

# Smijith Nellikka

Salesforce Engineer Lead

## Contact

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## Skills

Techno Functional and Business Expert  
Advanced

Service/Sales/Partner Cloud  
Advanced

System Design and Problem Solving  
Advanced

GitHub & COPADO (CI/CD)  
Advanced

Apex, Lightning and LWC  
Advanced

Inbound and Outbound Integrations  
Advanced

Salesforce Security Model  
Advanced

Business System Analyst  
Upper intermediate

Certified Salesforce Engineer Lead with 10 years of hands on experience with salesforce development, system design, Managing and guiding the team with Technical and Design strategies. Expert in collaborating with business stakeholders in understanding the needs and provide the best solutions possible. Expert in designing end to end system Implementation. **(Design - Build - Support)**

## Work History

2021-01 -  
Current

### Salesforce Engineer Lead

*Databricks India Pvt Ltd, Bangalore*

#### Achievements:

- Driven teams efficiently in building new service cloud system (Customer Community Portal) for both internal and customer phasing from the scratch
- Managing both Functional requirement gathering from business stakeholders and Techno Functional team hand in hand throughout implementation phase
- Expert in CI/CD process using COPADO, GitHub, Perforce (P4)
- Grooming/Guiding techno functional team with the business process and Salesforce implementation best practices
- Proficient in salesforce application development and customization with Apex, VisualForce, Lightning (Aura & Web Components), Sales Cloud and Service Cloud

#### Roles & Responsibilities:

- Responsible to interact with Business stakeholders to understand the requirements to improve/enhance the system
- Excellent in development using Lightning Components, LWC
- Leading the service cloud portfolio Community Portal implementation)
- Responsible to monitor each and every request from various part of the team and provide design guidance to the technical team
- Designated as SME for Service cloud system implementations.
- Created a generic guidelines as Do's and Don'ts for Design and Code reviews

- Managed Salesforce **Org health improvement program** to ensure compatibility and reliability of the system for long term existence
- Well managing multiple vendor teams for bigger implementations on a shorter timeframe like Gov Cloud Implementations for Federal customers and Mulesoft integrations for Order processing
- Hands on experience in working with "VS Code", "COPADO" and GitHub CI/CD tools for Development and Deployment practices
- Collaborated with Security and Legal team in order to keep a healthy relationship with IT
- Administered multiple system integrations like Zoho, HelpJuice, JIRA, SearchUnify etc

2019-07 -  
2021-01

## **Lead Salesforce Consultant**

*Tarams Technologies Salesforce, Bangalore*

- Worked as Salesforce tech lead responsible for Development, Admin, and Testing team
- Spend most of the time building and maintaining Databricks Support systems
- Mostly involved in working with Business to get a complete picture of whole requirements and design sessions with Business and technical folks

2015-04 -  
2019-06

## **Sr. Salesforce Developer**

*DXC Technologies/Aruba Networks, Bangalore*

- Actively involved in designing and implementing SFDC solutions for various sales and service requirements always with guidance of Leads which helped in understanding bigger picture of any system
- Primarily hands on experience implementing solutions for Service Cloud, Partner Community and Sales Cloud
- Major Implementations:
- FAST (Future Architecture for Software Transformation) part of HPE's IT Infrastructure implementation
- MDF (Marketing Development Fund) part of Partner Cloud Implementation
- Involved in Interacting with Business directly to understand actual requirements and providing best solutions
- Responsible to prepare Functional and Technical

design Documents (FDS and TDS) for business and technical reviews

- Interacting with various boundary systems to identify best approach to integrate system upon demands
- Extensive experience reviewing code and following best coding practices to improve ORG health
- Supporting QA and business validations over every release cycle

2012-06 -  
2015-04

## **Salesforce Developer**

*CSS Corps Pvt Ltd*

- Involved in development of various systems for different clients including Green dot and Neustar
- Actively involved in developing customized pages using VisualForce and related controller with Case Management process
- Involved in implementing Salesforce configuration, data migration, system integration and MVC architecture that involves Apex, Triggers
- Experienced in web technologies like HTML, XML, CSS, JSP, JavaScript
- Involved in performing data migration from legacy systems to Salesforce
- Familiar working with JRIA (Scrum), "PERFORCE (P4)"( CI/CD)
- Hands on experience in Configuring and managing live agent chat and Customer portals.

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## **Education**

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2016-12 -  
2019-05

### **Master of Computer Applications**

*ANNAMALAI UNIVERSITY - Bangalore*

2010-05 -  
2013-05

### **Bachelor of Science: Information Technology**

*ANNAMALAI UNIVERSITY - Bangalore*

2009-07 -  
2012-07

### **Diploma: Information Technology**

*NTTF - Bangalore*