RADHE SHYAM (around 8 years of quality experience)

SF Technical Lead/Solution Architect (7x Salesforce Certified, 5 Active)

Email ID: radhe636@gmail.com/8574715370

Company - Kloudrac Softwares Pvt. Ltd. (Noida – India, Nov-2014 – Till Date)

Skills and Implementations - <mark>Key Highlights</mark>

- Sales Cloud, Service Cloud implementation along with customized solutioning and designing.
- Lightning Web Components, Aura, SLDS, Visualforce page along with apex controllers

- Hands on Experience on Salesforce CPQ (SteelBrick CPQ)
- Good Experience on Apttus(Conga) CLM, Apttus(Conga) CPQ implementations for different clients
- Articulate CPQ capabilities, fundamental concepts of Products, Pricing, Categories, Advanced concepts on QTC.

- Strong Implementation Knowledge of Salesforce Communities, Portals for End Customers and Partners.
- Coveo search tool implementation with customer community.

- Hands on experience on Integrations with 3rd party systems, REST, SOAP, Tooling API.
- Good with Apex, SOQL, XML, JSON, JavaScript, Apex Classes, Controllers, Triggers, Visual force. Migration Tool, Web Services (REST/WSDL/XML), Data Loader, Excel Connector, Demand Tools, Force.com IDE Eclipse, managed, unmanaged packages, Conga Composer.

- Got training on MuleSoft (Anypoint Studio, APIs, RAML)
- Got training on Vlocity CMT and Vlocity INS - Not have much hands-on experience.

Projects Undertaken

1. **Salesforce Service Cloud (on going) -** Shutting down legacy Ticket Management Tool, connecting and handling all big files using various integration with file handling tools/portal.
2. **Salesforce Experience Cloud with Coveo Implementation -** Shut downed wordpress based portal.
3. **Salesforce CPQ (2 projects)-** Leveraged the SF Quoting process for existing customer
4. **Launching the Customer Community (3 projects)** - Transformed the Customer portal to Experience Cloud
5. **Salesforce Classic to Lightning Migration (3 Projects)** - Developed LWCs and Deprecated VF Pages to give the brand new experience of Lighting to the Business Users.
6. **Salesforce to SAP Integration -** Patterns **(**Fire and Forget, Virtualization**)**
7. **Salesforce to FreshDesk Integration -** For data migration from Freshdesk to Salesforce
8. **Salesforce to AWS Integration -** For big File management
9. **Apttus CPQ Implementation (2 Projects)** - Handled the complex quoting process with Apttus CPQ tool
10. **Other small implementations as a technical advisor to different teams.**

Key Roles

1. Analyze the business requirement and calculate the feasibility and effort estimation.
2. Draft the Technical Design Document and keep revising throughout the project
3. Optimize the code if have some scope
4. System impact analysis before putting any change in existing system
5. Develop the modules as per the requirement and do merge with higher environment after unit testing
6. Technical Demo within the team and in demo calls.

EDUCATION

Full Time M.C.A. from Harcourt Butler Technological Institute – Kanpur (June 2014)

Addition Activities

- Blogging on Apttus
- SalesforceSaturday Sessions

Thank you for considering my profile for review.

Radhe Shyam