Salesforce Platform Architect

Number 3803883682

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**­­­­­­WORK EXPERIENCE**

About 18+ years of experience in IT and 11+ experience on Salesforce platform performing various salesforce roles from business analyst, administrator, developer, Architect / SME and Release Management activities involving various Salesforce products.

**Technology**

Salesforce

* Sales Cloud
* Service Cloud
* Community Cloud
* CPQ Cloud
* Order Management
* Manufacturing Cloud
* B2B Commerce
* CRM Analytics Cloud
* Data Cloud
* ServiceMax Cloud
* Apex
* Lightning Components
* Visualforce Pages
* Integrations
* Data Management Vlocity Platform
* OmniStudio
* DataRaptor
* Enrollment, Quotes, Renewals
* Licensing

**Certifications**

* Salesforce Data Cloud
* Salesforce CPQ Specialist
* Salesforce Service Cloud Consultant
* Salesforce Platform Developer 1
* Salesforce App Builder
* Salesforce Administrator

**DevOps & Source Control Tools**

* Azure DevOps
* JIRA
* Flosum
* Copado
* DevOps Center
* GitHub
* StarTeam SVN
* HP PPM
* ServiceNow
* Confluence
* ANT Migration Tool
* Apex PMD

**Backup & Other Tools**

* OwnBackup
* OwnBackup Archive
* GRAX
* Ceptes
* Spanning
* Panaya

**Other Technologies**

* Oracle ERP (EBS)
* Oracle ERP, SCM Cloud
* Oracle Database, PL SQL
* MuleSoft
* Oracle SOA
* Oracle CPQ Cloud
* OTM & GTM
* MongoDB
* Informatica Cloud (ICS/IICS)

**ORDER MANAGEMENT, ANALYTICS, COMMERCE,**

**MANUFACTURING & CPQ CLOUD**

**Role: Platform Architect May 2023 – Till date**

**Clients: ATG (Education), Remote (FL)**

**Process Area Implementation:**

• Requirements gathering, analyze the requirements and current processes

• Setting up environments (Prod & non-prod) and Configuration of Order Management, B2B Commerce, Manufacturing Cloud applications

• Established DevOps Process

• Established GitHub, Salesforce DevOps Center for Salesforce source control and deployments

• Worked on High Level Solution Architecture involving Salesforce, MuleSoft, Mainframe systems

• Worked on Salesforce Platform Events

• Data Model design, mapping salesforce objects with legacy application entities, establishing the integration designs using MuleSoft

• Created datasets, data recipes, dashboards for the legacy data in Salesforce CRM Analytics

• Established integration design for the CRM Analytics using MuleSoft

• Worked on Data analysis for Accounts, Products, Price Books & Order Management

• Established the data model in Salesforce

• Handling data loads for Salesforce and CRM Analytics

• Providing architectural guidance to other architects in Salesforce and MuleSoft areas.

* + Copado, JIRA, Confluence implementations

**SALES, SERVICE, FIELD SERVICE LIGHTNING,**

**EXPERIENCE & PSA CLOUD**

**Role: Platform Architect Dec 2022 – May 2023**

**Client: HP (Hi-Tech Manufacturing & Service) –Remote (FL)**

**Process Area Implementing:**

• Assessment of current storage utilization on the platform due to extremely high utilization that causes huge performance issues

• Assessment of custom code

• Identify the areas of optimization and code cleanup

• Identify the redundant data, data cleanup, data archival activities

• Bulk reduction of custom code was achieved

• Bulk reduction of data utilization was achieved

• Worked with cross functional teams on resolving integration issues

• Assessment of the errors, performance issues and steps to reduce the issues

• OwnBackup, OwnBackup Archive, Grax evaluations

• Panaya implementation

**SALES, SERVICE AND EXPERIENCE CLOUD**

**Role: Platform Owner, Developer, Release Manager Jul 2019 – Dec 2022**

**Client: JM Family (Auto Mobile & Insurance) –Onsite (FL)**

**Process Area Implementing:**

• Experience Cloud implementation, Dealer programs

• Vlocity – OmniStudio, Enrollment, Data Raptors implementation

• Warranty management

• Knowledge Management

• Developed Aura, LWC Components for RHT, Service Maintenance, Coupon flows for insurance

• Built integrations b/w Salesforce and MongoDB

• Built External objects and related user interface to show the relevant data on experience cloud portals

Single point of contact for all salesforce implementation features

• Worked with Salesforce support for enabling features, issue troubleshooting

• Territory Management solution

• Account Management, Account-contact relationships, sharing rules configurations

• Flosum & Spanning implementation

• Enabling integrations with Informatica, Oracle,MuleSoft, Mainframe MongoDB etc

• Email to case functionality

• Outlook integration, Gmail integrations

**SALES, SERVICE, SERVICEMAX (Field Service) CLOUD**

**Role: Analyst, Architect Aug 2011 –Jun 2019**

**Client: Danaher - Beckman (Healthcare, Manufacturing) Onsite – (CA)**

• Establishing Sales process flows

• Setup of Leads, Opportunities, Accounts, CPQ flows

• Enabling integrations with Oracle ERP

• Configuration of ServiceMax on Salesforce platform

• Data analysis, data cleansing and data loads for accounts, addresses, locations, products, pricing, contracts, inventory, coverages, case history

• Email to case functionality

• Web to case functionality

• Integration flows for accounts, addresses, locations, products, pricing, contracts, inventory, coverages, case etc

**Oracle EBS 11i / R12 Implementations (CRM & ERP);**

**Oracle SOA, Siebel, Oracle Database etc**

**Role: Developer, IT Analyst, Functional Analyst Aug 2005 – Aug 2011**

**Clients: TTSL Ltd, Xerox Corporation,**

**Wataniya – (Onsite** -**Kuwait), Dubai Telecom -** (Offshore-India)

* + Led a team of 5 engineers as the functional consultant responsible for implementing SCM as part of RAS for Wataniya Telecom (National Mobile Tele Communications Compay) – Kuwait
  + Part of Business process re-engineering team when implementing RAS solution for Wataniya Telecom.
  + Siebel Loyalty implementation in integration with Oracle CRM Tele Service, SFM for Wataniya Telecom.
  + Oracle CRM-Comptel integration for Service provisioning for Wataniya Telecom.
  + Primary point of contact (PPOC) for Wataniya telecom from Oracle E-Business Suite Applications SCM/CRM requirements. Responsible for requirement analysis, GAP analysis, Solution Design, Onsite-Offshore coordination, and Delivery.
  + Primary point of contact (PPOC) for the client in the functional areas of Xerox - XONE Service Billing (Service Contracts).
  + Technical analyst and module leader in Xerox – DMO Wave- 1, II, and III projects (Mexico/Brazil) Oracle ERP implementations.
  + IVR, Scripting implementation, TIPPS for Tata TeleServices Ltd and Prepaid system for Virgin Mobile India.
  + Client and offshore team coordination; selected for the role due to excellent technical and people handling skills.