**MAHESH**

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**PROFESSIONAL SUMMARY**

* Having over 9+ years of IT experience in Design, Implementation and Application Development in Salesforce.com CRM, force.com platform with proficiency as an administrator and developer.
* Architect and build solutions using **nCino** out of the box features for configuring the Credit Memos, Rates & Payments, Covenant Servicing, Change Memos and related routes and sub routes.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities, like custom objects creating the relationships like Master Detail, lookups and Junction Objects , Entity Relationship data model, Visualforce Pages & Components, Apex Classes, Interfaces, Workflow rules & actions, Apex triggers, Batch Apex, Schedule Apex.
* Strong working experience on Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and handle Salesforce Governor Limits.
* Worked closely with Business Users to enable business processes using SFDC
* Created Reports and Dashboards and Customized Reports, Financial Reports and Dashboards for designing analytics.
* Designed Custom Fields, Approval Process, Validation Rules, Field Dependencies, Formula fields and Workflow processes.
* Worked closely with QA teams and experienced in reviewing and updating QA test cases.

**SKILLS**

CRM : Salesforce.com: Workflows, Approval Processes, Communities, Campaigns, APEX Classes, Triggers, Visualforce Pages, Components, Apex Data Loader, Force.com IDE, SFDC to 3rd. Party System

Integration using REST etc.

Process & Standards : Waterfall Model & AGILE Methodology Programming Languages : C, APEX,SQL,SOQL,SOSL

Web Technologies : Java Script, XML, HTML,CSS

**EDUCATION**

**Southern Illinois University (SIU), Carbondale, IL December. 2014**

Master of Science in Electrical & Computer Engineering (ECE), GPA: 3.43/4.0

**Jawaharlal Nehru Technological University, India May. 2012**

Bachelor in Electronics & Electronics Engineering (EEE), GPA: 3.2/4.0

**ACHIEVEMENTS**

* Received **“Diamond e-Recognition”** award for Excellence in Project Development and making the application reality for the State of New York.
* Received Shield awards for Outstanding Performance in Development and providing efficient solutions and applications for business users.
* Salesforce.com certified Platform Developer II
* Salesforce.com certified Platform Developer I
* Salesforce.com certified Sales cloud Consultant
* Salesforce.com certified Administrator ADM -201
* Salesforce.com certified Developer DEV -401/ App Builder.
* Salesforce.com certified Sharing and Visibility Designer.
* Salesforce.com certified JavaScript Developer I

**DOMAIN EXPERTISE**

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| --- | --- |
| **Healthcare** | **United Health Group**: Providing Care Delivery Management to help the  Patients/Consumers to move from a Costlier Nursing Facility to an Economical Nursing Facility, Care delivery & Management. Pathway goals are to appropriately decrease readmission to hospitals, optimize length of stay, improve quality of care, close gaps in quality metrics and capture diagnosis codes & co-morbidities of underlying data and systems integration in health care and enhancing user experience with precise information for the care with effortless ease of access. |
| **Financial Sector** | **U.S. Bank**: Providing refined process and better experience for the current and future business customers by transforming the Banking Borrowing experience. A streamlined end to end lending process is designed to improve the efficiency through reduced handoffs, removing redundant tasks, and allowing for parallel work to take place  improving speed to decision. |

**PROFESSIONAL EXPERIENCE:**

**U.S. Bank, Minnesota, MN AUG‘19 – Active**

**Sr Salesforce Developer**

**Business Lending Transformation**

**Description:**

BLT objective is to provide better customer experience for the Banking Borrowing services. The nCino technology tool is leveraged which will help reduce re-keying of data, allow greater transparency amongst teams, provide bankers with real time status, and improve reporting capabilities allowing teams to spend more time focused on the customer. nCino also helps reducing the dependency of multiple systems by collapsing the functionality into nCino bank operating platform with integrations to other core enterprise systems.

**Contribution:**

* + Designed and developed seamless end-to-end features for Small Business Banking business line of U.S. Bank, leveraging the salesforce CRM platform.
  + Implemented SFDC solutions in small business banking sector on the lightning platform based upon business functional requirements and involved in various stages of Software Development Life Cycle including analysis, requirement gathering, architecture design, development, deployment.
  + Configured the Credit Memos, Rates & Payments, Covenant Servicing, Change Memos features leveraging **nCino**.
  + Designed application using Apex, Lightning Component, Lightning Web Components and Controllers as per business requirements.
  + Responsible for designing the platform integration with external systems using REST webservices with established governance and best practices.
  + Worked with SOQL and SOSL queries for manipulation of large data sets and performed DML operations using SOQL Statements and Database methods.
  + Involvement with building Proof of Concepts for pilot and new release features.
  + Working with the team for analyzing and assessing the Impact for new salesforce release deliveries.
  + Code Management includes packaging and source control environments such as Git.
  + Execute code, configure, and date change/migration using Workbench, ANT, CLI in CI environment.

**United Health Group-Optum Global Solutions, Minnesota, MN MAR’16– AUG’19**

**Salesforce Consultant**

**Pathway Application**

**Description:**

Pathway Application’s objective is to Providing Care Delivery, Preventive Care along with Agency Process, which includes entire CRM flow of Health Care Business Units of United Heath Group process. The Focus of Pathway Application is to help the Patients/Consumers to move from a Costlier Nursing Facility to an Economical Nursing Facility, Care delivery & Management. Pathway goals are to appropriately decrease readmission to hospitals, optimize length of stay, improve quality of care, close gaps in quality metrics and capture diagnosis codes & co-morbidities. Pathway builds an Electronic Medical Records (EMR) and gathering all the information from the patient and making that in the form of an EMR including health

history records (social, family, surgical and past medical history). These EMR’s are used by

insurance companies for approval / rejection of claims.

**Contribution:**

* + - Involved in Requirement gathering for requirements and Designing the Solution.
    - Coordinated and Participated in the Development activities and managed the complete module to be delivered in the form of sprints as per business needs.
    - Configured Salesforce communities with Data Security and Sharing effectively.
    - Implemented Lightning experience on existing Visualforce pages in order to get the responsiveness in mobile and tablet devices.
    - Implemented Lightning components as a POC to demonstrate the latest features of salesforce.
    - Hands on experience on Visual Flows.
    - Participated in Deployment activities to support and help the deployment team in case of any issues/ errors during the critical deployments.
    - Responsible for designing customized screens using Apex and Visualforce.
    - Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application
    - Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto- Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
    - Used Data Loader for insert, update and bulk import/export of data to/ from Salesforce.com.
    - Used SOQL, SOSL and DML Operations with consideration to Governor Limits for data retrieval and manipulation needs of the application using platform database objects.
    - Created page layouts, email templates, workflows, approval processes and lead assignment rules as per the Business requirements.
    - Creating and managing profiles, roles and other security settings.
    - Maintaining healthy test coverage for all the classes and triggers and supporting deployment activities.

**United Health Group-Optum Global Solutions, Minnesota, MN FEB‘15 – MAR’16**

**Salesforce Consultant**

**Complex Population Management (e-Prescribe)**

**Description:**

UHG integrates the Consumers data into ePrescribing system to electronically transmit prescription orders to the pharmacies and drug data/interaction lookup and providing them the full ePrescribing functionality. The key benefit is to transmit new Patient’s Demographic data, current Medications, Allergies and Diagnosis to ePrescribing system, thereby eliminating the need for manual data entry and/or recurring mass uploads**.**

**Contribution:**

* + - Enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization.
    - Involved in Requirement gathering and designing the solution.
    - Responsible for Setting up the environment for the Integrations such as Remote site Settings, Custom settings etc.
    - Developed Apex class to Integrate with third party system to automate the Data flow using Http Callouts.
    - Developed Batch Apex to process huge number of records to prepare valid XML data structure and outbound to Destination System.
    - Worked on Apex Utility Class to fetch data, format to XML data structure and sends an email alert with XML as an attachment from Apex.
    - Integrated using REST based Web service callouts to Dr. First system for New York state market for the Doctors and Nurse Practitioner (NPs) to make prescriptions for the patients and keep track of them.
    - Worked on Apex Test classes with Mock Http Callouts and bulk test data to test Callouts, Governor Limits and other Network exceptions.
    - Developed Visualforce pages to render data as PDF with supported styles and alignments.
    - Developed the Custom objects, Validation Rules, Formula Fields, Page layouts, Custom tabs, Components, Custom Buttons and Links.
    - Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.