



Divakar B

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## PROFESSIONAL SUMMARY

- **Over 9 + years** of experience in Education, Telecommunications, Health and Airline organizations with proficiency in design, migration, integration and Support of CRM applications.
- **Salesforce Certified Developer, Salesforce Certified Administrator and Salesforce Certified Advanced Administrator.**
- Expertise in implementation, integration, configuration and customization of Sales Force CRM and clarify CRM applications.
- **Experience in CRM** applications using Amdocs Clarify suite of applications.
- **Around Eight years of experience in Salesforce.com requirement gathering, Analysis, integration, Design and Development.**
- Experience in implementing **Apttus CPQ, Apttus CLM, Proposal Management and contract management product.**
- Experience in full salesforce life cycle from **Functional design, development integration, deployment and maintenance.**
- **Developed Lightning Component Framework and built Lightning component using aura framework and have good knowledge of Lightning web Components development.**
- Expertise in salesforce data model and architecture.
- Experience in implementing **Sales Cloud, Service Cloud and Community cloud** features, contact management, Lead management, Email integration.
- Extensive experience with large teams and interacting with offshore teams.
- Expertise in de-dupe, data cleansing and data migration using various tools.
- Experience in **Data Synchronization, Data Loader, Data Replication, Data Quality Assessment modules of Informatica ETL.**
- Extensively used Data loader to import data from legacy systems into Salesforce.com.
- Worked on various integration projects – **Verint, i3rg, AtTask, BigMachines.**
- Experience in **Cast Iron, Jitterbit and MuleSoft** for **integrating** external systems with salesforce.
- Expert at writing **Apex code modules**, writing Apex based web services, **VisualForce controllers** and custom S-Controls.
- **Integrated** third party **Force.com AppExchange** applications and external systems with salesforce.com for various customers.
- Extensive experience in **Production Support**, trouble shooting under Windows NT/2000/XP/98/95, IBM Mainframe and **Unix**
- Expertise in writing SQL queries, **PL/SQL** Stored Procedures, Functions and Triggers
- Very strong in scripting languages – Perl, Python, **Unix Shell scripting.**
- Strong analytical and problem-solving skills with ability to adapt to new methods and procedures. **Self-motivated** with ability to work independently or as a team member. Excellent written and verbal communication skills.

## TECHNICAL EXPERIENCE

<b>Salesforce.com</b>	Apex language, SOQL, SOSL, APEX trigger, APEX Classes, APEX Web services, Visual Force, (Pages, Components and Controllers), Apex Data Loader, S-Controls, Force.com Apex Explorer, Workflow & Approvals, Dashboards, Reports Analytical Snapshots, Custom Objects, Force.com IDE and Lightning Components.
<b>CRM</b>	Salesforce (Sales, Service, Marketing, Workflows, Approvals), Clarify CRM 11.5/12.5, Amdocs 6, Amdocs7/7.5
<b>Tools</b>	HP Quality Center 8.0/9.2, Track Record, RUM, Wily Introscope, PerfView, BeyondCompare3,

OracleIndepth, XML Spy, GlancePlus, IBM Tivoli 6.1, Precise, Adobe Flex, Cast Iron, Avaya CTI, CRM Fusion Demand Tools.

<b>Databases</b>	Oracle 7x/8x/9i, SQL, SQL server 2000/7.0, MS Access
<b>Operating Systems</b>	UNIX, Solaris, HP-UX, AIX, Windows 9x/00/NT/XP
<b>Languages</b>	VB.NET, Web Services, XML, VBScript, Ajax, JavaScript, C, C++, Java, JSP, J2EE, PL/SQL, HTML, Basic, Clear Basic (Clarify), Shell scripting, COBOL.
<b>Technologies</b>	Front Page 2000, Dreamweaver, Visual Source Safe, Visio, <b>Informatica</b> , DataLoader, DupeEliminator 1.0, DupeBlocer 2.0
<b>Application Servers</b>	Web Logic 8.1, Web Sphere 6.1/7.0, Web Server

## PROFESSIONAL EXPERIENCE

### Salesforce Developer Salesforce, Dallas, Tx

Dec 2019 – Present

- Working on RBAC team as part of remediation Process.
- RBAC stands for Roll back access control for all Internal user's in the Production Org.
- Working on Multiple Org's related to Internal User's within Salesforce.
- Worked with external customer user Account to integrate Salesforce and **Apttus CPQ and Apttus CLM** to configure bundle, standalone products and prepare proposal/quote from the products
- Worked on various validation rules, assignment rules, auto response rules, escalation rules to standardize data in the Org.
- Worked with External user Account requirements to implement Salesforce CPQ design, leveraging best practices and minimizing the need for custom development.
- Worked in Cloning Apttus application to Health cloud Platform that was quoted by External Client.
- Developed Visual Force pages using custom controllers and Apex Classes to implement the sales order business logic defined by External User.
- Have experience on callouts, future methods, batch and scheduled Apex, Platform Events, REST and SOAP API's.
- Worked in creating Sharing Settings, permission sets, Workflow rules, process builder, flows, record types, page layouts and search layouts.
- Worked in various administration roles including user management, security management and setup.
- Have good knowledge in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Web Services, Components, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.

**Environment: Sales, Service, Apex, Visual Force, Lightning Components, Lightning Web Components, Web services, Apttus CPQ , Apttus CLM ,SOSL, SOQL, Data Loader, Workbench.**

### Salesforce Developer Daimler Trucks North America, Portland, Oregon.

May 2019 -- Nov 2019

- Defined and developed technical solutions in Salesforce to support business processes.
- Developed advanced **Lightning, Visual Force and Apex solutions**.
- Developed and utilized APIs to communicate between Salesforce and other internal/external systems.
- Maintained and enhanced visual layout, workflow rules, flows and business logic to streamline and enhance business processes and improve user experience.
- Implemented and **integrated** third-party products / applications on the Salesforce platform.
- Performed Quality Assurance on all developed solutions on Salesforce Platform.
- Implemented Salesforce Commerce Cloud module to develop and implement B2B business model to market Client products to new demographics.
- Involved in delivering Salesforce CPQ ,solutions, design, development, configuration, understanding business requirements, support and integration.
- Deployed Salesforce meta-data between non-production and production environments using Change Sets.
- Researched and advised on best practices for Salesforce solutions.
- Advised to stay current with the periodic Salesforce releases and leverage the applicable updates.

- Worked with Salesforce support to troubleshoot issues and maintain smooth operation and performance of the platform.
- Managed and supported sandbox and production environments across the enterprise to facilitate successful development, testing and deployment of new features and functionality.
- Supported all Salesforce releases and ensured system uptime as per the SLA.
- Lesioned with Salesforce developers both internally and through user communities.

**Environment: Sales, Marketing, Commerce Cloud, Force.com , Apex, VisualForce, Web services, SOSL, SOQL, Data Loader, Lightning Components ,Lightning Web Components. GitHub, Informatica Cloud, SalesforceCPQ DemandTools, HTML, Java Script ,CSS, Siebel, SAP, etc**

**Salesforce Developer  
Salesforce, Hillsboro, OR**

**Sep 2018 – April 2019**

- Developed multiple **Lightning Components**, added **CSS** and **Design Parameters** that makes the Lightning component appear in a presentable format.
- Developed Enterprise Lightning Apps combining **Lightning Design System, Lightning App Builder** and **Lightning Component** features.
- Worked on various **Integration** projects with External systems like SAP and Oracle database.
- Job Responsibilities include supporting all the Salesforce Internal Users all over the Globe in regard to issues related to Salesforce Applications used by Salesforce Employees.
- Worked on Multiple Org's related to Internal User's within Salesforce.
- Created sharing rules by creating public groups and Role hierarchy.
- Was part of major Data uploads, Data cleansing and Record updates to various orgs.
- Created Profile's, Permission set's, Role's and User Account's for New hires.
- Experience in building reusable UI components and pages with Lightning component framework.
- Embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
- Granted permission's to various Org's for User's upon their Job Requirements.
- Worked on various SFDC objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards in enhancing their Functionality according to the Company requirement.
- Assisted in trouble shooting of Einstein Analytics issues faced by End User's.

**Environment: Sales, Service, Apex, Visual Force, Lightning Components ,Lightning Web Componets, Web services, SOSL, SOQL, Data Loader, Eclipse IDE, Workbench.**

**Salesforce Developer  
Q2 Solutions, Marietta, GA**

**May 2017 – Aug 2018**

- Worked in all the stages of the project from Functional development to a successful deployment and production support.
- Developed Visual Force pages using **custom controllers** and **Apex Classes** to implement the business logic.
- Queried Salesforce database using **SOQL** and **SOSL**.
- Created **visualforce pages** to customize the Support request object (Case) be created from the opportunity.
- **Apttus CPQ** is used to configure bundle, standalone products and prepare proposal/quote from the products
- **Apttus CLM** is used along with **Apttus CPQ** to complete Quote to Cash Methodology .
- Migrate deployments into various instances using Change **Sets, Packages, Eclipse and ANT tool**.
- Created standard and custom reports including scheduled **reports and dashboards**.
- Built reusable **UI/UX components** with **lightning component framework**.
- Created various **validation rules, assignment rules, auto response rules, Workflow, escalation rules**.
- Worked on creating several workflow rules that include field updates, email alerts, outbound messages, tasks.
- Handled many org merges projects which included salesforce applications and other on-premise applications like Siebel, JTrac
- Worked on integrating Salesforce Commerce cloud B2B Management solutions with existing CRM Models.
- Configured and developed salesforce Commerce module to satisfy the Business Model required by Client.
- Handled salesforce.com org clone inhouse for MHS solutions.
- **Clone Apttus application** to solutions that was quoted by apttus.
- Worked on various integration projects using **MuleSoft, AtTask, BigMachines etc**.
- Implement 2 – Click case resolution functionality which drastically reduced support agents time on password reset case from about 10minutes to less than 1minute which is a single resource cost for support centers.
- Implemented BAA project for Medicare contracts within salesforce which was quoted.
- Designed single org strategy and customer 360 degree.

- Worked on **Siebel, SAP, Informatica, Tibco, AtTask, i3rg, Qualtrics** applications.
- Working on implementation of multicurrency module.
- Worked on implementing Communities, Portals and Self Service.
- Working knowledge of **Apttus CPQ, CM, Repository, Adv approvals**.
- Experience in Service Cloud, Self Service, Communities, Portals, **Sales Cloud**, CTI integration (Avaya)
- Currently sizing on Cisco **CTI integration**.

**Environment: Service Cloud, Sales Cloud, Commerce Cloud, Apex, VisualForce, Web services, Apttus CPQ, Apttus CLM, SOSL, SOQL, DataLoader, GitHub, MuleSoft, Informatica Cloud, Lightning Components, Informatica 360, Apttus, Xactly Incent, DemandTools, HTML, Java Script, BigMachines, Siebel, SAP, Workfront, Conga, Definitive Health, DBamp, Collective[i], C9 etc**

**CRM/Salesforce Consultant**  
**Cision, Chicago, IL**

**Feb 2015 – April 2017**

- Worked in all the stages of the integration project of Vocus Org with Cision Org from successful deployment to production support.
- Customized sales process in Salesforce and interfaced.
- Worked on the data load from Siebel to Salesforce.
- Worked on the data analysis, Data cleansing for data Loads.
- Extensively used Data Loader tool for one-time data load and jitterbit tool for schedule loads.
- Used Demand tool of CRM Fusion for data cleansing of Accounts and Contacts of Vocus Org.
- Created **Approval processes** that inform the management according to the business requirements.
- Created triggers that send API messages to external system as part of the sales process
- Assisted in creating page layouts and search layouts.
- Developed Visual Force pages using **custom controllers** and **Apex Classes** to implement the sales order business logic.
- Assisted in **creating new Workflows**
- Created custom objects, fields and relationships.
- Used callouts by importing wsdl's which are converted to Apex Classes.
- Worked on installation and configuration of **Jitterbit** for Integration Process.
- Used salesforce webservice callouts to interact with **Jitterbit**.
- Worked on integration between SAP RFC and salesforce using **Jitterbit**.
- Used **Cast Iron Studio** to publish integration projects to Integration Appliance.
- Worked on WMC and CLI components in **Cast Iron** to manage the project
- Created **cast iron** orchestrations for product pricing call from salesforce to SAP
- Queried Salesforce database using **SOQL and SOSL**
- Created test classes to help test the custom code before deploying it to production.
- Assisted in setting custom profiles and field accessibility.

**Environment: Apex, VisualForce, Web services, SOSL, SOQL, DataLoader, Cast Iron Integration Appliance, Jitterbit, PL/SQL, SQL Server, Java, HTML, Java Script, Oracle**

**Salesforce Developer**

**Mar 2013 – Jan 2015**

**Level 3 Communications, Broomfield, CO**

- Worked on Level3 Communication salesforce merger with Global Crossing salesforce.
- Customize the Level3 instance before the integration of the Global crossing instance.
- Analyze the consolidated instance and provide risk factors upon integration.
- Work in an Agile –Sprint methodology environment with daily scrums and two-week sprints and monthly deployments.
- Integrate Salesforce with Siebel, Pipeline and Clarify for **ordering and Quoting**.
- Configure **Chatter** so that users automatically follow their role hierarchy.
- Configure **Salesforce to Outlook** feature synch Tasks and Events.
- Created **visualforce pages** to customize the Support request object (Case) be created from the opportunity.
- Support request page is customized in visualforce to incorporate the combo dependent picklists to display the description and Custom Questionnaire object dynamically.
- Support request page customized to contain geo address and detailed port address.
- Create rules in **apex** to validate the required custom fields.
- Created Apex Triggers and Test Classes for required functionality.
- Use the Ant tool to migrate the configurations between environments.
- Investigate on configuring salesforce for iPad mobile applications for users.

- Provide Tier 2 production support for users
- Provide a solution design and technical design document for spike stories.

**Environment: Apex, Visual Force, Web services, SOSL, SOQL, DataLoader, Ant tool, Siebel, Clarify, Pipeline, Eclipse IDE, MS SQL Server 2005, Tibco, Rally.**

**Kelly Services, Troy, MI  
Salesforce Administrator / Business Analyst**

**June 2012 – Feb 2013**

The project goal was to implement the SFDC CRM for Customer Service business process. Various offices managed fragmented customer data in isolated databases, thus prompting the company to seek a CRM tool that will offer a unified repository of customer and leads data for effective operations reporting.

**Responsibilities:**

- Involved in SFDC Application Setup activities and customized the apps to match the functional needs of the organization.
- Interacted with various business team members (JAD Sessions) to gather and document the requirements.
- Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures and created a Business Requirement Document.
- Implemented the requirements on SFDC platform and Force.com IDE Plug-in using Eclipse.
- Created company profile, set up new user profiles and define roles.
- Maintain system security, sharing rules, and access settings.
- Worked with various SFDC objects like Accounts, Contacts, Leads, Campaigns, Reports, Dashboards
- Developed various Custom Objects, Tabs, Components and Visual Force Pages.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Work with the development team to implement Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Developed and deployed workflows wherever necessary.
- Integrated the web services by generating the necessary stubs from the WSDL files for extracting data.
- Interacted with the SFDC premium tech support team on a regular basis.

**Environment:** SFDC platform, Apex, Visual force, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Windows XP.

**ARAMARK, Burbank, CA  
Salesforce Administrator/Tester**

**Mar 2011 – May 2012**

Project team was involved in incorporating data from the various systems into Salesforce to provide the sales representatives with complete view of customer information for contact calls. The billing and subscriber data are loaded into Salesforce using Informatica Cloud and utilizing the OnDemand Data Synchronization Service to publish User, Product and related custom objects. Additionally, email correspondence with subscribers is integrated with the account and contact records enabling both telephone and electronic correspondence to be maintained in one location.

**Responsibilities:**

- Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
- Worked on various **Sales cloud** salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Developed **Custom Objects, Custom Reports** and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Created users, roles, public groups and role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
- Embedded Flex component into VisualForce pages of Salesforce.com.
- Did the data integration process using Informatica by using PowerExchange?
- Implemented case management automation (on Case Object) to track and solve customer's issues. Implemented Email-to-Case entry and manual case entry for entering customer's cases in Cases Tab.

- Created various reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
- Implemented complex approval processes to ensure proper authorization in the high-stakes environment of capital management.
- Managed users, hierarchical roles, profiles, security controls and territory management.

**Environment:** Java, APEX, Web services, SOSL, SOQL, Informatica Cloud, Force.com IDE, Import Wizard, XML, Java Servlets, Visual Force Pages, Workflows.

## **Exilant Technologies**

**June 2010 to Jan 2011**

### **Bangalore, India**

#### **Software Developer/Tester**

Loan processing model for Union Bank of India. It is Asia's one of the largest societies having 1lakh 85 thousand shareholders at that time. This System includes Online Application for Loan Processing throughout India only for the Government Employees. This includes determining loan amount, scrutiny of the Applicant's details, Surety, Certification, Loan Granting, Loan Recovery etc. Investigations showed that a major revamping of the application was required in the following areas:

1. Architectural changes
2. Application level changes
3. Operating level changes
4. Database level changes

Servlets/JSP is used with Eclipse as IDE and WebLogic as the Application server. GUI development was done using JSP, HTML and CSS. Oracle used as a back end.

#### **Responsibilities:**

- Used JDK for development.
- Used WebLogic application server and created Data Source and connection pooling to get the connection and perform database operations within the Java code.
- Used Front Controller design pattern.
- Gathering requirements from the business analysis team.
- Used Clear case as a version control.
- Created HTML, CSS, and DHTML pages for front-end.
- Used JSP for developing the web pages with HTML and Servlet as a controller for web pages to develop the application on waterfall design pattern.
- Worked with the DBA for SQL queries and implement the same in Java code to perform the database operations.
- Java database Connectivity (JDBC) is used to perform operations with backend using DAO pattern.
- Performed Unit and integration testing on the local box and functional testing on the test server.
- Used Eclipse as IDE to develop the Java code.
- Designed and Implemented JSP for better User Interface to get Desired Look and Feel.
- Implemented JDBC for database manipulation.
- Involved in Integration testing, Bug fixing and documentation.
- Used Log4J components for logging.
- Written use cases for unit testing using Junit.

**Environment:** JDK1.3, Eclipse 2.0, Oracle 8i, WebLogic 6.0, Windows XP, IBM Unix-AIX 5.x, MS Visual Source Safe Version control.

## **EDUCATION**

**Bachelor of Technology in Electronics and Communication Engineering,**  
Nagarjuna University, INDIA.

**Master of Science in Information systems Technologies,**  
Wilmington University, USA.

