

# Akash Bhandari

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## Career Summary

Over **9+ years** of IT experience in various stages of Software Development as Techno-Functional Consultant, Architect, Technical Lead, Developer, Administrator and Business Analyst on Salesforce.com platform. Expertise in Administration, Configuration, and Implementation of Salesforce CRM and Salesforce SFA applications based on Apex Language and Force.com Platform.

Extensive experience in solution & enterprise architecture of cloud-based/on-premises business applications and their integration. Strong knowledge of Standard/Lightning Salesforce components & custom development to achieve complex business functionality. Proficient in Sales/Marketing/Service Cloud implementations, with a specific focus on extensive customization and migration from legacy systems to the Salesforce platform. Experience working with different Salesforce App Exchange like Salesforce CPQ, Ring Central CTI, Field Trip, Dupe Blocker, DocuSign, Milestone PM, Pardot, WorkIt Case Management, Nudebt, Prizm, Genesys, Copado, Own Backup etc.

Also experienced in requirements engineering, business/technology analysis, data migration, data modeling, release management, staffing & project management.

## Career Highlights

- Assembled a highly efficient in-house Salesforce Development/Implementation team at MindZvue (Salesforce Consulting Practice) from scratch.
- Involved as salesforce solution architect role on lightning migration project on strategic financial solutions. Also, closely working with Silverline & Mindzvue team (Implementation partner) on migrating the features on a completely new Salesforce instance.
- Architected, designed, and developed solutions successfully for multiple projects for various businesses (Internet Brands, Martindale Hubbell, Nolo, Ngage, iMatrix, Total Attorneys) at the same time, without cost & time overruns.
- Successfully delivered the complex implementation of the Salesforce CRM system at Home Depot. The project spanned many teams across multiple geographies and fulfilled stringent requirements

## Technical Skills

|                                |  |
|--------------------------------|--|
| <b>Salesforce Technologies</b> | Apex Classes/Controllers, Triggers, SOQL, SOSL, Visualforce Pages & Components, Apex Web Services/API, Workflow Approvals, Dashboards, Custom Objects, Case & Vendor Management Automation, Single sign-on, Integration, Knowledge articles, Disposition App, Lightning components & Aura Framework, Web-to-case/lead, Email-to-case |
| <b>Technology Tools</b>        | Force.com IDE, Explorer, Apex Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com migration tool, ANT Migration Tool, Jenkins, CircleCI, Workbench, Github, Source Tree   |
| <b>Languages</b>               | Apex, Java, Visualforce,   |
| <b>Web Technologies</b>        | Java Script, XML, HTML, CSS, WSDL, JSON  |
| <b>Other Tools</b>             | JIRA, HP Quality Center, MS Office suite, MS Visio Pro, CMC, MS Project  |

## Education & Certifications

- Bachelor of Commerce – 2011 – Christ University – Bangalore, India
- Master of Business Administration – 2013 – Christ University – Bangalore, India
- Master’s In science business – 2013 – Virginia Commonwealth university – Richmond, VA, USA

## **Certification**

- ✓ Salesforce Certified Administrator
- ✓ Salesforce Certified Advanced Administrator
- ✓ Certified Salesforce App Builder
- ✓ Certified Salesforce Developer I
- ✓ Salesforce Certified Sales Cloud Consultant
- ✓ Salesforce Certified Community Cloud Consultant
- ✓ Salesforce Certified Service Cloud Consultant
- ✓ Salesforce Certified Integration Architecture Designer
- ✓ Salesforce Certified Identity and Access Management Designer
- ✓ Salesforce Certified Development Lifecycle and Deployment Designer
- ✓ Salesforce Certified Data Architecture and Management Designer
- ✓ Salesforce Certified Sharing and Visibility Designer
- ✓ Salesforce Certified System Architect
- ✓ Salesforce Certified Application Architect
- ✓ HH-101 HIPAA HITECH Privacy for Business Associates
- ✓ HH-102: HIPAA / HITECH Security Awareness

**TE Connectivity**  
**Remote (New Jersey)**  
**Salesforce Solutions Architect**

**July 2022 – Till Date**

### **Project Synopsis:**

Client was using two separate salesforce org with multiple apps running on top of it and decided to consolidate both the instance into one. Around 5000 users are using salesforce platform along with more that 200K community users.

Some of the showcase projects are:

- Consolidation all functionality and tools into one single salesforce Instance.
- Implementing Copado as a CI/CD Solutions to support DevOps process.
- Closely working with multiple teams including MuleSoft, TE.com, Qualtrics, Eloqua, genesis etc.
- Implementing Own Backup Achieving/Data seeding for multiple TE instance.
- Deployed multiple data automation features for business using dataload.io

### **Responsibilities:**

- Assembled & managed complete offshore teams to support releases, development, and support phase of the project
- Working as a Solution architect by involving initial phase of discovery and making sure to avoid any further gap for the successful delivery of the project.
- Managing complete release cycle for project & Support team. Also, reviewing all TDD's and backlog stories for the sprints.
- Working with global Business Unit stakeholder on the understanding of the requirement and providing ROM (Rough order of magnitude) which include budgeting of the resources

- Kickoff illuminate project with salesforce project team to understand TE connectivity business process and come up with suggestions on consolidating multiple SF orgs.
- Working closely with multiple vendors to understand the capabilities of the product and how it can be beneficial for the company.

**Environment:** Salesforce Packages, Copado CI/CD, GitHub, Own Backup, Force.com platform, APEX Language, Salesforce.com DataLoader.io, Genesys, Korn ferry, Box, LWC, Aura Components, VS code, knowledge, MuleSoft APIs, Sandbox, Anypoint Studio, Single sign-on, Jira, Confluence, notion.so, Follow.app

**Strategic Financial Solutions**  
**New York City, NY / Remote**  
**Salesforce Solutions Architect**

**Oct 2018 – July 2022**

### **Project Synopsis:**

Client was using Nudebt Package on salesforce classic instance and decided to upgrade to lightning but because of the limitation of the manage package Strategic decided to develop completely custom build solution leveraging salesforce implementation partners.

Some of the showcase projects are:

- Build completely custom build solutions based on Strategic client needs
- Implementing Completely Custom Build CI/CD Solutions to support DevOps
- Architected multiple integration APIs for different systems on the MuleSoft Platform.
- Worked with Druva team on Data seeding implementation on lower sandboxes.
- Design and developed document automation with vendor and attachment migration job from SF to Box.
- Involved in supporting 2<sup>nd</sup> salesforce instance for strategic lending business.
- Deployed multiple data automation features for business using dataload.io

### **Responsibilities:**

- Assembled & lead many cross-functional teams to support releases of varying sizes, complexity, and duration.
- Worked with cross-functional scrum teams (Development, Quality Engineering, and Product Management) and stakeholders in other functional areas like Program Management, Release Engineering & Site Reliability.
- Working as a Solution designer by performing technical SPIKE, developing prototypes, and developing solutions that are scalable, respect the existing system behavior, user-friendly, configurable, and easy to manage
- Helped consolidate multiple businesses into different business units under one parent Salesforce instance. Multiple business flows, data, and process models were implemented with no cross contamination of data.
- Architected and developed a unified Outreach & Pardot-based marketing system for 4 different businesses. This allows sharing of customers and cross-selling of products and services.
- Orchestrated the development of self-service components for customers (Salesforce Sites for end customers to log in and view invoices, make payments, and manage payment methods).
- Enhanced sales processes, thus providing an excellent user experience to sales teams using custom development.
- Supported data migration activities for moving data between multiple orgs and sandboxes using Data Loader.
- Expertise in seamlessly integrating external systems like CTI, Chat & Email with Salesforce.
- Extensive experience working on a lead, case management, web-to-lead, Web-to case, and Email-to-case.

- Implemented a unified document creation workflow using DocuSign. Also implemented payment functions using DocuSign payment modules.
- Configured & customized InvoiceIt App for billing, order generation, and managing payments for the customers.
- Architected integration with multiple downstream order-processing systems using SOAP/REST APIs.
- Set up a Continuous Integration pipeline using Github/Source Tree, ANT Migration tool, and Jenkins. Code deployment time was reduced from 30 minutes to 4-5 minutes.
- Extensively worked on Salesforce.com sandbox and production environments. Created Sandboxes and set up refresh schedules and data refresh mechanisms.
- Deployment between Production and Sandboxes using Eclipse, Force.com Migration Tool, and Change Set.

**Environment:** Salesforce Nubet, Prizm, GitHub, Circle CI, Force.com platform, APEX Language, Salesforce.com DataLoader.io, CTI, Druva Data Seeding, Box, LWC, Aura Components, HTML, Java Script, knowledge, MuleSoft APIs, Sandbox, Anypoint Studio, Single sign-on, Jira, Confluence, notion.so

**Martindale – Hubbell/Internet Brands**  
**New Providence, NJ**  
**Senior Techno-Functional Consultant**

**Jun 2015 – Sept 2018**

### **Project Synopsis:**

The client moved from legacy Siebel CRM to Salesforce CRM in 2 phases (Phase 1: Sales cloud implementation & phase 2: Service Cloud & CPQ implementation). After deployment of the Opportunity-to-Order workflow, many Salesforce & downstream systems enhancements and projects were delivered with the highest quality and value for nearly 600 users. Some of the showcase projects are

- Migration of 2 other subsidiary businesses to Salesforce,
- Implementing Outreach & Pardot marketing tools for 3 business units,
- Architected and developed a cross-selling solution between multiple business units,
- Built a CTI solution for 2 businesses using Ring Central,
- Integrated Salesforce orgs to an enterprise service bus for order fulfillment,
- Deployment of a milestone-based project management tool in Salesforce for the creative teams.

### **Responsibilities:**

- Assembled & lead many cross-functional teams to support releases of varying sizes, complexity, and duration.
- Worked with cross-functional scrum teams (Development, Quality Engineering and Product Management) and stakeholders in other functional areas like Program Management, Release Engineering & Site Reliability.
- Extensive experience working on Salesforce CPQ/Steelbrick CPQ/InvoiceIt CPQ App exchange products.
- Helped consolidate multiple businesses into different business units under one parent Salesforce instance. Multiple business flows, data and process models were implemented with no cross contamination of data.
- Architected and developed a unified Outreach & Pardot-based marketing system for 4 different businesses. This allows sharing of customers and cross selling of products and services.
- Orchestrated the development of self-service components for customers (Salesforce Sites for end customers to login and view invoice, make payments and manage payment methods).
- Enhanced sales processes, thus providing excellent user experience to sales teams using custom development.
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- Extensively worked on Salesforce.com sandbox and production environments. Created Sandboxes, set up refresh schedules and data refresh mechanisms.
- Deployment between Production and Sandboxes using Eclipse, Force.com Migration Tool, and Change Set.

**Environment:** Salesforce InvoiceIt/Steel Brick CPQ, Force.com platform, APEX Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, CTI, Metadata Glimpser App, HTML, Java Script, knowledge, Web Services, Sandbox, Eclipse IDE Plug-in, Single sign on, Quality control, ANT script.

**Home Depot (via Appirio Inc)**  
**Atlanta, GA & Remote**  
**Salesforce Technical Lead**

**Jul 2014 – May 2015**

#### **Project Synopsis:**

Functionality from multiple legacy systems that handled order & vendor management was moved to Salesforce for 2000 users. The customer service team was then on-boarded to Salesforce with no impact to business, after data migration from the merged systems. A system to fetch available inventory from vendors was designed. The system used Salesforce to provide inventory management functions. When users added products to cart, the system blocked inventory with vendors; upon checkout, blocked inventory was converted to order(s).

#### **Responsibilities:**

- Responsible for project planning, execution, project schedules, deadlines, goals and roadmaps.
- Performed requirements management, issues documentation and document modification as necessary to guarantee adherence to quality standards.
- Coordinated and managed development & testing effort with global (offshore & near-shore) development teams.
- Experience in full lifecycle Salesforce.com implementations and enhancements in Service Cloud, from discovery to implementation and warranty.
- Worked closely with SMEs to understand business process and with users to increase system adoption.
- Defined and lead high-profile initiatives to improve release quality, deployment scalability and user experience before, during and after deployment.
- Developed a change control process for code changes and deployment in production & sandbox environments. Provided oversight for all deployments into production.
- Ensured on-time and effective delivery with high quality by coordinating testing effort with users and testing teams. Tracked day-to-day issues and escalated issues as required.
- Was in charge for designing solutions for applications. Prepared technical design, user stories and story points.
- Experience in designing and developing service cloud console for 360° view, approvals, and actions for users.

- Implemented Disposition app for call center users. Set up a mechanism to process data and report on customer feedback.
- Set up a knowledge base portal in Salesforce for end users. Migrated all knowledge articles from legacy systems after mapping fields and functions.
- Developed and Administered Salesforce.com CRM application for Support departments. Experience setting up Single-Sign-on (SSO) Auth Using SAML. Also worked on cases, orders, and vendor management in Salesforce.
- Orchestrated the successful adoption of Agile development in the team.
- Was responsible for all the integrations of Salesforce with Avaya Softphone (CTI), Live Agent/person (Chat), Kana system (Email), Customer Golden Record (CGR), Talend Middleware, Verint etc
- Experience working on different project management tools (JIRA for Issue/Project Tracking & CMC, an in-house project management tool), test management tool (HP Quality Center).

**Environment:** Salesforce.com platform, APEX Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, knowledge, Web Services, Sandbox, Eclipse IDE Plug-in, Single sign-on, Quality control, ANT script.

**Institute For Integrative Nutrition**  
**New York, NY**  
**Lead Salesforce Developer & Business Analyst**

**Sep 2013 – Jul 2014**

**Project Synopsis:**

The project involved the creation of a portal for enrolment of students for online Nutrition courses. Also set up complete content management and course-planning module, with inbuilt pricing modules in Salesforce. Completed implementation of Salesforce1 to allow for quick enrollment and fast follow-up with customers. The org was set up from scratch for about 100 users.

**Responsibilities:**

- Experience in architecting integration of different Salesforce org with mobile applications and other in-house applications.
- Developed and deployed Apex Classes, Controller Classes, Extensions, and Apex Triggers for various functional needs in the application using the Eclipse IDE.
- Develop Visualforce Pages, Custom Controllers, Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags, and Components.
- Experience in configuring & customization of Salesforce1 Mobile App.
- Customized validation rules, tasks, workflow rules, triggers, and apex classes to achieve complex business functionality.
- Extensive experience working on integrating and deploying different Salesforce App Exchange tools.
- Created page layouts and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Expertise in enforcing profile-based permissions on fields and objects.
- Created Custom Objects and defined lookup/master-detail relationships on the objects.
- Created REST web services in Salesforce for integrating with other systems (Drupal & Marketo).

- Created and scheduled Apex batch classes for data maintenance and for sending email communications to customers.
- Used Force.com web service API for implementing WSDL in the application to allow access to data from external systems and portals.
- Used Sandboxes for testing and migrated the code to the deployment instance after testing.

**Environment:** Salesforce.com platform, APEX Language, Visualforce (Pages, Components & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-ins.

### **Traits**

- Team player with a strong understanding of business processes, excellent Communication, and Problem-solving skills.
- Ability to communicate comfortably, effectively, and confidently with anyone, including executives and engineers.