VARUN CHAUDHARY
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PROFILE SUMMARY

<u>**Overall 6+years of IT exp with *SFDC exp 5+ years***</u>
- *Presently associated with American Express as Process Manager(Salesforce Lead)*
- Comprehensive knowledge of software development lifecycles and currently working on Agile methodology.
- Knowledge of <u>***SFDC Sales & Service Cloud, Community Cloud and Wave Analytics* Cloud(*Einstein Analytics*)***</u>
- *Hands-on experience in **CI-CD Pipeline Deployment Strategies using tools like Source Tree and IntelliJ.***
- Hands on experience in requirement gathering from partners/clients - configuration, development, unit testing, deployment, technical documentation.
- Experienced in *Salesforce Configuration and Customization(classic) which includes Process Builder,Workflows,Lightning Flows,Approval Process , Apex Classes, Batch Apex, Visualforce pages,Triggers etc.*
- Hands-on experience on Data Visualization tools like *Microsoft PowerBI and Tableau*
- ***Successfully managed troubleshooting and Production support issues as part of projects rollout.***
- *Hands-on experience with third party tools like Docusign.*

<u>**ORGANISATIONAL EXPERIENCE**</u>

July'19 – Present   American Express, Gurgaon as Process Manager

Title	:	**Sales Cloud CRM – Merchant Force**
Period	:	July 2019 - Present
Location	:	Gurgaon
Roles	:	*Requirement analysis, configuration, development,unit testing, deployment,documentation*
Technology	:	Salesforce.com
Tools	:	Change-sets, Dataloader, SourceTree, IntelliJ, Bitbucket Gitlabs and Docusign

Description   : Primary CRM tool to enhance sales team productivity globally by driving critical business functions like sales lifecycle management, Account setups and servicing. The application is based on Salescloud CRM which helps our partners to manage effectively

manage sales activities, track sales performance, manage merchant relationships by providing a single platform to retrieve critical information.

Roles and Responsibilities

- *Gathering partner requirements.design optimum solutions while working on enhancements and proactively identify requirement gaps*.
- Worked on **Agile methodology** which includes higher collaboration with daily stand-ups, chatter, IM,WebEx meetings etc.
- *Requirement gathering in the governance meetings, refining the user stories and attending weekly meetings with product owner and scrum master to check on feasibility of user stories and ETA involved*.
- Bringing in **new ideas,doing enhancements,process automation** *on salesforce platform(customization and configuration)*
- Actively trained and participated in knowledge sharing sessions within my team to *help members on both functional and technical grounds.*
- Keeping the documentation work up-to-date by creating and updating technical, funcational design documents on the confluence page.
- Development of **process builders,workflows,approval process ,lightning flows** as a part of platform enhancements via user stories.
- Creation of **sharing rules,validation rules,profiles,permission sets,profiles,sharing settings, field level security, custom settings** etc.
- Developing user stories on personal sandboxes *and actively participated in deployments end -to-end through CI-CD pipeline deployments with the help* **of DevOps tools like source tree,IntelliJ,Gitlabs,bitbucket**.
- *Strong understanding of Salesforce.com* **Security settings, Roles, Profiles, Sharing Rules etc**. *with hands-on experience of working on tools like Eclipse, Apex data loader, and other ETL Tools.*
- Deployments using **change-sets/Bitbucket/Git across different environments**.
- Identify process improvement opportunities on Merchantforce & provide recommendations.
- Performed **end-to-end functionality testing** *for user stories developed* before going to production.
- Authorized approvals for team members on the staged changes on the source control for deployments. Also, *helped release user with stage branch in gitlabs whenever any merge conflicts used to occur while deploying stories.*
- *Enabling communities for partners and stalkholders. Hands-on expertise in community builder* **for managing community themes,branding sets and moderation level changes** *with rules and facilitating* **partner requirements by changing components** *and granting accesses personalized page variations.*
- *Understanding of* **Email to Case,Email to Lead,Web to Case,Web to Lead concepts** *in Salesforce.*
- Mentoring the juniors and co-workers on the latest salesforce releases and platform level enhancements wherever required.
- Hands-on experience in *working* **with Lightning Flow Builder and custom meta-data types**.
- *Achieved working model of Automatic User Deactivation in merchantforce via Scheduled flow and custom metadata types.*
- *Creation of* **Email Templates,Email Alerts and feed tracking for user stories.**.
- *Recently,performed* **PEN Testing on the merchant force for preventing attackers** *by killing off active sessions and making changes for new sessions after password recovery*.

Jan'19 – July'19   **Wipro Ltd, Gurgaon as Senior Software Engineer**

Title	:	**Sales Cloud CRM - Service Connect**
Period	:	January 2019 - Present
Location	:	Gurgaon
Roles	:	Requirement analysis, configuration, development and unit testing.
Technology	:	Salesforce.com
Tools	:	Change sets, Dataloader, Maestro,JIRA
Description	:	The application is based on Salescloud CRM which gives our clients

to gain access to their customer queries through salesforce service cloud,community cloud& Wave analytics.

Roles and Responsibilities

- Configuring the service connect CRM for different clients which involves the creation *of base account,public groups,permission sets,requests,activities,integration* with third party applications like *workday,upoint* etc.
- ***Managing the service connect users,profiles,permission sets,list views,security settings,API's*** for providing access to community cloud for existing and new clients.
- Managing the *lightening web components on the community cloud platform as and when required.*
- Deployments using change sets from stage to production.
- Performed unit test on the configured stage environments before moving to production.
- Preparing the dashboards and reports from different salesforce org and customizing using ***JSON coding(selection bindings) for the internal stakeholders.***
- Participated in *creating and editing Batch classes,schedulable classes as per the requirement change documents.*
- Changes in the ***Visualforce pages(using JS remoting) for ad-hoc client*** requirements.
- *Seeking client requirements over call and creating documents, generating leads and assigning the tickets.*
- Hands-on expertise in ***Web-to-Lead,Email-to-Case*** setups in Service *Connect Servicing Cloud* for facilitating customers needs.
- Configuration of Contacts for ***Accessing Customer Portal Logins and Setting up of site*s in service connect.**

Jun'16 – Jan'19   **Genpact,Noida as Software Engineer**

Title	:	**Application Development for Akritiv Archival,Cora AP,Cora AR**
Period	:	Jun'16-Jan'19
Location	:	Noida
Roles	:	Requirement ,design, configuration,development and unit testing.
Technology	:	Salesforce.com CRM
		Force.com IDE, Dataloader,
Tools	:	Workbench,Jira,PowerBI,Tableau,Eclipse
Description	:	Archival Salesforce model for various clients for data migration

<u>Roles and Responsibilities</u>

- Building customized solutions in Salesforce.com that support business requirements process.
- Working with groups to understand their business process and requirements.
- *Creation **of apex triggers, batch classes, VF pages, process builder, Sharing Settings to implement the desired functionality.***
- Performing unit testing of functional flow.
- Designed *Actively participated in **Cora AP Product built on Salesforce Cloud** platform*
- Designed Visualforce pages with custom controllers and controller extensions to build custom user interfaces.
- *Used **SOQL & SOSL queries within governor limits for** data fetching and manipulation needs of the application.*
- Involved in administrative *tasks **like Creating Profiles, Roles, Users, Page Layouts, Permission Sets, Email Services, Approvals, and also created Workflows**, Validations, Process Builder and field updates.*
- Have created various reports and dashboard to keep track of objects as per user's profile.
- Working as a team member for another product- *Akritiv PLM archival project since the start, configuration of whole org necessary **setup,profiles, roles, security and permission sets**. Also, have been involved in writing batch classes and creation of packages.*
- Developed custom settings, apex triggers, and apex classes to meet the project requirements.
- Worked on *PowerBI for generating dashboards and reports with customization online and offline.*
- Actively participated i*n **creating approval processes,process builders and workflows** for the business needs.*
- Hands-on experience on *maintain and creating merge requests on the S3 server via AWS.*

July'14-Mar'15   Dell International Services,Technical Support Associate

Title	:	**Technical Support, Client -US**
Period	:	July'14-Mar'15
Location	:	Gurgoan
Roles	:	Troubleshooting and providing product support
Technology	:	Excel,Word
Tools	:	Siebel
Description	:	Providing technical support to US client for the product support by resolving their queries in less time and follow with tickets on Siebel tool.

<u>Roles and Responsibilities</u>

- Responsible for handling customer technical problems/issues related to hardware, software and networking via phone by following certain guidelines.
- Assists customers by diagnosing problems and providing resolutions for technical service or care issues.
- Uses troubleshooting techniques and tools to identify products that are defective and follow guidelines in issuing service calls/contacts.
- Advises/educates customers within procedural guidelines to ensure a complete solution to their technical or service questions.
- Maintaining daily team member records & call leads in my SQL workbench & MS Excel.

IT SKILLS

- Salesforce Customization – *Apex/VF/Triggers/Asynchronous Apex*
- Salesforce Configuration – *Workflows/ProcessBuilder/ApprovalProcesses/Flows*
- Salesforce Related - *Pen Testing/Session Management*
- Deployment Strategies – *SFDC Change-set & CICD pipeline*
- Deployment Tools- *SourceTree, IntelliJ, Force.com IDE, Eclipse IDE, Jenkins*
- Repositories - *Gitlab,Bitbucket(Formly known as Stash)*
- Visualization Tools- *PowerBI & Tableau*
- Other Tools: *Data loader,Workbench,MS Office,Docusign*
- Database: *SOQL/SQL,SOSL*
- Working Platforms: *Windows and iOS*

CAREER ACHIEVEMENTS

- Awarded Monthly Award "**Star of the Month** "twice at CMT Delivery Unit level
- Received *direct appreciations from Onsite Clients.*
- Received **Rising Star Award** at American Express for contributing in driving the key team goal of reducing the continuous delivery team backlogs.
- Received **NFS Most Wanted Award** at American Express for delivering effective work to partner/stakeholders
- Received timely *appreciations from the business partners and product owners via emails.*

QUALIFICATIONS

- B.Tech. - CSE(2010-2014) from Dronacharya College of Engineering, Gurgoan
- 12th – Chinmaya School, Vasant Vihar, Delhi
- 10th – Chinmaya School, Vasant Vihar, Delhi

PERSONAL DETAILS

- Date of Birth   :   25 August, 1992
- Permanent Address   :   3144 Sector D-3 Vasant Kunj,New Delhi
- Languages known   :   English, Hindi
- Nationality   :   Indian
- Hobbies   :   Cricket, Driving,Travelling

Declaration:

I hereby declare that the above mentioned details are true to the best of my knowledge.

Place: Delhi   (Varun Chaudhary)