 - Jun'06

Jan'19 – Nov'19

CoBank as Salesforce Architect (Jan'19 to Nov'19)

Roles & Responsibilities:

- Working closely with **IT stake holders** to understand business needs and give high level architectural decisions.
- Identifying the existed business process which can be **automated** across the projects and retiring the same by suggesting Salesforce functionality.
- Came up with **Org Assessment** by doing org analysis for CSR,CR,nCino and SMO projects specific higher level sandboxes.
- Designed **CI/CD process across the projects** to expedite the release management process in organization.
- Involved Classic-Lightning Migration for **SMO** onboarding application.
- Implemented **Loan Approval Management** for community users.
- Prepared **ERD's** for key process related to the cashflow management.
- Guided team for **code merge analysis** between multiple projects.
- Participating in requirement gathering sessions & Providing functional knowledge
- Making **architectural decisions** and ensuring collaboration and integration with cross functional teams.
- Clearing the technical impediments for offshore delivery team.
- Prepared the Design to accomplish customer forms by using **Customer Community Plus**
- Prepared process spec's for Salesforce Environment Management, Coding Best Practices, Access and Security and Data Quality.
- Designed Salesforce **source & Branching strategy** to support CI/CD.
- Prepared Current v/s Future **Architectural** landscape. To explain the all the Salesforce upstream and downstream systems.

Apr'18 – Dec'18	**7-Eleven as Salesforce Architect (Apr'18 to Dec'18)**

Roles & Responsibilities:

- Collaborating with business stakeholders and managing their expectations by ensuring timely deliverables.
- Have given architectural design decisions for **Single v/s Multi** Org strategy, Marketing products usage and CLM Products selection.
- Involved in **CLM vendor selection** criteria (Apptus V/s Conga V/s Spring)
- Collaborating with external teams for retiring the legacy systems, Transforming the business to Salesforce Sales application.
- Given Data load strategy for loading all legacy data by identifying key business entities from master excel sheet mapping the same to Salesforce objects.
- Establishing an effective communication plan with the project team and the customer.
- Responsible for the detailed design of **technical solutions**, documenting the technical design and managing the developers throughout the development, testing and support phases.
- Acted as interim Deployment Manager for initial sprints.
- Given technical solutions (TA Design) as tasks for all complex user stories
- Responsible for implementing Salesforce **security model** for System level and application level.
- Expertise in driving **business value** by achieving the key goals by using the Salesforce governance limits.
- Participating in requirement gathering sessions & Providing functional knowledge
- Making **architectural decisions** and ensuring collaboration and integration with other releases.
- Suggested the strategy for loading the seed **data** to the Salesforce eco system.
- Designed architectural view of the **deployment** process, Acted ad interim deployment manager for Phase-1 release.
- 7 Access /7 Federation authentication implemented successfully by using SSO SAML & Custom JIT handling.
- Preparing the **ERD** and sequence diagrams based on the business need.

Aug'15 – Mar'18	**T-Sys as Salesforce Sr Consultant/Technical Lead (Aug'15 to Jun'18)**

Roles & Responsibilities:
- Suggesting design patterns for Apex and Visualforce pages for the team.
- Identifying the boundaries of the multiple components & establishing connectivity with SFDC platform.
- Discussion with the business stakeholders to identify **scope** of the project. Conducting requirement gathering sessions through JAD (**AS IS-TO BE**)
- Leading the team activities, Preparing Release, Sprint Planning & Attending Demo's, Retrospective by working closely with PO.
- Designing of Custom Objects, Custom Tabs, custom fields, Record based Page Layouts, **Custom Reports**, and Report extractions to various formats, design of **VisualForce Pages**, Dashboards and various other components as per the client and application requirements.
- Helping manager to identify the **critical path** activities & Assigning the right activities to the right resource.
- Creating the **Validation Rules** for Case escalation, Assignment, Email Template and Email & SMS Alerts.
- Knowledge/Experience in Salesforce development skills including **Apex, Visual force, Triggers**, **REST APIs, SOQL, JavaScript**, CSS, and HTML
- Have through knowledge of Pricing Module & Product Configuration of Order Management
- Developed **self-signing** capabilities for external users (Partner & Customer)
- Created multiple reusable lighting **Forms** for the Community Users.
- Knowledge of Integrations (**REST/SOAP**, 3rd party integration tool & **Data Migration** tools.
  (Jitter bit & Wipro Siebel-SFDC Migration Tool)

Previous Experience

Jul'13 – Jul'15 **MetLife as a Salesforce Consultant   (July-13 to Jul-15)**
Preparing the high-level design drafts for the upcoming business requirements. Giving weekly functional walkthrough is to HR Team on Productivity, Quality & Timeliness business entities. Giving Demo's and Taking Sign offs for each phase completion. Planning and conducting client meetings, facilitation sessions, management meetings, etc. to discuss and identify new projects for improving operating Performance.
Extensive **VisualForce, Apex Classes, Triggers** development experience
Experience in Code Migrations between Sandbox & Production Orgs using Force.com Migration with **ANT based tool**, **Change sets** and Eclipse.
Web Services development & experience with the Salesforce API (REST/SOAP)
Experienced in Sandbox Management (Like Refreshing Sandbox, Creating New Sandbox, and Migrating code from one sandbox to the Production systems).
Created **Custom Objects, Junction objects** and defined lookup and master-detail relationships on the objects.
Experience in **Apex & Visualforce** Worked with **SOSL & SOQL** queries.
Created various Reports (summary reports, matrix reports) & dashboards based on the project requirement.
Perform CSAT analysis & Ensure data consistency of quality & CSAT through monthly Remedy/Desk.com tickets. (MetLife & AIA Insurance Call Centers)

Sep'11 – Mar'13 **IBM India Pvt Ltd, Bangalore as Siebel Advisory Consultant.**
Worked with BCBS on Siebel CRM as BA for preparing BRD, Design docs for clients business in Medical equipment's, Individual, medical plans & Health Care Training the clients, with all release changes & Preparing User Training docs for the same.
With CITI worked as BA for to implementing Service Request Module in Siebel CRM for cards & Field Service dispatch board mgmt. Implemented Siebel Email functionality for inbound out bound communications with external web Application.
With AT & T worked as interim **Salesforce** BA, Configured **SFDC Admin** part.

Apr'10 – Aug'11 **Tech Mahindra, Bangalore as Siebel Solution Designer**
Worked with One Siebel (British Telecom) on Siebel CRM for preparing solution, component & Engineering stories, Estimating the stories & Giving functional walkthroughs to the Stakeholders. (Creating the Context diagrams, User Stories & Use Cases based on the project requirement) (Sales, Marketing, Services)

Jul'06 – Apr'10 **Tata Sky Ltd, Bangalore as Siebel Consultant.**
Worked with Tata Sky DTH (Media & Call Center) on Siebel CRM technologies like EIM, CTI integration, Configuration-Script, Work Flows, Actuate Reports & Siebel EAI, As a BA prepared Flowcharts, Visio's, Design docs and walkthroughs

Jan'03 – Jun'06 **Data Vision Solutions, Bangalore as Siebel Support Lead**
Worked with IBM client Hertz (Sales, Marketing, Call Center) on Siebel CRM technologies like EIM, Actuate Reports and Batch Monitoring systems.

Educational Qualifications

B C A. (**B**achelor of **C**omputer **A**pplications**)** from Andhra University, Visakhapatnam in 2002

Awards & Rewards

- President's Award (winning New Project enhancements), Star of the Month (Development),
- Tata Gems (Zero Defects), Paramount Achievement (Best Performance), Cloud 9 Collaborator,
- Client Comforter, Customer Hero Award (For Better Customer Service)

Trainings/Certifications

- Siebel CRM Certification from IBM-Internal 2003.
- Salesforce Admin & Dev Certifications -2010 Expired & (New Certification -2017)
- Salesforce Platform App Builder & Service Cloud Consultant -2020 Certified.
- Salesforce Certified Sharing and Visibility Designer & CPQ Specialist- 2020 Certified.
- Pivotal CRM Certification & Training from Aptean-2016.
- PMP & CBAP Certifications & Training from Simply Learn-2011.
- Salesforce Certified Data Architecture and Management Designer-2020 Certified.
- Salesforce Certified Application Architect-2020 Certified.