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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF THE COMMISSIONER

Lori A. Weaver  
Commissioner

Morissa S. Henn  
Deputy Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-9200 1-800-852-3345 Ext. 9200  
Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

March 25, 2024

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Office of the Commissioner, to enter into a project agreement with CoreSphere, LLC (VC#336219 B001) Bethesda, MD, utilizing Statewide contract 8002969 under the Department of Administrative Services Statewide Master Agreements for Salesforce Professional Services in the amount not to exceed \$1,427,840 for the purpose of providing Salesforce staff augmentation, effective upon Governor and Council approval through June 30, 2025. The Governor and Executive Council approved the Salesforce Professional Services Contracts on October 13, 2021, item #97, as amended on December 20, 2023, item #5Z. 100% Federal Funds.

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-90-902510-5178 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SERVICES, DIVISION OF PUBLIC HEALTH, BUREAU OF INFECTIOUS DISEASE CONTROL, IMMUNIZATION PROGRAM**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Prog Svc	90023200	\$60,000
			<i>Subtotal</i>	<b>\$60,000</b>

**05-95-094-940010-24650000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES; HHS: NEW HAMPSHIRE HOSPITAL, ARPA DHHS FISCAL RECOVERY FUND**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Prog Svc	00FRF602PH 9538A	\$341,960
2025	102-500731	Contracts for Prog Svc	00FRF602PH 9538A	\$1,025,880
			<i>Subtotal</i>	<b>\$1,367,840</b>
			<b>Total</b>	<b>\$1,427,840</b>

## EXPLANATION

The purpose of this request is for the Contractor to provide Salesforce development staff in the form of augmentation resources. The Contractor's staff will develop and maintain the Incident Management System in the enterprise Salesforce environment according to the Department's business requirements; and assist with the development of data feeds to the Department's Enterprise Business Solution (EBI) to ensure that the flow of data is captured appropriately and further analysis can occur. The Contractor's staff will provide analytical work, Salesforce development, testing, and training.

These resources will develop and maintain an Incident Management System leveraging the Salesforce platform to transform the current manual processes for recording and acting on incidents being reported across multiple programs and services. This solution will improve service outcomes and operational effectiveness across all divisions of the Department. The costs are based on leveraging nine contractors, under the management of the NH Department of Information Technology (DoIT), to direct and manage the solution.

This solution will create standard portals both for internal State of New Hampshire employees, external providers, and individuals, as applicable, to submit requests or incidents to the Department. The system will achieve this through complex workflow automations built into the system to allow for improved response times, trend analysis reporting, and better understanding of what individuals are experiencing. The system will also assist State of New Hampshire staff by providing up-to-date information to make informed decisions on how to improve services, respond to incidents, and train staff accordingly. By utilizing an enterprise platform, we can achieve the necessary delivery of services while ensuring the privacy and security of the data are maintained.

The Incident Management System will be focused initially on providing a solution for the Division for Children, Youth and Families (DCYF), Division of Public Health Services (DPHS), and New Hampshire Hospital (NHH). This implementation will create the foundation for incident management at the Department and may be scaled out to support incident management for the Department with minimal expense. Current planned solutions include:

### Division for Children, Youth and Families:

The culture of safety extends beyond those children, youth, and families that we serve to include victims, communities, and employees. Through an organized and informed practice, the Division strives to track all incidents that put the safety of children, youth, families, and staff at risk, or in which there has been harm to be able to advocate for a continuous quality improvement approach to enhance outcomes and safety for all. The Division, in partnership with the Division for Behavioral Health (DBH) currently works with over 70 residential providers of which the focus of this project will be 44, with the goal to extend to the entire group after successful proof of concept.

Each of the providers are required to submit critical incident reports to DCYF following a guideline. Once submitted, the Department sends the information over to the Office of Child Advocate. This process is time intensive and manual, requiring multiple data entry points that leave room for error in processing. The goal will be to implement a provider incident reporting system that would be able to provide an external facing web portal for our providers to submit and/or interface with, to provide the incident reports in a system that can then be reported to the Office of Child Advocate with minimal re-work or additional data entry.

Division of Public Health Services

In partnership with the Contractor, the DPHS will implement a web-based solution to manage inquiries, and to provide technical assistance requests from health care providers and other authorized users of the State's Immunization Information System (IIS). The project will enable more efficient processing of requests, and improve service to approximately 1,200 authorized users, as well as, creating efficiencies for DPHS project managers and staff.

New Hampshire Hospital

NHH occurrence reporting needs to be enhanced to facilitate trend analysis, reporting, accurate tracking, and quality assurance. This electronic occurrence system will assist in meeting the hospital's regulatory requirements set forth by The Joint Commission.

Ongoing costs associated with the Incident Management System will be managed between the Department and DoIT for support, and ongoing Salesforce licensing for the Department is included in current operations budget projections for current and future fiscal years.

Without this funding to support the automation of administrative efforts currently managed manually in each area, the individuals served would continue to experience delays in services. Additionally, due to our current workforce shortages the need for such automation is even more critical to reduce the burden on the current workforce in place and allow for other efforts to include recruitment efforts to be addressed.

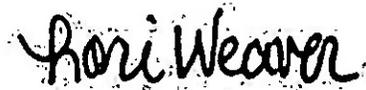
Contractor submissions were scored by a technical review team and the awarded vendor was identified as the high scoring vendor. Further details are included with this letter as Attachment A.

The Department of Information Technology in conjunction with the Department of Health and Human Services, Office of the Commissioner requests approval of this project agreement with CoreSphere, LLC.

Source of Federal Funds: Assistance Listing Number (ALN) #93.268, FAIN #NH23IP922595, and ALN #93.778.

In the event that the Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner



Denis Goulet  
Commissioner

**New Hampshire Department of Health and Human Services  
 Division of Finance and Procurement  
 Bureau of Contracts and Procurement  
 Attachment A - Project Quote Evaluation Summary**

**Project ID #** RFQ-2024-OCOM-04-IMSTE  
**Project Title** IMS Technical Staff Augmentation

The State used a scoring scale of 600 points. Points were distributed as follows:  
 1. Ability to meet "Mandatory Expertise or Contractor Qualifications" – 200 Points  
 2. Ability to meet "Key Staff Required with Subject Matter Expertise" – 150 Points  
 3. Vendor response to Requirements Matrix - 100 Points  
 4. Total cost – 150 Points

The following formula was used to assign points for Cost: Vendor's Cost Score =  
 (Lowest Proposed Cost / Vendor's Proposed Cost) x Maximum Number of Points for  
 Cost Proposal.

	Maximum Points Available	Coresphere, LLC.
<b>Technical</b>		
Contractor Qualifications	200	185
Staff Qualifications	150	130
Response to Requirements Matrix	100	90
<b>Subtotal - Technical</b>	<b>450</b>	<b>405</b>
<b>Cost</b>		
Vendor Cost	150	150
<b>Subtotal - Cost</b>	<b>150</b>	<b>150</b>
<b>TOTAL POINTS</b>	<b>600</b>	<b>555</b>
<b>TOTAL PROPOSED VENDOR COST</b>		<b>\$1,427,840</b>

Reviewer Name	Title
1 Clinton Jewkes	BRMD DPHS IT Lead
2 Chiahui Chawla	Administrator IV
3 Joseph Arcidiacono	BRMD DoIT Lead Developer
4 Karen Diaz	Senior Project Manager
5 Michael Williams	BRMD DHHS IT Lead



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
[www.nh.gov/doit](http://www.nh.gov/doit)

**Denis Goulet**  
*Commissioner*

March 26, 2024

Lori A. Weaver, Commissioner  
Department of Health and Human Services  
State of New Hampshire  
129 Pleasant Street  
Concord, NH 03301

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with Coresphere, LLC, as described below and referenced as DoIT No. 2024-052.

The purpose of this request is to provide Salesforce development staff in the form of augmentation resources.

The Total Price Limitation will be \$1,427,840 effective upon Governor and Council approval through June 30, 2025.

A copy of this letter should accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

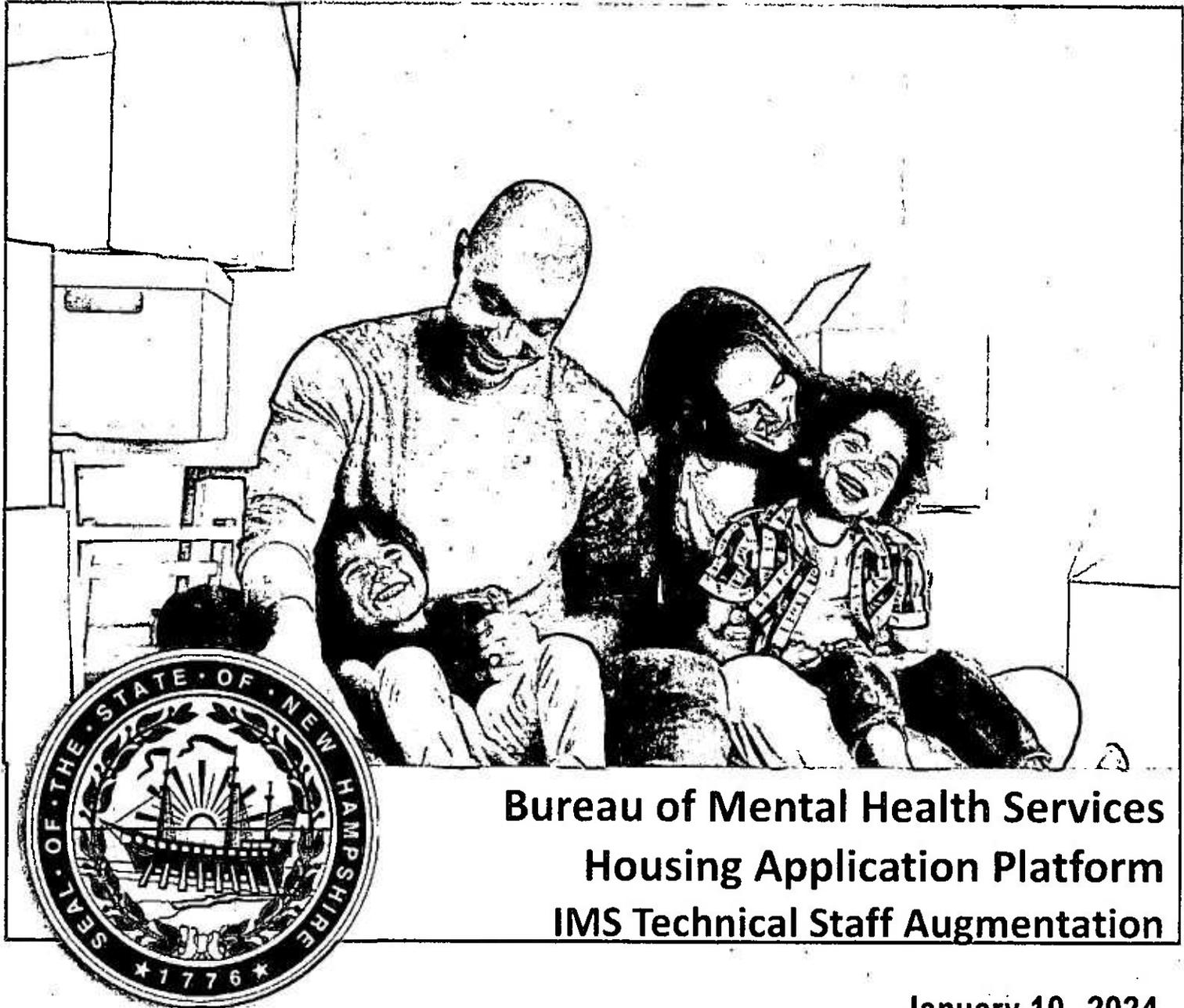
Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/jd  
DoIT #2024-052

cc: Michael Williams, IT Manager, DoIT



**Bureau of Mental Health Services  
Housing Application Platform  
IMS Technical Staff Augmentation**

**January 10, 2024**

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
BUREAU OF PURCHASE AND PROPERTY  
25 CAPITOL STREET, ROOM 102  
CONCORD, NEW HAMPSHIRE 03301**

**Claudia.I.Roy@DAS.NH.Gov**

Submitted by:  
**CoreSphere, LLC**  
10411 Motor City Drive, Suite 410  
Bethesda, MD 20817  
Phone: 301-830-4035  
Fax: 301-825-8990  
www.CoreSphere.com

**coresphere**

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**CoreSphere, LLC is an Equal Opportunity Employer**

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NH Bureau of Mental Health Services Housing Application Platform  
RFQ Number: 405-24  
January 10, 2024

coresphere

## 1. Transmittal Letter

Date: January 10, 2024

Company Name: CoreSphere, LLC  
Address: 10411 Motor City Drive  
Suite 410  
Bethesda, MD 20817

To: Point of Contact: Claudia Roy  
Telephone: (603)-271-2202  
Email: NH.Purchasing@das.nh.gov

RE: Bid Invitation Name: Bureau of Mental Health Services Housing Application Platform  
Bid Number: 405-24  
Bid Posted Date (on or by): 12/13/23  
Bid Closing Date and Time: 01/10/2024 @ 4:00 PM (E.S.T.)  
Dear Claudia Roy,

Shailesh Gupta, on behalf of CoreSphere, LLC, [insert name of entity submitting bid (collectively referred to as "Vendor")] hereby submits an offer as contained in the written bid submitted herewith ("Bid") to the State of New Hampshire in response to QUOTE # 405-24 for IMS Technical Staff Augmentation at the price(s) quoted herein in complete accordance with the Bid.

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the Bid.
2. The Vendor has not altered any of the language or other provisions contained in the Bid document.
3. The Bid is effective for a period of one hundred and eighty (180) days from the Bid Closing date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Bid.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Vendor certifies that neither the Vendor nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
  - a. Has, within the past two (2) years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
  - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
  - c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
  - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
  - e. Has, within the past two (2) years, failed to cure a default on any contract with the federal government or the government of any state;
  - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
  - g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
  - h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in

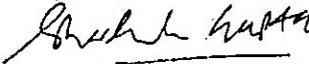
Use or disclosure of data contained on this page is subject to the restrictions on the cover page of this proposal

Transmittal Letter  
Page 1

- this section;
- i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within thirty (30) days of such conviction, plea, finding, or debarment; or
  - j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year:

This document shall be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature



Authorized Signor's Title Managing Partner

## 2. General Requirements:

### 2.1 Executive Summary

CoreSphere has provided salesforce staffing services to our public sector customers since 2003. Our customers require resources that are of high quality sourced within a tight timeframe and onboarded to start working with the right set of hardware and software tools. CoreSphere is one of only a few small businesses that earned Crest/Gold status within the Salesforce consulting partner ecosystem. Our Salesforce resources currently have a presence in over 20 public sector federal and state agencies implementing Salesforce based solutions. Our Salesforce staff have implemented Salesforce solutions to include **Case Management, Inspection Management, Grants Management, Contact Centers, Home/Mortgage Counselling, Human Resources, Legacy Application Migrations, Complaints Management, Correspondence Management, and Property Management.**

Examples of large Salesforce Contracts we have staffed are listed below.

- \$15.3M Award from the Department of Health and Human Services (HHS) Centers for Medicare & Medicaid Services (CMS) for an Enterprise Salesforce deployment
- \$10.6M Award from the Department of Commerce, International Trade Administration (ITA) for Global Salesforce CRM & Case Management
- \$42M Single Award Blanket Purchase Agreement (BPA) from the Consumer Financial Protection Bureau (CFPB) for Governance, Security, and Deployment of numerous Salesforce applications
- \$8.7M Single Award Blanket Purchase Agreement (BPA) from the Government Publishing Office (GPO) for Salesforce implementation services for migrating legacy systems
- \$8.4M Award from the Community Development Financial Institutions (CDFI Fund) for the deployment of an enterprise Grants Management program on Salesforce

**CoreSphere Salesforce Staff have delivered over \$119M in Salesforce application modernization services as a Prime contractor to transform businesses for the public sector.**

CoreSphere is currently providing identical services to the State of Maryland Department of Health and Human Services (DHHS). Since 2017 CoreSphere has supplied Developers, UI/UX Developers, Business Analysts and Trainers across 35 work orders resulting in placement of 32 resources. CoreSphere competed against 10+ firms to submit resumes to DHHS. Our resources were selected based on quality and their ability to perform the job duties outlined. CoreSphere is one of the most successful vendors providing IT Staff Augmentation services to DHHS.

CoreSphere is currently working with Travis County Health and Human Services, District of Columbia Department of Behavioral Health, State of North Dakota, and numerous federal customers to perform projects that require Salesforce resources. We have been able to staff these projects with resources that are able to perform at the highest level.

CoreSphere is confident in our ability to provide IT Staff Augmentation Services to the State of New Hampshire Department of Health and Human Services (DHHS). CoreSphere maintains a resource network that is both substantial and selective. We fully believe that successful recruiting and staffing stems from a substantial network of qualified resources. The preservation of this network takes considerable effort. CoreSphere's recruiting database is constantly being updated to satisfy recruiting pools and customer requirements. This database, along with the personal networks maintained by our staff, allows us to proactively source and recruit quality individuals with specific skill sets in the IT industry quickly.

## 2.2 Background Checks

- 1.1.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
- 1.1.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
  - 1.1.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement; and
  - 1.1.1.3. A name search of the Department's Division for Children, Youth and Families (DCYF) Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.2. The Contractor must provide its Services to the State and its end users solely from data centers within the contiguous United States. All storage, processing and transmission of Confidential Data and State Data shall be restricted to information technology systems within the contiguous United States. The Contractor must not allow its End Users, as defined in to Appendix I, Example Contract and Exhibits - Exhibit E: DHHS Information Security Requirements, to store Confidential Data or State Data on portable devices, including personal computers, unless prior written exception is provided by the Department of Health and Human Service's Information Security Office.
- 1.3. Department Owned Devices, Systems and Network Usage
- 1.3.1. If Contractor End Users, defined in the Department's Information Security Requirements Exhibit that is incorporated into this Agreement, are authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfilment of this Agreement, each End User must:
- 1.3.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.3.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.3.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.3.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.3.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
  - 1.3.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
  - 1.3.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department- funded email systems."
  - 1.3.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
  - 1.3.1.9. Agree when utilizing the Department's email system:
    - 1.3.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
    - 1.3.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
    - 1.3.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**CONFIDENTIALITY NOTICE:** "This message may contain information that is privileged and confidential and is intended only for the use of the individual(s) to whom it is addressed. If you receive this message in error, please notify the sender immediately and delete this electronic message and any attachments from your system. Thank you for your cooperation."

1.3.1.10. Contractor End Users with a Department-issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.3.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.3.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Agreement and annually thereafter.

1.3.1.10.3. Only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.

1.3.1.11. Contractor agrees, if any End User is found to be in violation of any of the above terms and conditions, said End User may face removal from the Agreement, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.3.1.12. Contractor agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor agrees to notify the Department's Information Security Office or designee immediately.

CoreSphere will comply.

## 2.3 Contract End-of-Life Transition Services

### 1.4.1. General Requirements

1.4.1.1. If applicable, upon termination or expiration of the Agreement the parties agree to cooperate in good faith to effectuate a smooth secure transition of the Services from the Contractor to the Department and, if applicable, the Contractor engaged by the Department to assume the Services previously performed by the Contractor for this section, the new Contractor shall be known as "Recipient". Ninety (90) days prior to the end-of the contract or unless otherwise specified by the Department, the Contractor must begin working with the Department and if applicable, the new Recipient to develop a Data Transition Plan (DTP). The Department shall provide the DTP template to the Contractor.

1.4.1.2. The Contractor must use reasonable efforts to assist the Recipient, in connection with the transition from the performance of Services by the Contractor and its End Users to the performance of such Services. This may include assistance with the secure transfer of records (electronic and hard copy), transition of historical data (electronic and hard copy), the transition of any such Service from the hardware, software, network and telecommunications equipment and internet-related information technology infrastructure ("Internal IT Systems") of Contractor to the Internal IT Systems of the Recipient and cooperation with and assistance to any third-party consultants engaged by Recipient in connection with the Transition Services.

1.4.1.3. If a system, database, hardware, software, and/or software licenses (Tools) was purchased or created to manage, track, and/or store Department Data in relationship to this contract said Tools will be inventoried and returned to the Department, along with the inventory document, once transition of Department Data is complete.

1.4.1.4. The internal planning of the Transition Services by the Contractor and its End Users shall be provided to the Department and if applicable the Recipient in a timely manner. Any such Transition Services shall be deemed to be Services for purposes of this Agreement.

1.4.1.5. Should the data Transition extend beyond the end of the Agreement, the Contractor agrees that the Information Security Requirements, and if applicable, the Department's Business Associate Agreement terms and conditions remain in effect until the Data Transition is accepted as complete by the Department.

1.4.1.6. In the event where the Contractor has comingled Department Data and the destruction or Transition of said data is not feasible, the Department and Contractor will jointly evaluate regulatory and professional standards for retention requirements prior to destruction, refer to the terms and conditions of the Department's DHHS Information Security Requirements Exhibit.

CoreSphere will comply.

## 2.4 Completion of Transition Services

1.4.2.1. Each service or Transition phase shall be deemed completed (and the Transition process finalized) at the end of 15 business days after the product, resulting from the Service, is delivered to the Department and/or the Recipient in accordance with the mutually agreed upon Transition plan, unless within said 15 business day term the Contractor notifies the Department of an issue requiring additional time to complete said product.

1.4.2.2. Once all parties agree the data has been migrated the Contractor will have 30 days to destroy the data per the terms and conditions of the Department's Information Security Requirements Exhibit.

CoreSphere will comply.

## 2.5 Disagreement over Transition Services Results

1.4.3.1. In the event the Department is not satisfied with the results of the Transition Service, the Department shall notify the Contractor, in writing, stating the reason for the lack of satisfaction within 15 business days of the final product or at any time during the data Transition process. The Parties shall discuss the actions to be taken to resolve the disagreement or issue. If an agreement is not reached, at any time the Department shall be entitled to initiate actions in accordance with the Agreement.

CoreSphere will comply.

## 2.6 Deliverables

### Requirements

Below is a list of requirements for which the respondent shall provide an implementation response, a support response, and any related comments.

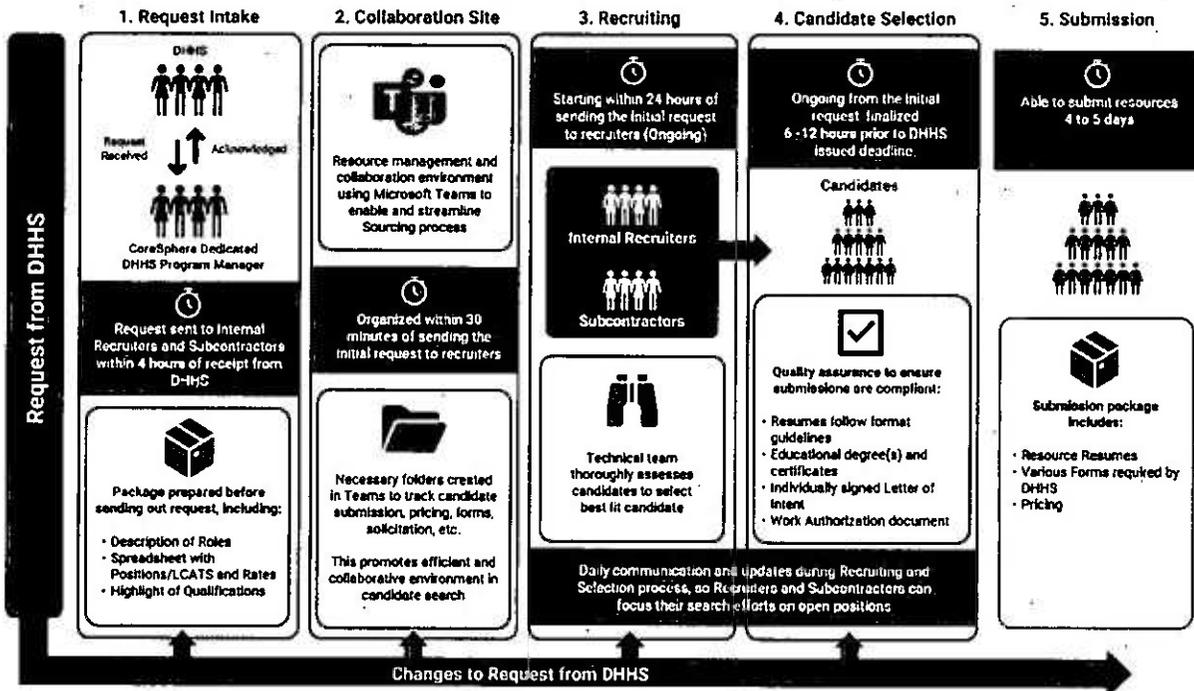
Based on the requirements presented CoreSphere utilized our robust recruiting model to source 18 candidates for review. We understand that only 9 candidates are required. Our process is built to give our customers a choice when selecting resources. We have provided 2 candidates for each position.

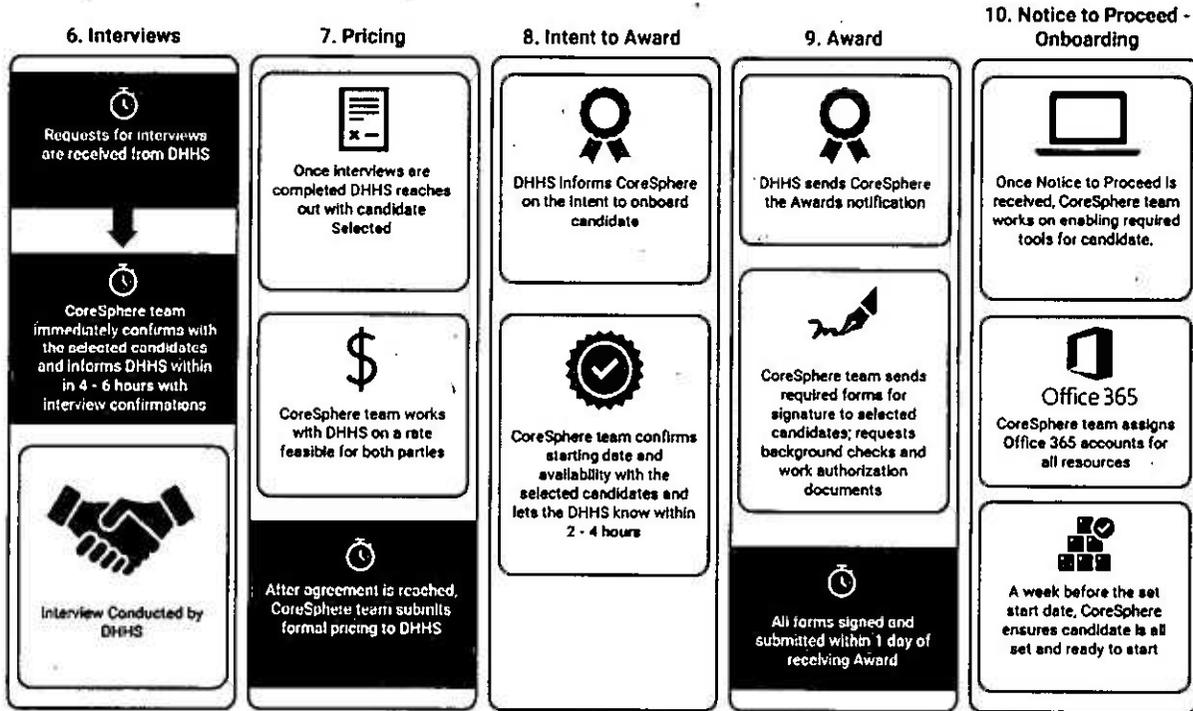
**All candidates submitted are available to be hired upon contract award.**

Following is a detailed description of our processes used to submit the resumes and the same process will be used to recruit for new positions and / or replace candidates if they do not meet the needs of DHHS.

CoreSphere invests time and resources to identify and selectively recruit and retain a highly educated, certified, and qualified workforce. CoreSphere's management works closely with their own teams and CoreSphere's staffing and security teams to create a roster of qualified employees and contingent hires

with active eligibility at the appropriate security level. If turnover becomes an issue, we have pre-qualified our candidates to streamline the clearance process. CoreSphere has dedicated full-time recruiters on staff and utilizes multiple recruiting resources and tools to locate qualified candidates. Additionally, we have agreements in place with six recruiting firms in addition to Kforce to source the highest quality candidates. CoreSphere also offers an Employee and Friends Referral Program where employees and friends are paid a finder's fee for referrals hired. This has been highly successful and has allowed us to recruit qualified and reliable candidates. CoreSphere's Recruiting and Staffing Process, highlighted in the two graphics below provides an overview of our recruiting and staffing process.





*Recruiting and Staffing Process*

1. Request Intake: Our dedicated program manager will receive a request to fill an open IT Staff position. Our program manager will thoroughly go over the requisition and work with DHHS to ensure a complete understanding of the requirement. Our program manager will then create a package for sourcing the candidate that consists of internal templates used for candidate recruiting.
2. Collaboration Site: A key component to recruiting is to ensure that all staff can collaborate and share documents in a controlled and efficient manner. CoreSphere utilizes Microsoft Teams for collaboration. We set up folders within Teams for Recruiters to upload resumes and other documents for review. Folders are also setup up for other documents such as DHHS forms that must be completed by the selected candidate.
3. Recruiting: Within 24 hours of receiving the request to fill a position our recruiters (both internal and external) search for candidates utilizing their network and tools such as Dice, LinkedIn, and Monster.
4. Candidate Selection: Our recruiters screen candidates and we follow a thorough vetting process described in Question 2 below. Our goal is to select 3 candidates for presentation to DHHS.
5. Submission: Our recruiters and program manager will work on creating a package containing items required by DHHS for the 3 candidates.
6. Interviews: DHHS will review the 3 candidates submitted. If the submitted candidates resonate with DHHS and candidates are selected, we will schedule interviews based on availability of DHHS resources and the candidate. If DHHS does not choose a candidate from the list our program manager will go back to our recruiters with the issues DHHS is having selecting a candidate and we will further refine our search and look for more candidates to present. After interviews are conducted DHHS will inform our program manager of a need for more interviews and candidate sourcing or a selection of a candidate.
7. Pricing: CoreSphere program manager will submit formal pricing to DHHS. DHHS as part of the request provides rate guidelines before recruitment efforts are made. This step formally verifies that the rate for the resource is within those guidelines.

8. **Intent to Award:** Once DHHS selects the candidate and approves pricing they will inform our Program Manager of an intent to award. Our program manager will then work with DHHS and the candidate to confirm the starting date.
9. **Award:** DHHS formally notifies our program manager of an award with starting dates, name of candidate and bill rate and gives a notice to proceed.
10. **Onboarding:** CoreSphere program manager works with the recruiter and our Human Resources department to commence the onboarding process. We provide tools to the candidates that are required to work and collaborate with CoreSphere HR and Finance department. DHHS will provide tools that are needed by the candidate to perform work duties. Our recruiters maintain communication with the candidate until the candidate is ready to start work.

**The above process will be modified upon contract award to ensure we are in alignment with DHHS needs.**

**Industry-Leading Resourcing Tools:** CoreSphere uses industry-leading tools to attract and hire high-quality personnel. Our robust cloud project/staffing management tool called Resource Hero enables our Project Managers (PM) to forecast, track and manage our personnel assignments and resources in real-time and available anytime, anywhere. Additionally, our recruitment team currently uses resourcing tools from industry leaders through paid subscriptions with LinkedIn, Monster, DICE, Indeed, and CareerBuilder.

**CoreSphere's e-Learning Management Portal with Skillsoft:** The Skillsoft learning management system provides a cloud-based solution for CoreSphere staff to develop custom learning programs to cost-effectively meet customer needs. Skillsoft is a pioneer in the field of learning, delivering highly effective content through innovative technology. Through Skillsoft, CoreSphere personnel have access to more than 33,000 books and videos, as well as 6,000 online courses and trainings for more than 100 professional certifications. Skillsoft offers a secure, reliable method to launch and maintain a staff learning solution.

We understand that to be competitive and beneficial to the customer, we must employ, retain, and educate our staff on the latest technologies and industry best practices. We want to foster the professional growth of our staff in alignment with DHHS needs.

**Performance Mitigation Process:** CoreSphere recognizes that from time to time there may be issues with consultants performing on the DHHS contract. If work is found "partially or fully unacceptable," CoreSphere will immediately address the issue and work with the DHHS to mitigate Project risk. Performance issues are usually identified by the DHHS Project Manager or by CoreSphere management.

- If DHHS finds that any of our staff performance is partially or fully unacceptable, we request that DHHS notify CoreSphere program manager right away. This communication may be in writing via email or via phone conversation.
- We will obtain a clear understanding of the performance issues and recommend an interim remediation.
- CoreSphere will then respond immediately via email acknowledging the issue.
- We will provide a remediation plan to the DHHS Project Manager within 1 business day.
- If CoreSphere management feels that the issue is emergent, an immediate action may be taken with agreement of the DHHS Project Manager.
- If the issue relates to the security of the DHHS systems, network, applications, or infrastructure, CoreSphere management will immediately address the issue with our staff. If the breach is severe, staff will be removed immediately unless the DHHS Project Manager disagrees.
- Once the remediation plan is approved, agreed upon remediation activities will occur.
- CoreSphere management will closely monitor our staff to ensure that remediation is satisfactory to the DHHS.
- If unacceptable work continues, CoreSphere management will provide substitute resumes and associated documentation as well as a date of staff removal.
- If at any time, DHHS finds that our staff are unacceptable, we will take full responsibility for this and provide replacement staff.

We anticipate developing a close relationship with the DHHS Project Manager to ensure that DHHS is provided the resources it needs to meet the mission critical goals of the DHHS. We will be flexible, cooperative, and diligent in our support of the DHHS resources and management.

### Process to Select Resumes for Submission

CoreSphere's vetting process is robust, tried and tested. Our process consists of the following:

1. **Resume Review:** Our recruiters utilize numerous tools such as Dice, Monster, LinkedIn to search for candidates. When a pool of candidates is identified our recruiter 1<sup>st</sup> reviews the candidates and determines alignment to the work order requirements. We ensure our candidates meet the minimal education, certification, and years of experience requirements.
2. **Candidate Contact:** Our recruiters make the 1<sup>st</sup> contact with the candidates. Their conversation gauges the candidate's potential interest. Recruiters evaluate the candidate on elements such as communication skills, experience aligned with customers' expectations, resume details are correct and the candidates' reason for looking for a new project. Only the top 5 candidates are moved onto the interview process.
3. **Interview:** Candidates go through a panel interview where we assess their capabilities from both a behavioral, technical, and business perspective. Our panel asks a sequence of situational questions that provide insight into the candidates thinking logic, understanding of the business domain, and approaches to specific tasks.
4. **Technical Assessment:** Once a candidate has interviewed successfully with our recruiting and program teams, candidates undergo a thorough technical assessment that aims to focus both on their consulting qualifications. As part of this process, we may request:
  - Prior portfolio examples – that help us understand their design vision, technical, business and product experience
  - Challenge – CoreSphere gives the candidate a challenge to complete. This challenge shows their capabilities across a couple of areas, from handling time-boxed tasks, working with clients and ability to understand what is being asked. An example is for a business analyst to lead a requirement gathering session.

The above vetting process will result in CoreSphere presenting the top candidates to DHHS.

### Ensuring Quality

Performance measures are required to ensure that our staff can execute on the Project successfully. CoreSphere will dedicate a Program Manager who will work with DHHS to understand all the staffing needs. Our Program Manager will work with our internal teams to source the right candidates. CoreSphere measures the performance of our staff with the following measures:

- **Customer Satisfaction:** Asking the customer is the quickest way to understand the true performance of the staff. It is important that we receive feedback from the customer on a regular basis. Consistent communication between DHHS Project Manager(s), DHHS Leadership, and CoreSphere Program Manager is imperative. As time goes on our Program Manager will understand the values that are important to DHHS. This information will be passed onto our recruiters and will assist us in finding the resources that are in alignment with DHHS values.
- **Status Meetings:** Holding frequent and relevant status meetings allows our staff to share their knowledge, accomplishments, issues, risks, and concerns with CoreSphere management. Our staff working with DHHS will understand the soft skills and capabilities that are required to be successful at DHHS. Constant communication with our staff members will ensure that our recruiting team understands what is truly important to DHHS when working with our staff.

- **Status Reports:** Written status reports allow CoreSphere management to view the workload of each staff member's workday, the tasks performed, and the hours for the period. This will assist us as we source candidates.
- **Ability to Deliver:** A review of staff's ability to meet/exceed customers' expectations and deliver their services within scope, schedule, and budget is key to truly understanding everyone's performance. If a staff member is not working out it is vital that we understand the reasons. Just as important when a staff member is really doing well, we must know the skills that made that member successful. Both will assist us in ensuring we staff resources that are high quality and stable.

### Resource Development and Retention Plan

CoreSphere has some of the lowest turnover statistics in the industry by being committed to the alignment and support of the needs of its employees and contractors. CoreSphere knows that its most important asset is its people. By serving our employees and aligning our teams, we have been able to maintain customer satisfaction ratings in the mid-high 90s. We promote staff retention with a supportive management team, individual career development, competitive wages and benefits, training, and individual performance recognition. We provide highly competitive benefits and reward employees for performance. In addition, career development and succession planning provide another incentive for employees to stay with CoreSphere.

Based on industry best practices and our own experience since inception and the unique company culture, CoreSphere has come up with the following strategy for retaining qualified personnel:

**Competitive Wages and Benefits:** CoreSphere has enacted benefits programs that are among the best in the industry. We offer competitive wage and salary structures, pension and health plans, and paid time off, and this has consistently proven successful in recruiting and retaining employees. Our salary models are based on independent industry surveys at the national and local levels (Salary.com, Payscale.com, etc.), and on special circumstances affecting the specific labor market. CoreSphere sets and defines measurable objectives for its employees. Based on these, our employees are given salary increases and annual bonuses. We base annual salary adjustments on demonstrated job performance administered through our Performance Evaluation Program, which is conducted at the end of the year by each employee's manager. A benefits leader, the Meltzer Group's report attests to the quality of our compensation plans.

*"The decision surrounding the benefits for the CoreSphere Team is done with the utmost care and sensitivity to ensure the highest quality of coverage for CoreSphere's most valuable resource, its people! CoreSphere believes in having a strong and comprehensive benefit structure that provides stability and security for their employees to work hard knowing they and their family are being taken care of."*  
 ----- The Meltzer Group

**Career Development and Training:** We actively seek ways to increase employee qualification levels, including training, conferences, and seminars, to keep staff abreast of ever-changing technology. There are regular training workshops, weekly information sessions and collaborative work groups scheduled where employees can enhance their skills and exchange ideas. All our employees have access to over 2,000 online courses.

**Training Reimbursement Programs:** CoreSphere offers its employees a comprehensive training reimbursement program. Many of our project managers have received their PMP and ScrumMaster certification after joining CoreSphere. Numerous other employees are regularly reimbursed for technical and managerial certifications to support their jobs.

**Work/Life Balance:** It's important to match work/life benefits to the needs of employees. CoreSphere offers telecommuting, and flex work hours. CoreSphere's professional employee benefits package promotes equity, fairness, and a positive work environment. We review our benefits package annually to verify its comparability within the industry and take advantage of any possible coverage expansions available for our employees.

Today, the IT industry is small, especially in the Baltimore area. Candidates looking for employment know exactly what happens behind closed doors at many companies. We treat our staff extremely well and we have gained an excellent reputation. This reputation has enabled us to obtain and retain staff that are motivated to learn about emerging technologies, present and available, customer oriented, goal driven, and serious about supporting Maryland's mission-critical systems.

Requirement	Mandatory/ Optional (M/O)	Vendor Response (Y/N)	Vendor Comment
Salesforce developers - 5-8 years of experience with Omniscripts, Omnistudio, Development of Visualforce and Lightning Web Components, Flex Cards, IDX, Dataraptor, Integration Procedures, Salesforce API including REST/SOAP APIs, Middleware, MuleSoft or ETL tools.	M	Y	CoreSphere has included all of NH's requirements represented in the below resumes.
Salesforce developers – 5 years of Experience working in a multi-tenant Salesforce Org.		Y	
Salesforce developers - 5-8 years of experience with APEX, SOQL, Creating Workflows, SDLC, Agile scrum. -	M	Y	
Salesforce developers - Expertise in setting up environments for Salesforce public sector solutions.-	M	Y	
Salesforce developers - Experience with Copado DevOps Strategies.	M	Y	
Salesforce developers - Certified Salesforce Developer and Certified Salesforce Administrator.	M	Y	
Salesforce UI/UX Developer -5 years of experience and expertise with WCAG AA standards.	M	Y	
Salesforce UI/UX Developer - 5 years of experience with Salesforce's declarative development tools, including Visualforce, Lightning Components, and Salesforce Lightning Design System (SLDS).	M	Y	
Salesforce UI/UX Developer -5 years of experience implementing wireframes and design solutions with Adobe Photoshop and InDesign.	M	Y	
Salesforce UI/UX Developer - 4 years of experience with front-end web development technologies like HTML, CSS, JavaScript, and jQuery	M	Y	
Salesforce UI/UX Developer - 4 years of experience with APEX, SOQL, Creating Workflows, SDLC, Agile SCRUM.	M	Y	
Salesforce UI/UX Developer - Expertise in setting up environments for Salesforce public sector solutions.	M	Y	
Salesforce,UI/UX Developer – Experience with Copado, Omni studio/Vlocity.	M	Y	

Salesforce UI/UX Developer - Salesforce User Experience Designer Certification	M	Y	
Salesforce Trainer - 4 years of experience in Project Management	M	Y	
Salesforce Trainer - 4 years of experience with PMP Tools and concepts.	M	Y	
Salesforce Trainer - 4 years of experience Training within Salesforce environment.	M	Y	
Salesforce Trainer - 3 years of experience in Salesforce Administration	M	Y	
Salesforce Trainer - Exceptional verbal and written communication skills, including ability to succinctly synthesize data, develop recommendations, create slides, and present effectively on complex concepts.	M	Y	
Salesforce Trainer - Ability to work with people of varying technical skills/expertise/knowledge. Must be comfortable presenting and engaging with audience to answer questions or provide clarifications on material.	M	Y	
Salesforce Trainer Salesforce Trainer	M	Y	
Salesforce Trainer - Must be able to build collaborative relationships with stakeholders, users, and external vendors to achieve user adoption goals.	M	Y	
Salesforce Business Systems Analyst - 5+ years of experience as a Lead Analyst, Admin, or Developer.	M	Y	
Salesforce Business Systems Analyst - 4 years of experience in Agile Methodology.	M	Y	
Salesforce Business Systems Analyst - 4 years of experience with SDLC Methodology	M	Y	
Salesforce Business Systems Analyst - 4 years of Project management experience	M	Y	
Salesforce Business Systems Analyst - 3 years of experience with customer relationship management processes and systems	M	Y	
Salesforce Business Systems Analyst - 3 years of Salesforce.com experience including Sales Cloud.	M	Y	
Salesforce Business Systems Analyst - 3 years of experience as administrator for Salesforce service cloud with thorough understanding of standard functionality, custom objects, fields, validation rule, workflow rules, flow, process builder and standard deployment practices along with user profile, permissions, and roles.	M	Y	CoreSphere has included all of NH's requirements represented in the below resumes.
Salesforce Business Systems Analyst - Excellent oral and written comprehension/communication skills	M	Y	

Salesforce Business Systems Analyst - Very strong presentation and negotiation skills.	M	Y
Salesforce Business Systems Analyst - Understanding the limits of Salesforce platform and when to engage the appropriate solution to meet the needs of the business.	M	Y
Salesforce Business Systems Analyst - Strong analytical, troubleshooting, and problem-solving skills.	M	Y
Salesforce Business Systems Analyst - Ability to lead and prioritize workload to meet deadlines for yourself as well as the team.	M	Y
Salesforce Business Systems Analyst - Salesforce Administrator certification	M	Y
Salesforce Business Systems Analyst - Salesforce Public Sector (Formerly Vlocity) and Capado Experience	M	Y
All qualified staff must be physically located in the contiguous United States.	M	Y

**2.7 Resumes of Key Personnel**

**2.7.1 Salesforce Developers (12)**

**2.7.1.1 Ragnathan Alagesan**

**Ragnathan Alagesan**  
**Salesforce Developer**

15+ years of IT experience in successfully leading all phases of different technology projects, application software, and product development which includes solution, architecture, managing, analysis, design, development, testing and implementation of Client-Server and Multi-tier architecture on various platforms.

**Profile Summary**

- Experienced in understanding and meeting business needs w.r.t functionality, performance, scalability, reliability, and adherence to development principles and product/project goals.
- Responsible for establishing objectives for product and/or project groups and manages these groups to ensure that goals are met within specified timeframe with quality standards and driving them end to end
- Strong experience in leading and coaching/mentoring teams and people, providing guidance to engineers doing design, development, and implementation work by establishing goals, evaluating performance and supporting improvement plans.
- Collaboratively worked with various cross-functional teams across the globe.
- Experience in adopting DevOps, CI/CD processes to improve the delivery model using various tools and techniques such as Copado & Jenkins
- More than 8 years of experience in leading and contributing to the business in technical solutions for large-scale Salesforce /Vlocity/ VEEVA applications with more than 17000+ users for Life Sciences, Telecom, Insurance and Energy & Utility (ENU) domains.

- Extensive experience in the Pharmaceuticals domain with hands-on experience in Veeva CRM and Salesforce.com implementations and rollouts for multiple Pharma Companies globally.
- Effectively used Salesforce Health Cloud for Insurance and Pharma customers to manage their Patient Data Management, Engagement and Coordination to enhance their Patient engagement and support initiatives.
- An effective communicator with focused stakeholder management skills with multiple years of work experience at playing roles of Solution Architect, Techno-Functional Manager and SME in a multi-vendor environment.
- Partnered with technology leaders, BAs, Development teams, SMEs and business stakeholders to share current & future solution, design opportunities, application roadmaps with architectural standards.
- Expertise in Salesforce.com's Sales, Service, Communication (CMT), Health Cloud, E&U and Financial Service (FSI) cloud implementation including solution, architecture, development and integration with other applications.
- Good exposure to Omnistudio, LWC components and created Service cloud application from the scratch using Lightning design system, Appbuilder and component features.
- Hands on experience in Salesforce / Vlocity and Veeva CRM collaborating with other stakeholders for Architecting and Design aspects.
- Worked on B2B sales processes implementations for Telecom domain using Vlocity CPQ and Vlocity EPC (Enterprise Product Catalogue) for major telecom provider.
- Designed well-defined Salesforce APIs for microservice using RESTful services to ensure compatibility and ease of integration which includes Bulk APIs, REST/SOAP API, etc.
- Strong experience with Salesforce configuration, customization, programming with APEX, APEX Triggers, Visual force, Lightning Web Component (LWC) and API developments.
- Proficient in Webservices (REST & SOAP) and XML Parsing technologies.
- Expertise in solutioning & Consulting activities (Onsite & Offsite), encompassing planning, design, scope definition, estimation, resource administration, process management and compliance with IT quality standards; ensuring project delivery within time, cost and quality specifications.

Area of Excellence		
Solution/Technical Excellence	Migration and Integration Strategy	Agile/Scrum Methodologies
Cloud based solutions	Stakeholder Management	RFPs and Pre-sales activities
Software Development Life Cycle	IT Regulations & Compliances	ITIL Support framework for AM

**Professional Certifications**

- Salesforce Certified Administrator
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified Field Service Consultant (FSL)
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Development Lifecycle and Deployment Architect
- Salesforce Certified OmniStudio Developer (Vlocity)
- Salesforce Certified Industries CPQ Developer (Vlocity)
- Certified SAFe® 5 Practitioner
- Certified Scrum Master (SCM)
- Sun Certified Programmer

### **Work Experience**

#### **Cognizant Technology Services**

#### **Salesforce Technology architect (Application Development and Integration) on Health care / Insurance Domain.**

**Aug 2022 – Sep 2023**

#### **Key Responsibilities:**

- Works directly with the client in the Insurance domain to lead projects, participates in business process analysis sessions, develops and delivers key components of the technology solution design using Salesforce Financial Service Cloud (FSC) and Health cloud for Insurance domain.
- Part of implementing Vlocity Insurance data model for customer contact center and FSNOL functionalities leveraging Sales and Service clouds.
- Patient 360 and patient management implementation using Salesforce Health cloud to help the care teams.
- Streamline workflows and automate processes with Health Cloud's case management tools, ensuring timely resolution of issues and efficient management.
- Enable payers feature to the insurance providers from health cloud to engage members and providers.
- Design, and developed the functionality with Omnistudio Components (Omniscrypt, Dataraptors, Flexcards, Integration Procedures), APEX, Triggers, Flows and custom Lightning Web Components (LWC)
- Responsible for implementing solutions that support business requirements and drive key decisions that improve processes and productivity using out of the box (OOO) solutions and reusable components such as LWC and APEX REST APIs
- Worked on integration strategy and architecture that determines the data and processes flow between Salesforce and other systems by defining the right integration patterns, protocols, and technologies.
- Create POCs in FSC and Health Cloud for the client to help them understand the proposed solution and also drive the solution meetings with Customers.
- Direct involvement and/or oversight of developing business requirements, specifications, process flows, application design, application configuration and testing.
- Lead technical design sessions and architect technical solutions that are aligned with client business objectives.
- Coach and mentor junior technical team members.

#### **Copado Inc, Bangalore**

**Jul 2021 – June 2022**

#### **Product Development Lead and consultant**

#### **Key Responsibilities:**

- Establish guidelines/best practices for solution delivery; closely work with Tech Leads for enforcement of development and security standards.
- Guide, mentor and help improve the effectiveness of Agile teams, help create technical documentation (blueprints & architecture design) that's apt for teams across the board.
- Define non-functional requirements, KPIs to measure and tuning parameters.
- Assist PM's/PO's for sequencing jobs towards maximum value delivery and work with Product Management to high level estimation
- Participates definition and high-level design of solution approach and involves the tech leads in the tech design sessions.

#### **Cognizant Technology Services**

**Salesforce Technology architect (Application Development and Integration) on Health care / Insurance Domain.  
Aug 2022 – Sep 2023**

**Key Responsibilities:**

- Works directly with the client in the Insurance domain to lead projects, participates in business process analysis sessions, develops and delivers key components of the technology solution design using Salesforce Financial Service Cloud (FSC) and Health cloud for Insurance domain.
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- Streamline Workflows and automate processes with Health Cloud's case management tools, ensuring timely resolution of issues and efficient management.
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- Design and developed the functionality with Omnistudio Components (Omniscript, Dataraptors, Flexcards, Integration Procedures), APEX, Triggers, Flows and custom Lightning Web Components (LWC)
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- Create POCs in FSC and Health Cloud for the client to help them understand the proposed solution and also drive the solution meetings with Customers.
- Direct involvement and/or oversight of developing business requirements, specifications, process flows, application design, application configuration and testing.
- Lead technical design sessions and architect technical solutions that are aligned with client business objectives.
- Coach and mentor junior technical team members.

**Copado Inc, Bangalore**

**Jul 2021 – June 2022**

**Product Development Lead and consultant**

**Key Responsibilities:**

- Owns defining technologies to use, communicating and evolving shared architectural vision for Product/Solution across the board.
- Works with customers, suppliers and necessary stakeholders to establish high level solution intent.
- Establish guidelines/best practices for solution delivery; closely work with Tech Leads for enforcement of development and security standards.
- Guide, mentor and help improve the effectiveness of Agile teams, help create technical documentation (blueprints & architecture design) that's apt for teams across the board.
- Describe solution context and solution intent that's fit for purpose analyzing technical trade-off, finding the best solution in time, quality and the technologies to use.
- Define non-functional requirements, KPIs to measure and tuning parameters.
- Assist PM's/PO's for sequencing jobs towards maximum value delivery and work with Product Management to high level estimation
- Participates definition and high-level design of solution approach and involves the tech leads in the tech design sessions.

- Participates in refinement meetings with the dev teams.

**Capgemini Technology Services, Bangalore**

**Aug 2007 – Jun 2021**

**Lead Technical Consultant (SFDC/VEEVA/Vlocity Technical)**

**Digital Customer Experience (DCX), Enterprise Architecture, Middleware Integration & Applications Delivery**

**Key Responsibilities:**

- Directly working with clients to lead projects, facilitates business process analysis sessions, develop and delivers key components of technology solution on cloud based Salesforce.com technology.
- Good experience in working in APEX Programming, Flows, Lightning Web Components (LWC), Triggers and Omnistudio components in all engagements.
- Utilized IDX workbench to migrate OmniStudio DataPacks and Salesforce metadata.
- Developed Salesforce health cloud solutions for Pharma customers to streamline their Patient data management, their engagement and 360 degree view of the patient analytics and dashboard.
- Part of 2 major Veeva CRM rollout for major Life sciences client for Human Pharma, Animal Health and Consumer Health Care.
- Playing the role of CRM solution architect and leading the strategic implementation team to analyze requirements, devise harmonized solutions for business-critical processes and design the foundation (Core and Localized Extension) of the CRM solution.
- Design and Implementation of End to End CRM Veeva Out of the Box modules such as Territory Management, Multichannel, Account Management, Call planning & Objectives, Sample management, Medical Inquires, Surveys Management, Configure MyInsights for major VODs, Approved Emails and CLM to provide 360 degree view for Sales rep and align them with newer process model from legacy systems.
- Integrated Salesforce platforms with ETL (Extract, Transform, Load) Middleware such as Informatica and Mulesoft to processes and data flows seamlessly to downstream systems.
- Lead technical design sessions and architect technical solutions that are aligned with client business objectives.
- Manage technical delivery of custom development, integrations, and data migration elements from Legacy to SaaS based solutions.
- Architect and design the solution with respect to client requirement.
- Identifying & mitigating risks associated with the technical architecture, implementation and deployment.
- Developing framework solutions/assets, APIs, monitoring & management solutions and lead the automation activities to showcase the continuous improvement on service delivery.
- Lead and implemented a BPM workflow management solution using IBM BPM for more than 40 clients to support their business process management.
- As a solution architect, lead technical architects team to develop Java/SOA based enterprise application from migrating from a legacy system which was handling multibillion pounds' transaction based with high availability.
- Active involvement in RFPs and solutions within Salesforce.com and Java service lines.

**Major Projects Handled:**

- CustomerOne and FNOL Digital Intake for an Insurance based company in US: Migration of legacy workflow system into Salesforce application leveraging features like Customer 360 view, policy & claims verification using various integrations such as REST API, platform events for seamless integration with multiple systems. Vlocity Insurance Industry cloud and Financial Services cloud have been used with

LWC, Omnistudio components, APEX and Integrations with external systems using Middleware and REST Webservices as technology stack.

- 1CRM Roll Out (Second largest Pharmaceutical company based out of US and France): 1CRM primarily focuses on the solution for commercial and medical customer-facing teams by harmonizing & simplifying processes and solutions to create a better user and customer experience with 360 degree view of customers to plan, execute as well as improve the HCP interactions. Objective of this program to bring the disconnected systems which are managed by multiple vendors under an industry proven Salesforce/VEEVA platform for Human Pharma and CHC. Migrated their legacy data to Salesforce, identified large data volume (LDV) objects and optimized to improve the overall performance of the customer views.
- Contact Center Application for Energy and Utility provider for US based client: Contact center application developed to view the 360 degree view of the customer, cases related to their service and Contract life cycle management using Vlocity Energy and Utility industry data model. Extensively used Omnistudio components (Omniscripts, Dataraptors, IntegrationProcedures, Flex cards) templates, sales and service clouds utilized build their customer journey.

#### Education

B.E. (Electronics & Communication Engineering) from University of Madras, Chennai, India

#### Technical Skills

Salesforce.com (SaaS): Lightning, APEX, APEX Triggers, Visualforce, SOQL, SOSL, VEEVA CRM, VEEVA Vault, SKYVVA Integration Interfaces, Sales, Service, Community and Wave analytics clouds. Vlocity CPQ, Vlocity Product Catalogs, Vlocity tools and APIs for Communication Cloud.

- Enterprise (Web): JMS, RMI, JDBC, JSP, Servlets, Swing, HTML, XML/XSL,
- Operating Systems: Windows XP/7, Sun Solaris 2.6,2.7,2.8, HP-Unix 9.x
- Languages: Java 5/6/7/8, SQL, PL/SQL, Java Script
- Development Tools: Eclipse, Borland JBuilder 3.5
- Database Technologies: MySQL, Oracle 8.1.7/9i/10g, MS SQL Server 2012
- Application Servers: WebLogic, IBM WebSphere, JBoss and Tomcat
- Web Services: SOAP, WSDL, UDDI, JAXB, Apache Axis 1.3, JSON, GSON, REST (API), SOA
- Framework/ORM.Tools: Struts, Spring 3.x, JSF and Hibernate 3.x
- Business Process Management: IBM BPM 7.x and Lombardi BPM Suite
- Middleware: Oracle SOA, Oracle Service Bus, WSO2 ESB and BPEL
- Rule Engine: Oracle Policy Automation tool
- Product Exposure: SABA, IBM WCC, SAS ETL, Life Ray, JBOSS Fuse & Mule (ESB)
- Configuration Tools:Tortoise SVN, Git, Rational ClearCase, JIRA and Confluence
- Methodologies: Scrum/Agile, OOAD, RUP, RAD, SDLC, UML (Rational Rose)
- Cloud Technologies: HP Opsware, Hypervisor (VMware ESX 4.0, VC 4.0, vCenter), AWS, Azure
- Biz Domain:e-commerce, Logistics, Retail Apps, Life Sciences, Cloud Computing enterprises.
- DevOps: Copado, Maven, Jenkins, Continuous Integration/Delivery CI & CD, TDD
- Other Tools: JProbe, LoadRunner 8.1, Business Objects 6.0, Vignette Content Management

#### 2.7.1.2. Raja Chandra Mouli Pullala

**Raja Chandra Mouli Pullala**

## Salesforce Developer

### Profile Synopsis

- Having a Total Of 15 Years of IT Experience and working as a Senior Salesforce Developer/Consultant with 10 years of experience in Salesforce CRM, Administration, Force.com Development, Web Services Integrations, Lightning Development and Deployment lifecycle and 5 years in Java Development
- Experienced in handling different phases of SDLC including Requirements gathering, Analysis, Solution Designing, Development, Deployment and Maintenance, Documentation. Strong working experience in Agile, Waterfall methodologies. Strong understanding of System architecture.
- In-depth Implementation experience of Salesforce CRM, including Salesforce Analytics Cloud, Salesforce Experience Cloud, Salesforce App Cloud, Salesforce Financial Services, Salesforce Health Cloud, Salesforce Einstein's Analytics Cloud, Salesforce CPQ, Salesforce LWC, Salesforce Marketing Cloud, Salesforce Commerce Cloud, Salesforce Lightning Web Components

### SALESFORCE CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified Platform App Builder
- Salesforce Certified Associate
- Salesforce Certified JavaScript Builder
- Salesforce Advanced Developer Certification
- Salesforce Certified Advanced Administrator
- Salesforce Certified Platform Developer I. PD 1
- Salesforce Certified Platform Developer II. PD 2
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Omni Cloud Consultant
- Salesforce Marketing Cloud Consultant
- Salesforce Certified Einstein Analytics Consultant
- Copado Certified Consultant
- Oracle Certified Java Developer

### EDUCATION

Masters in Information Technology, Information Technology from Alagappa University, India in 2007  
Bachelors in Computer Science from Sri Venkateshwara University, India in 2005

### TECHNICAL PREVIEW

#### Salesforce-specific skills

Salesforce.com setup, Configuration, Customization, Administration | Salesforce Lightning Development (Lightning Web Components & Aura Components) | Salesforce API Integration | Salesforce Data Loader | SOQL (Salesforce Object Query Language) | Visualforce Development | APEX Development (Classes, Triggers, Web Services) | Salesforce Communities | Workflow & Approvals | Salesforce Process Builder | Salesforce Visual Workflow | Salesforce Reports & Dashboards | Omni Channel Configuration and Administration | Salesforce Service Cloud | Salesforce Sales Cloud | Conga Templates, Queries, Configurations | Salesforce CLI | Einstein Analytics Studio (Datasets, Recipes, Lens

<b>Web Technologies</b>	HTML5   CSS   JavaScript   Angular   React
<b>Data Management</b>	Jenkins, GitHub, CI/CD Pipelines (Copado tool), Configuration Setups
<b>Agile &amp; Project Management</b>	Agile Methodologies   User Stories, Features, Story Points   JIRA for task management
<b>Other Technologies &amp; Tools</b>	Vlocity   Mulesoft   SFTP   Workday   Net Suite   Snowflake   S-docs

## PROFESSIONAL EXPERIENCE

### SENIOR SALESFORCE DEVELOPER

PWC, Texas

Jan. 2023–Present

- Involved in designing custom objects, custom fields, pick lists, page layouts, record layout, workflow, approval processes, validation rules, custom tabs, reports, Visual force pages, dashboards, flows and email generation according to application requirements.
- Involved in lightning development with community cloud / experience cloud)
- Involved in developing for Salesforce communities and lightning app builder, web application development including CSS or html5, JavaScript frameworks such as angular js, react, etc.
- Involved in lightning, LWC frameworks, and aura components communication events.
- Involved in development in Salesforce communities, lightning app builder, aura lightning components, and LWC Lightning Web Components.
- Involved in deployment of Visual force, flex, Salesforce configurations, APEX, lightning, AppExchange deployment, and other salesforce.com metadata using the org or package deployment models with GitHub as a version control system.
- Involved in Managed and Unmanaged package customizations.
- Involved in Salesforce (debugging issues with APEX, Visualforce, Lightning components, Flows / Processes, Lightning page performance, SOQL performance, API integrations
- Involved in development of Salesforce Lightning platform which includes Lightning Web Components (LDS) & Aura based Lightning Components.
- Used APEX to execute flow and transaction control statements on Salesforce servers in conjunction with calls to the API.
- Used Lightning Component, Visualforce, and JavaScript UI frameworks for developing single page applications for desktop and mobile in the Salesforce application.
- Used web services, including SOAP API, REST API, Bulk API, and Metadata API, to integrate Salesforce with systems and created APIs that can be consumed by external applications.
- Used SOQL and SOSL Salesforce database languages to search Salesforce data using field based and text-based search queries.
- Involved in data cleansing, reduplication, and import/export of Salesforce data.
- Involved in Salesforce Lightning Design System (SLDS) & Lightning Component Development, Sigma Software Experience Portfolio
- Involved in Salesforce Omni Channel and administration.
- Defined routing, queues, managing users, security controls, and data as well as creating roles, profiles, and reports in Omni Channel
- Involved with Agile software development practices and life cycle.
- Strong working knowledge of APEX (Classes, Triggers, And Web Services), Salesforce API's, SQL, SFDC Platform)
- Involved in deployment knowledge of Visual force, Flex, Salesforce configurations, APEX, Lightning, AppExchange deployment, and other Salesforce.com metadata using the org or package deployment models with GitHub as a version control system.

- Building Complex and Reusable Components in Vlocity.
- Optimize and improve the overall runtime of Omni scripts, Data Raptors and Vlocity Integration Procedures using best practices.
- Involved in migrating data from source to Salesforce using Data loader and SOQL, SOSL.
- Involved in Salesforce security models for OWDs, Profiles, Permission Sets, and Sharing Rules
- Developed Visualforce Pages, APEX Classes, Batch Classes, Schedule Classes, APEX Triggers, APEX test classes and other APEX Components.
- Configured Salesforce cli with visual studio and Performed stage and commit the changes through visual studio
- Used Copado tool for CI/CD deployments.
- Developed APEX Class and Visual force pages in compliance with Salesforce.com recommended standards
- Developed APEX Test classes with a minimum of 90% coverage as all functionalities and bulk operations might be validated.
- Involved in SFDC Developing custom business logic in Trigger Framework, APEX, creating Lightning Web Components/Aura Components, and Visualforce Pages
- Involved in providing Security controllers to users by using Profiles, Roles, Permission sets and OWD Setting
- Experienced with data migration using Data Loader, Data Import Wizard
- Hands on experience in developing Salesforce Lightning Web Components (LWC).
- External systems. Involved in APEX, Visual force, Trigger, Lightning Web Components, JavaScript, CSS, SOQL/SOSL, API, Force.com, Community, as the Force.com
- Involved in configuration, customization, programming with APEX, APEX triggers, APEX actions, Web Services, Lightning Aura/LWC frameworks, Visual force and JSON.
- Optimize and improve overall runtime of Omni scripts, Data Raptors &Vlocity Integration Procedures using best practices.
- Participated in scrum calls during the execution of the project.

Environment: Salesforce.com platform, Lightning web components (LWC), APEX Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Service Cloud, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Web Services, WSDL, Sandbox, SQL Server.

## SENIOR SALESFORCE DEVELOPER

State Client Of CA, Texas

Nov 2021-Dec 2022

- Installed and configured Vlocity
- Customized Grant making and Employee experience in Public Sector
- Building Complex and Reusable Components in Vlocity.
- Optimize and improve the overall runtime of Omniscrypt, Data Raptors and Vlocity Integration Procedures using best practices.
- Utilized IDX workbench to migrate OmniStudio DataPacks and Salesforce metadata.
- Enabled Case Proceedings in Public Sector Solutions
- Made case proceedings related lists available on the case page layout in Public Sector Solutions.
- Involved in Solution Architecture, Design, develop, code, test and debug Salesforce applications (including custom objects, fields, Workflows, controls, APEX, and APIs)
- Developed integration processes using Salesforce.com's Web Services API and third-party integration tools (APEX Data Loader, Other 3rd party products)
- Prepared Unit test scripts and test scenarios. Performed Unit testing.

- Created case episodes to represent events related to legal proceedings Involved in LIGHTNING DEVELOPMENT WITH COMMUNITY CLOUD / Experience Cloud)
- Involved in web application development including VISUALFORCE, APEX, JAVASCRIPT, and CSS, OR HTML5.
- Involved in development of Salesforce Lightning platform which includes LIGHTNING WEB COMPONENTS & Aura based Lightning Components using the Lightning Design System framework, APEX, APEX data loader, and declarative platform tools. (Process Builder, Visual Workflow, Lightning App Builder, etc.)
- Involved in Salesforce development experience with APEX, Visualforce, triggers, batch APEX, Salesforce APIs, configuring Salesforce using Workflows, validation rules, roles & profiles, reports and dashboards.
- Involved in Salesforce lightning design system and working with Lightning Web Components, Vlocity.
- ... Experienced implementing Salesforce with other applications using SOAP, REST, and BULK APIs.
- Experienced with Salesforce Public Sector (PS) Foundations to include Omni Studio (i.e., Omniscript, Data Raptor, Flex Cards)
- Developed and maintained Lightning Web Components, Visualforce, Aura Framework, APEX and integrations to other third-party solutions
- Translated simple to complex user stories into functional and actionable software within the Salesforce environment
- Involved in developing Salesforce Communities and Lightning App Builder, web application development including CSS OR HTML5, JavaScript frameworks such as Angular JS, React, etc.
- Involved in application integrations USING APEX AND APIS.
- Involved in LIGHTNING, LWC FRAMEWORKS, AURA COMPONENTS COMMUNICATION EVENTS.
- Expertise with Web SERVICES USING REST, SOAP.
- Followed Agile software development methodology and team architecture standards. Participated in design, code, and test inspections throughout life cycle to identify issues/defects.
- Involved in development in Salesforce Communities, Lightning App Builder, Aura Lightning Components, and LWC Lightning Web Components.
- Involved in customization including the creation of Flows, Process Builder, Approval Processes, Validation Rules, Workflow rules, Reports and Dashboards
- Involved in migrating data from source to Salesforce using Data loader and SOQL.
- Involved in Salesforce security models for OWDs, Profiles, Permission Sets, and Sharing Rules
- Developed Visualforce Pages, APEX Classes, Batch Classes, Schedule Classes, APEX Triggers, APEX test classes and other APEX Components.
- Involved In creating SFDC Profiles Roles and Sharing Rules, Validation Rules, Tasks, Workflow rules, Process builder Experience on Triggers, SOQLSOSL, Batch APEX, Lightning Flows, Aura development.
- Developed custom Reports and Dashboards, for management using Tabular, Summary, and Matrix and Joined reports.
- Involved in Designing of Reports, Dashboards and Analytic Snapshots.
- Involved in Data Migration using Import Wizard, Workbench and other integration tools like APEX Data Loader.
- Involved in developing of SALESFORCE COMMUNITIES and COMMUNITY CLOUD
- Involved in LIGHTNING DEVELOPMENT WITH COMMUNITY CLOUD)
- Involved in web application development including VISUALFORCE, APEX, JAVASCRIPT, CSS, OR HTML5.
- Involved in developing Salesforce Communities and Lightning App Builder, web application development including CSS OR HTML5, JavaScript frameworks such as Angular JS, React, etc.
- Involved in application integrations USING APEX AND APIS including Rest API and SOAP API.
- Optimized and improved overall runtime of Omni scripts, Data Raptors & Vlocity Integration Procedures using best practices.

- Environment: Salesforce.com platform, Lightning web components (LWC), APEX Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Service Cloud, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Web Services, WSDL, Sandbox, SQL Server.

## SENIOR SALESFORCE DEVELOPER

### Charter Communications/Spectrum Telecom

Jan. 2019 –Oct. 2021

- Involved in Sales force point and click configuration activities like creating custom fields, formula, roll-up summary fields, dependent pick lists, page payouts, record types, validation rules.
- Created APEX methods for the lightning controller and helper methods to perform DML operations
- Implemented best practices and coding standards in developing APEX Controllers (Custom, Extension) and APEX triggers.
- Implemented Visual Workflows, Communities, Force.com sites and Static Resources, Debug logs and System Log.
- Building Complex and Reusable Components in Velocity.
- Optimize and improve runtime of Omni scripts, Data Raptors and Velocity Integration Procedures using best practices.
- Enhanced UI using CSS, HTML, AngularJS for front-end validation and control page level sections based on the user input by Salesforce and vlocity.
- Involved with documentation, RCA, and JIRA, and Agile methodologies
- Involved in Mulesoft, APIs, REST, and SOAP, file concepts (JSON, XML, CSV), SFTP, SQL, Postgres)
- Involved in Salesforce.com, Workday, NetSuite, ETL Tools, Informatica Cloud, and Snowflake.
- Collaborated with the Reporting & Analytics team and Salesforce Architecture team to capture functional and technical requirements for designing a comprehensive Salesforce CRM Analytics (CRMA) solution.
- Defined and designed integration architecture for CRMA, utilizing out-of-the-box OOTB CRMA connectors or developing solutions using CRMA's Data API.
- Developed CRMA data flows, datasets, recipes, lenses, and dashboard visualizations. Assisted with CRMA data-mapping processes.
- Configured CI/CD pipeline, Branching strategy and pipeline management in Copado
- Had Development experience with Continuous Integration/Continuous Delivery tools and build automation systems such as Copado and VS Code.
- Involved in Agile – user stories, features, story points
- Involved in Service Cloud and LWC Proficiency in configuration and customization in Salesforce com Lightning APEX Visual force technologies
- Created Lightning record pages, record types, page layouts and compact layouts based on business requirements
- Designed security architecture for CRMA dashboards, considering different user personas and data sensitivity.
- Added Lightning components to lightning pages and Record pages. Have worked on APEX classes, write controllers, utilize Visualforce pages, 10 years for various functional needs in the application.
- Used Lightning Component, Visualforce, and JavaScript UI frameworks for developing single page applications for desktop and mobile in the Salesforce application.
- Involved in Code reviews with a focus on code quality, security, and performance.
- Developed automated multiple business processes by using batch and schedulable APEX jobs.
- Embedded Lightning components in Visual force page by using new Lightning out feature by event-driven programming.

- Involved in Service Cloud configuration including Case Management (Auto-assignment, rules & queues), Email to Case, Web to Case, case assignment rules Knowledge, Live Agent Web Chat, Chatter for Agent & Team Collaboration, Entitlement Management.
- Experience in developing client specific solutions in SFDC related technologies such as APEX (Classes, Controllers & Triggers), Batch APEX & APEX Web Service, Visual force Components, Visual force Pages, APEX triggers.
- Extensive business knowledge and customization Involved on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards, Open CTI Integration.
- Involved in exporting and importing data using import Wizard and APEX Data Loader.
- Used web services, including SOAP API, REST API, Bulk API, and Metadata API, to integrate Salesforce with systems and create APIs that can be consumed by external applications.
- Used SOQL and SOSL Salesforce database languages to search Salesforce data using field based and text-based search queries.
- Involved in wide range of languages and tools such APEX, Visual force, HTML5, JavaScript, Angular JS, CSS and jQuery.
- Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business needs.
- Environment: Salesforce CRM, Vlocity, APEX, Visual force, Vlocity, Triggers, SOQL, SOSL, Web Services, Lightning, Workflow & Approvals, Formulas, Validation Rules, Email Templates, Roles & Profiles, Dashboards, Reports, Force.com IDE, Lightning Components, Lightning Web Components, Salesforce.com, Vlocity, APEX, Visualforce (Pages, Component & Controllers), Lightning (components and controllers).

**SALESFORCE DEVELOPER**  
**McKesson Health Care, Texas**  
**Jan. 2018–Dec. 2018**

- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, and Reports and developed the Custom objects, Page layouts, Custom tabs, Components and user Dashboards, dynamic dashboards.
- Salesforce integrations with ERP or other systems, Informatica Cloud, Service Max
- Created APEX methods for the lightning controller and helper methods to perform DML operations
- Implemented best practices and coding standards in developing APEX Controllers (Custom, Extension) and APEX triggers.
- Implemented Visual Workflows, Communities, Force.com sites and Static Resources, Debug logs and System Log.
- Optimize and improve runtime of Omni scripts, Data Raptors and Velocity Integration Procedures using best practices.
- Enhanced UI using CSS, HTML, AngularJS for front-end validation and control page level sections based on the user input by Salesforce and vlocity.
- Involved in Mulesoft, APIs, REST, and SOAP file concepts (JSON, XML, CSV), SFTP, SQL, Postgres)
- Developed and implemented data exchange processes and APIs to ensure seamless data flow between Health Cloud and external systems..
- Involved in Patients 360 degrees patients customizations and configurations.
- Customized care management functionalities within Health Cloud to support care coordination, patient engagement, and care team collaboration.
- Optimized and improved the overall runtime of Omni scripts, Data Raptors and Vlocity Integration Procedures using best practices.
- Integrated Salesforce.com with Marketo and facilitate bidirectional flow of data.
- Implemented data quality and data governance processes to ensure the accuracy and integrity of healthcare data within Health Cloud.

- Developed Workflows and automation processes to manage care transitions, referrals, and patient follow-ups.
- Integrated telehealth capabilities and patient portals for remote patient monitoring and communication.
- Implemented patient education materials and resources within Health Cloud.
- Created custom metadata settings to configure Health Cloud. Created care plan template and also managed the Health Cloud permissions
- Created Lightning record pages, record types, page layouts and compact layouts based on business requirements
- Designed security architecture for CRMA dashboards, considering different user personas and data sensitivity.
- Documented Technical Data, ETL, and Integration Architecture Designs and provide input to development teams.
- Added Lightning components to lightning pages and Record pages. Have worked on APEX classes, write controllers, utilize Visualforce pages, APEX triggers for various functional needs in the application.
- Used Lightning Component, Visualforce, and JavaScript UI frameworks for developing single page applications for desktop and mobile in the Salesforce application.
- Developed automated multiple business processes by using batch and schedulable APEX jobs. □
- Embedded Lightning components in Visual force page by using new Lightning out feature by event-driven programming.
- Involved in Service Cloud configuration including Case Management (Auto-assignment, rules & queues), Email to Case, Web to Case, case assignment rules, Knowledge, Live Agent Web Chat, Chatter for Agent & Team Collaboration, Entitlement Management.
- Experience in developing client specific solutions in SFDC related technologies such as APEX (Classes, Controllers & Triggers), Batch APEX & APEX Web Service, Visual force Components, Visual force Pages, APEX triggers.
- Extensive business knowledge and customization Involved on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards, Open CTI Integration.
- Involved in exporting and importing data using import Wizard and APEX Data Loader.
- Involved in implementation & Integration Involved on Salesforce.com using APEX Language (Classes, Controllers Triggers), Visual force Pages, Custom Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards.
- Developed APEX Classes, Visual force, Triggers, Workflow rules, Assignment Rule, Approval Processes, Validation Rules, APEX Triggers, Test classes
- Used web services, including SOAP API, REST API, Bulk API, and Metadata API, to integrate Salesforce with systems and create APIs that can be consumed by external applications.
- Used SOQL and SOSL Salesforce database languages to search Salesforce data using field based and text-based search queries.
- Involved in APEX programming, Visualforce, Lightning development (Aura Bundle, Lightning Web Component framework), Integration using REST/SOAP API, Salesforce configuration/administration, SOQL, SOSL, Lead Management, Case Management Automation, Custom Objects, Data Loader, Import Wizard, Marketing cloud, Sales Cloud, Service cloud, Communities/Portals, CMS, Batch APEX, Future methods, Schedule APEX, Call Centre using Open CTI and App Exchange Products.
- Involved in Java, HTML, JavaScript, CSS, SQL, Oracle Database, Force.com Eclipse IDE, HP Quality Centre, SAP, Talend, Service Now, ITSM, Microsoft Office Suite (Advanced Excel functionalities).
- Involved in wide range of languages and tools such APEX, Visual force, HTML5, JavaScript, Angular JS, CSS and jQuery.
- □ Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business needs.
- □ Involved in developing other cloud platforms like Financial Services Cloud, Experience Cloud, Marketing Cloud, Microsoft Azure or Amazon Web Services.

- Involved in Salesforce development experience (APEX, Trigger, Lightning Web Components, JavaScript, CSS, SOQL/SOSL)
- Involved in development of Service Cloud, Sales Cloud, Experience Cloud; Knowledge, Management, Chat & Phone integration, SAML, Single Sign On.
- Worked on provisioning of community users, profiles and setup the community using community builder.
- Provide leadership and consultation throughout the life cycle of a Salesforce Community Cloud implementation.
- Expertise in Business Analysis methodologies and iterative Software Development Life Cycle (SDLC) in relation with all the phases of Rational Unified Process (RUP).
- Major role in Designing and implementing Continuous Integration and Continuous Deployment Process Using SVN, GIT and CI - CD Tool
- Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions and CTI Integration.
- Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
- Extensive exposure to Black Box testing, End-to-End testing, System testing, Regression testing and user Acceptance testing (UAT).
- Involved in designing and building integrations (REST API, SOAP, or BOOMI) with Salesforce
- Developed HTML email templates, SFMC templates & components, landing pages, and scripting
- Involved in Salesforce.com integration experience, with other enterprise services using real-time APIs, Streaming APIs, Platform Events, offline synch jobs using Informatica / other tools, with other Salesforce orgs and so on. Experience with Salesforce Connect.
- Involved in handling different Governor Limits and the ability to design and build applications for the enterprise scale with Asynchronous jobs, Bulkily, Parallel Processing, Platform Cache, LDS and so on.
- Involved in deployment knowledge of Visual force, Flex, Salesforce configurations, APEX, Lightning, AppExchange deployment, and other Salesforce.com metadata using the org or package deployment models with GitHub as a version control system
- Used Change Sets for deployments to higher environments
- Configured Conga Mail Merge, Conga Composer and Conga Conductor and also in creating Conga Template and Quick Merge Links
- Worked with Conga Composer to generate Word, Excel and PowerPoint documents for various purposes like client documentation for product guidelines to presentation and data representation in front of future clients.
- Worked on Invoking DocuSign using CongaComposer by creating custom links and buttons.
- Assign Invoice numbers in different formats based on the country using Custom settings and APEXcode and push it to Conga Composer for Invoice generation
- Configured CI/CD pipeline in Copado and Ensured consistency in metadata across environments in the Copado pipeline
- Involved in Salesforce environments including security, version control and metadata deployment and management.
- Involved in building and configuring Continuous Integration/Continuous Delivery (CI/CD) pipelines.
- Had Development experience with Continuous Integration/Continuous Delivery tools and build automation systems such as Copado and VS Code.
- Involved in Salesforce (debugging issues with APEX, Visualforce, Lightning components, Flows / Processes, Lightning page performance, SOQL performance SQL, API integrations and so on).
- Involved in Salesforce best practices, design patterns and design limitations.
- Environment: Salesforce.com platform, Sales cloud, Service Cloud, APEX Language, Triggers, APEX, CPQ, Chatter, Data loader, Force.com API, Batch APEX Interface, Web Services, Email Services, Security Controls, Process builder, Lightning Web Components, Mocha, Jest, REST/SOAP API Web Services, Omni Scripts, Data Raptors, HTML, Java Script, AngularJS, Workflow & Approvals, Process Builder, Reports, Dashboards, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL, Eclipse IDE Plug-in, GitLab, STS and Visual Studio Code.

**SALESFORCE DEVELOPER**  
**US Bank, San Francisco, CA**  
**Apr. 2017– Jan. 2018**

- Performed the role of Salesforce Developer in the Organization.
- Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with APEX programming language at backend and Visual force pages as user interface
- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
- Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
- Involved in implementation and Design of Cases and Issue with Order Management and Product Return module.
- Customized existing Visual force to align with Salesforce new Lightning UI experience.
- Configured Confidential Mobile app.
- Created test scenarios on Sandbox and production environment and migrated code to deployment on testing.
- Extensive exposure to Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (UAT).
- Have worked extensively in Development, Customization and Configuration of MS Dynamics CRM.
- Created customized UI as per the client and application requirements using Visualforce.
- Review/Adjust/Write APEX and Visualforce page builds to ensure we keep code coverage at a high percentage.
- Hands on Salesforce1 Mobile Application development.
- Experienced using Salesforce Lightning UI. Created Components and Apps in Salesforce Lightning and Salesforce1 Mobile Experience.
- Involved in CPQ customizations including Product, Price, Option, Option Constraint, Discount Schedule, Discount, Quote, Quote Line Item, and Quote Line.
- Utilized Salesforce Marketing Cloud (Exact Target), to create and maintain Lists, Data Extensions and update subscriber lists and create segmentation groups and track emails and develop relevant reports and dashboards.
- Involved in Developing HTML email templates, SFMC templates & components, landing pages, and scripting
- Involved in Developing Salesforce Marketing Cloud (Exact Target), to create and maintain Lists, Data Extensions and update subscriber lists and create segmentation groups and track emails and develop relevant reports and dashboards.
- Expertise in Web Technologies like HTML, XML, CSS, JavaScript and jQuery.
- Set up multiple communities to work with Field Service.
- Created many app pages, home pages integrating the custom components for Salesforce lightning and salesforce1 mobile app. Developed Salesforce .com custom application using APEX, Visualforce and AppExchange.
- Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
- Upgraded some Apps from Salesforce Classic to lightning experience to develop rich user interface and better interaction.
- Configured salesforce1 mobile application according to customer needs.
- Implemented various APEX triggers for emailing and auto data manipulation.
- Experience in building reusable UI components and pages with Lightning component framework.

- Developed various APEX Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
- Experience in working with Service Cloud, Sales Cloud, Marketing Cloud, Community Cloud.
- Expertise in Salesforce System Configuration, Lightning Development, Visualforce, APEX Programming, Triggers, REST & SOAP Integrations, SOQL & SOSL, Flow Builder, Process Builder, Experience Builder, Batch APEX and Schedule APEX, APEX Sharing, Test Classes, Future Calls, Custom Settings, Custom Metadata Settings, Email Handling, Communities, CMS, Platform Events, Shield Encryption, Migration from Classic to Lightning.
- Experience in developing Aura Components, Lightning Web Components (LWC) & Apps using Lightning App Builder, Lightning component framework.
- Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.
- In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
- Proficient with functionalities related to Sales cloud, Community Cloud, Custom Cloud and Analytics Cloud.
- Experience working in Agile methodology, Scrum methodology, Waterfall model and Test-driven development.
- Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community cloud.
- Lightning components look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
- Used refined global search in Lightning by developing APEX classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Used Sandbox for testing. Created, managed packages and migrated them between Sandboxes and Production environments for final implementation.
- Environment: Salesforce Lightning, Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, jQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apptus, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls; Sandbox, Production.

## **SALESFORCE DEVELOPER**

**Cognizant Technologies, India**

**Dec.2015–Mar. 2017**

- Worked on Salesforce APIs, including SOAP, REST, Bulk, and Streaming, to facilitate seamless data exchange between platforms.
- Involved in Salesforce Administration, Configuration, Customization, Development, Testing.
- Analyzed needs and developed solutions using traditional and/or agile development methodologies.
- Involved in working with complex end user support involving several hundred Salesforce end users
- Involved in gathering business requirements and developing functional specifications with special emphasis on use cases, defining test cases, and providing user training and support
- Supported Salesforce.com setup, Configuration, customization, Administration, Development of application to force.com platform.
- Extensive experience in developing UI pages through Lightning Web Components (LWC).
- Experience in Lightning Development with Community Cloud / Experience Cloud)
- Used Azure DevOps, Copado tool for CI/CD deployments.

- Experienced with various modules and entire product suite within Salesforce (Sales Cloud, Service Cloud, SF Community Cloud, etc.)
- Managed source code and versioning using Git and Subversion, ensuring code integrity and facilitating team collaboration.
- Developed LWCs using asynchronous REST API calls and implemented security features using Salesforce Lightning Locker Service.
- Designed and implemented Lightning Flows to automate complex business processes within Salesforce.
- Created variety of web services, including SOAP, REST, Bulk, and Metadata APIs, for Salesforce integration with external systems.
- Engaged in application development using technologies like Visualforce, APEX, JavaScript, CSS3, and HTML5.
- Demonstrated strong expertise in APEX, including the development of classes, triggers, and web services.
- Gained hands-on experience with Force.com application packaging and deployment, ensuring smooth transitions between development, testing, and production environments.
- Utilized various data analysis tools such as APEX Data Loader, Informatica, Demand Tools, Import Wizard, Workbench, and Excel for data transformation and migration.
- Designed and built integrations between Salesforce and third-party applications using RESTful and SOAP APIs.
- Administered Salesforce applications built on Sales Cloud, Service Cloud, and Community Cloud platforms.
- Involved in integrating Salesforce with Informatica for enhanced data processing and transformation.
- Utilized Salesforce Data Loader and APEX Data Loader for bulk data import and export tasks.
- Implemented object-level, field-level, and record-level security by creating profiles, permissions, roles, and queues.
- Developed client-specific solutions using technologies like Batch APEX, APEX Web Services, Visualforce Components, and Visualforce Pages.
- Developed our own customized UI/UX Library with various components.
- Designed, developed and tested HTML5, CSS3, Bootstrap, JavaScript, jQuery and React.JS that meets accessibility and web browser standards for website.
- Worked on React JS Virtual Dom and React views, rendering using components which contains additional components called custom HTML tags
- Used GitLab, GitHub, and Bamboo for source control, and gained experience with Agile development methodologies and CI/CD automation.
- Customized standard Salesforce objects like leads, accounts, contacts, opportunities, products, and campaigns to meet business needs.
- Proficiency in SFDC Administration and Configuration with Profiles, Roles, Users, Page Layouts, Record Types, Email Services, Approvals, Workflows, Alerts, Validation Rules, Reports, Dashboards, Tasks and Actions, Org Wide Defaults (OWD) & Sharing rules, Data Loader, Salesforce Import Wizard, Salesforce for Outlook, Live Agent Chat deployment, Omni - Channel implementation.
- Experience in Object Oriented Programming methodologies, Design, Development, Testing and Implementation, Client/Server Architecture, Gathering and analyzing requirements based on Agile Process and Scrum, Sprint based release system. Used Jira/Service Now, HP Quality Centre during different phases of implementation of project.
- Experience in using REST/SOAP Web Service API, usage of OAUTH2, SSO, Lightning connect, JavaScript, HTML, CSS, Knowledge on Open CTI, Telephony apps, Omni-Channel setup and other Salesforce features.
- Experienced in doing code releases using Change sets, ANT Migration tool and Force.Com IDE & other migration tools.
- Excellent team player, good Communication skills, Analytical & Problem-Solving skills.

- Designed & implemented new Salesforce objects, custom settings, custom metadata, workflow rules, custom layouts, & process builders.
- Actively participated in Agile development practices, particularly using Scrum methodology, to ensure rapid and efficient project completion.
- Environment: Salesforce.com platform, Sales Cloud, Service Cloud, APEX language, APEX classes, APEX Triggers, Validation rules, S-controls, Sharing and security settings, Chatter, Reports & Dashboards, Visualforce (Components & pages), Email services, Data Loader, Import wizard, Custom objects, JavaScript, Lightning (Design system and Components), Aura (Framework, Handlers, Attributes), CSS, HTML, MS Outlook, GIT, SVN, Jenkins.

### 2.7.1.3 Rakesh Vimmigari

## Rakesh Vimmigari SENIOR SALESFORCE DEVELOPER

### Professional Experience:

- Almost 10 years of IT experience in all phases of Software Development Life Cycle (SDLC) including analysis, requirement gathering, architecture design, development, enhancements, testing, deployment, and maintenance of enterprise applications.
- Involved in various projects in end-to-end implementations with multiple roles as an Administrator, Business Analyst, and Developer.
- Extensively worked on salesforce schema builder for development and analysis of several cloud applications.
- Experience in working across various SFDC implementations covering Sales Cloud, Service Cloud, salesforce1 Mobile Administration and Chatter applications.
- Experienced in API integration, Web hooks, etc.
- Experience in creating Custom Objects, Tabs, Fields, Formula fields, Validation rules, Reports, Work flows, Approval processes and Process Builder for automated alerts, field updates and Email generation according to the application requirements.
- Have knowledge in implementing various advanced fields like pick lists, Custom Formula Fields, Many to Many Relationships, Lookups and Master-Detail relationships.
- Experienced with Database query languages like SOQL, SQL, PL/SQL, etc.
- Experienced with DBA, where we can easily access the salesforce objects using SQL statements.
- Experienced in Lightning Component Framework and some exciting tools that makes easier to build responsive applications for any device.
- Experienced working on both Agile and Waterfall methodology.
- Developed APEX classes, Controller classes, APEX Triggers and on Force.com platform to customize application according to the functional needs.
- Good exposure to AppExchange applications.

### Certifications:

- Certified Salesforce Administrator (ADM-201)
- Certified Salesforce Platform Developer 1 (PD-1)
- Certified Platform App Builder
- Certified Advance Administrator (ADM- 301)
- Certified Service Cloud Consultant
- Certified Sales Cloud Consultant

- Flosum Certified Professional

**Work Experience Details:**

**Texas Health and Human Services, Texas**

**Jan 2022 – Oct 23**

**Senior Salesforce Developer**

**Roles and Responsibilities:**

- Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
- Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
- Designed and implemented a lot complex solutions using configurations such as Flows, process builders, and workflow Rules
- Built reusable UI components and pages with Lightning component framework.
- Extensively worked on Lightning Web Components on salesforce communities to build LWC pages and invoking from flows.
- Worked on creating reports in Tableau CRM Salesforce using the Datasets and Recipes by scheduling the jobs in it.
- Created experiences with guided interactions for customers and agents with data from Salesforce org and external sources using the Omni Scripts and Omni studios. And used the Dataraptor for the mapping the Salesforce data in Vlocity Salesforce.
- Worked on retrieving the data from workbench and other tools using SOQL and SQL queries.
- Worked on multiple web application tools like Mulesoft, Jitterbit, Zapier
- Integrated Salesforce.com with an external application using SOAP, REST based web services. Developed Lightning Web Components.
- Worked on Sales, service and Health cloud platforms to implement the business process as per the program requirement.

Environment: APEX, Visual force, Dynamic Visual force pages, validation-rules, Workflow-rules, Trigger, SOSL, SOQL, Custom Metadata Types, JavaScript, Data Loader, Force.com IDE, HTML, Eclipse IDE Report, Dashboard, process builder, Git, Change sets, NetSuite, Network Platform, Flosum.

**WL Gore, Maryland**

**May 2021 - Jan2022**

**Senior Salesforce Consultant**

**Roles and Responsibilities:**

- Interacted with various business team members to gather the requirements and documented the requirements.
- Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
- Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
- Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
- Used and developed APEX Classes, Controllers, Extension Controllers and APEX Triggers in the application for various Business/functional requirements.

- Worked on embedding the wave dashboards into Visual force pages and lightning using lightning components and App Builder.
- Experienced working on the Copado using the Bitbucket pipeline.
- Configured and tested Salesforce Service Cloud to enable servicing, tracking, and reporting of incoming requests via Email, Web, and Phone.

**Department of Health (DOH), Washington, D.C**

**April 2020 – May 2021**

**Senior Salesforce Developer**

**Roles and Responsibilities:**

- Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, deployment and maintenance of standalone, Multi-tier, web-based and portals based object oriented enterprise applications.
- Implemented Custom Settings to store Trigger Activation/Deactivation data and store Last Runtime Date time of the queries used in APEX Batch class.
- Designed and configured – Custom Tabs, Objects, Record Types, Picklists, Dependent Picklists, validation rules.
- Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
- Experience in SFDC Integration using Web Service and APEX Programming, App-Exchange Packages & Custom Applications.
- Enhanced UI using CSS, HTML, Visualforce components and used JavaScript for front-end validation and control page level sections based on the user input.
- Used Lightning components added to record pages and lightning pages.

**WL Gore, Maryland**

**Aug 2019 – April 2020**

**Senior Salesforce Developer**

**Roles and Responsibilities:**

- Works closely with sales leaders and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce (SFDC).
- Developed Reports, dashboards, and processes to continuously monitor data quality and integrity.
- Work with Business Applications, Business Analytics, and Sales operations Team, this position will influence best practices in Analytics development, and related apps and tools.
- Works closely with Business Users to enabled business process using SFDC.
- Experience in SFDC development using APEX classes and Triggers, Visual force, S-Controls, Force.com IDE, SOQL, SOSL.
- Created different types of Custom Reports for standard objects as well as custom objects to give complete details regarding Customer Orders, Win rate percentage, Renewal Forecasting, and Customer Balance Report.
- Worked on reports and dashboards for the sales reports in Tableau CRM.
- Agile Development Methodology was followed for the implementation.

**Sherwin Williams (Valspar), Minneapolis**

**July 2017 – Aug 2019**

**Salesforce Developer**

**Roles and Responsibilities:**

- Customized standard objects to meet the requirements of the client, by adding new fields, validation rules, relationships, and Triggers.
- Created Custom Applications and developed Custom Objects for those Custom Applications.
- Created Custom Fields, Relationships, Field Dependencies, Validation Rules, Lookup Filters and Record Types for Applications.
- Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
- Created and used Email templates in HTML and Visualforce.
- Worked on Communities implementations.
- Configure Lightning Web Components and Aura components to work in Lightning App Builder and Community Builder.
- Integrated Salesforce with Heroku, Talend, and Tableau.
- Created user interface consistent with the salesforce lightning principles, design languages which includes the resources of Lightning design systems.
- Involved in continuous integration in salesforce using Jenkins and GitHub.

**BestDoctors Inc, Boston**

**Oct 2016 – June 2017**

**Salesforce Developer**

**Roles and Responsibilities:**

- Performed the roles of Salesforce.com Developer in the organization. Extensively involved in Requirement Analysis and Preparation of detailed System Requirement specification.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Used Sales Force Automation (SFA) for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, and Approvals and Workflow.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
- Experience in SFDC development using APEX classes and Triggers, Visual force, S-Controls, Force.com IDE, SOQL, SOSL.
- Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages to suit the needs of the custom application.
- Implemented single sign on and worked in Salesforce Console.

**USPS, Washington, D.C**

**Jan 2015 – Sep 2016**

**Salesforce Developer**

### Roles and Responsibilities:

- Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and SDLC methodology.
- Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
- Created various Profiles and configured the Permissions based on the organizational hierarchy.
- Created Workflow rules and defined related tasks, Time triggered tasks, Email alerts and Filed updates to implement business logic.
- Developed Visualforce Pages, APEX Classes, APEX Triggers, APEX Controllers (standard, custom and extension), schedulable APEX classes, and Batch APEX to meet various functional needs in the application and schema builder for development.
- Experienced in Identity Management features like single sign-on with SAML on Force.com.
- Performed unit testing, integration testing, bulk testing, staging and User Acceptance Test in full copy Sandbox.

### 2.7.1.4 Sai Akshith Reddy Gandrathi

**Sai Akshith Reddy Gandrathi**

**Salesforce Developer**

#### Professional Summary:

Salesforce Professional with 9 years of IT experience and possession of multiple Salesforce and other relevant certifications.

5+ years of expertise in Salesforce.com and Force.com, after 4 years of experience working as a Java developer. Extensive experience with configuration, customization, integration, communities, and lightning migration from classic to lightning. Expertise in developing lightning components using the lightning design system.

- Worked on Vlocity Industry Cloud Apps, Vlocity CPQ (Configure, Price, Quote), Vlocity OmniScript, Vlocity Dataraptor, Salesforce CRM integration with Vlocity, Business process analysis and requirements gathering for Vlocity implementations, Vlocity data modeling and process flow design, Testing, and quality assurance for Vlocity solutions.
- Certified Salesforce Developer.
- Certified salesforce Administrator.
- Worked on different Data Migration tools like, APEX Data Loader, Force.com Migration tool, Salesforce Import and Export Wizard.
- Analyzed complex business requirements and designed solutions using APEX classes, Triggers, and Visual force pages.
- Experience in APEX Programming by creating Custom Triggers and performing Asynchronous calls to implement the business logic as per the requirements.
- Hands on experience in building APEX triggers, APEX classes, batch APEX, scheduled APEX, future methods and queue able interface.
- Salesforce. complementation & Customization using APEX (Classes, Controllers, Triggers), APEX Scheduler, Batch APEX, APEX Web Service, Visualforce Pages, Custom Tabs & Objects, Analytic Snapshots, Dashboards
- Hands on experience with solutions implementation, complex Customizations, and configuring features available on Sales Cloud, Service Cloud, Commerce cloud & App - exchange applications.

- Customizing Visualforce pages with Visualforce components, Extension controllers and developed dynamic components.
- Experience in System Integration using Web Services API - SOAP API, REST API.
- Salesforce Integration with external apps using Salesforce API, REST/SOAP based Web services and External Objects.
- Experience in using several Open source and cloud ETL tools such as Talend, Pervasive, Relational Junction and Data Loader to support Data Migrations into multiple CRM applications such as Salesforce.com, Siebel and Microsoft Dynamics CRM.
- Created comprehensive documentation for Omniscrypt, including design specifications and user guides.
- Customized standard Omni studio components to meet specific business needs, enhancing the overall functionality and user interface.
- Experience in SFDC development using APEX classes and Triggers, Visual force, Force.com IDE.
- Developed comprehensive API documentation to provide clear and detailed guidelines for developers and external stakeholders on how to integrate and interact with the Salesforce API.
- Designed and implemented Mulesoft integrations between different systems, such as CRM, ERP, and HR, using Any point Platform.
- Added Lightning Component to Lightning Pages and Record Pages. Have worked on APEX classes, Visualforce Pages, Controller classes and APEX Triggers for various functional needs in the application.
- Worked on writing APEX classes along with Enabling Aura to make them available to Lightning components.
- Worked on Service Console Lightning application which contains multiple number of Lightning Web Components (LWC).
- Developed multiple number of Lightning Web Components (LWC) regarding service case console page.
- Experience in SFDC development in implementing lightning application using VS code, SFDX, APEX classes, Triggers, Visualforce, Force.com IDE, LWC, SQL, SOQL, SOSL, SAQL.
- Developed Lightning Components using Aura Framework and Lightning Web Components (LWC). Experience in creating modern Enterprise Lightning Apps.
- Worked on Salesforce Lightning components for building Customized Components replacing the existing ones and embed Lightning components in Visualforce Page by using new Lightning out feature by event driven programming.
- Developed UI/UX changes for better user interface using Salesforce Lightning Design system.
- Hands-on Experience working across various SFDC implementations that are covering Sales Cloud, Service Cloud and Apttus CPQ.
- Worked on data raptors, flex cards, omni studio development.
- Hand-on Deep understanding of Salesforce administration – Service Cloud, Sales Cloud and Force.com.
- Experienced in Sales Cloud and Service Cloud configuration, APEX and Visualforce, solution design, Lightning Integration and Development, SOAP and RESTful integrations.
- Experience working on Azure DevOps for performing CI/CD integrations and also as a repository.

**Education:**

- Bachelors of Computer Science from JNTU in INDIA.
- Masters in Computer Science from UMKC, USA

**Certifications:**



**Technical Skills:**

- Java, APEX, SOQL, SOSL, CSS, HTML
- Salesforce, Force.com
- Sales cloud, Service cloud.
- SOAP, REST
- Jira, Workbench, Ant, Confluence
- BIT bucket, GIT, Jenkins, Visual studio
- DevOps Tools and Processes
- Continuous Integration and Continuous Deployment (CI/CD)
- Any point studio, Mulesoft. Version Control Systems (Git)
- Release Management, Environment Management
- Automated Testing, Compliance and Governance, Terraform, GIT Bash,
- Velocity, data raptors, Flex Cards, omni studio development
- CI/CD pipelines, Salesforce DX (SFDX)

**Professional Experience:**

**AIG, Houston, TX**  
**10/2021 - present**

**Salesforce Developer**

- Designed, and developed APEX Classes, Controller Classes, extensions and APEX Triggers for various functional needs in the application.
- Closely worked with Salesforce.com consultants for implementing business solutions for their client requirements, using Salesforce CPQ within an exclusively developed framework.
- Implemented Vlocity solutions to address specific business requirements, leveraging the Vlocity Industry Cloud Apps platform.
- Configured and customized Vlocity components to meet project objectives, ensuring seamless integration with Salesforce CRM.
- Collaborated with cross-functional teams to gather and analyze business needs, translating them into technical solutions using Vlocity.
- Developed and maintained Vlocity data models, process flows, and integration points to optimize business processes and enhance user experience.
- Conducted testing and quality assurance for Vlocity implementations, identifying and resolving issues to deliver high-quality results.
- Experience in design of Dashboards, data binding and various other components as per the client and application requirements and awareness of the governor limits for a multi-tenant Salesforce environment.
- Implemented Salesforce solutions for grant management, tracking applications, approvals, and reporting for Salesforce Public Sector (Vlocity) funding programs.
- Created Lightning Web Components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
- Developed multiple number of Lightning Web Components (LWC) regarding service case console page.
- Worked on advanced JavaScript and HTML elements for developing the LWC components.

- Provided ongoing support for OmniScripts, addressing user issues and troubleshooting technical challenges.
- Extensive experience in customizing the User Interface of Salesforce CRM using APEX Programming, Custom Controllers, Visual force, CSS and Omniscript, JavaScript.
- Leveraged Salesforce Omni Studio to design, develop, and implement customized end-to-end Workflows, enhancing business efficiency and enabling seamless interactions across various customer touchpoints.
- Integrated Salesforce Omni studio with existing Salesforce instances, optimizing data flow and ensuring a cohesive user experience.
- Hands on experience with APEX Language, APEX Trigger, APEX Class, APEX Test Methods, APEX Web Service, and Visual force Pages, Visual force Components & Controllers.
- Utilized Data raptor to transform and map data between different systems and Salesforce objects, ensuring consistency and accuracy.
- Designed and developed Flex Cards to display relevant information on Salesforce pages.
- Designed and implemented Salesforce API integrations to connect Salesforce with external systems and applications.
- Conducted training sessions for development teams and end-users on utilizing and maintaining Salesforce API integrations.
- Created extensive API documentation that offers precise and in-depth instructions for developers and external stakeholders regarding the integration and utilization of the Salesforce API.
- Responsible for Salesforce.com System Integration with external applications and systems using APEX Web services and APEX Callouts with both REST API and SOAP API.
- Evaluated and selected Middleware platforms such as Mulesoft, Dell Boomi, or Jitter bit for Salesforce integration projects.
- Considered factors like scalability, flexibility, and ease of maintenance in Middleware platform choices.
- Designed, developed, and implemented ETL processes using tools such as Informatica, Talend, or Apache Nifi to integrate data between Salesforce and various external systems.
- Managed Salesforce development projects using agile methodologies, utilizing Jira for sprint planning, backlog management, and daily stand-ups.
- Strong knowledge of agile methodologies, particularly Scrum, and their application to Salesforce development projects.
- Proficiently managed projects through all phases of the SDLC, from requirements gathering to deployment and maintenance.
- Managed data within IDX, ensuring accurate and up-to-date information is available in Salesforce.
- Implemented data synchronization processes to maintain consistency between IDX and Salesforce databases.
- Implemented data validation rules using Data raptor to ensure data accuracy and integrity.
- Successfully integrated version control systems (Git) with Copado, ensuring efficient change tracking and facilitating collaboration among development teams.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Performed large and small-scale Data Migration using Migration Tool and Data Loader.
- Worked on patient's sensitive data where first imported into Health Cloud, the information required to identify and represent those patients is created.
- Took part in a DevOps scrum team to support both packaged applications and hosted applications on platforms such as Copado.
- Used health cloud to integrate data from Medicare and Medicaid Services.

**Cepheid, Dallas, TX**  
**01/2020 – 09/2021**

### Salesforce Developer

- Worked on Salesforce Lightning (Lightning Design Systems, App Design and Lightning Components).
- Involved in creating the Validation Rules, Workflow rules, Approval Process and Process Builder.
- Ensured compliance with industry regulations and internal governance standards by leveraging Copado's features for audit-trails and approval processes.
- Expert knowledge of common CI and DevOps tools.
- Experience in Force.com APEX Classes, APEX triggers, Integration, Visual force, and Force.com API. Development using custom Lightning Web Components (Aura and LWC).
- Extensively worked on the Lightning Web Components (LWC).
- Expertise in setting up environments for Salesforce public sector solutions(vlocity)
- Implemented Salesforce Copado DevOps Strategies to streamline release management processes, resulting in a 30% reduction in deployment time.
- Customized existing Visualforce to align with Salesforce new Lightning UI experience.
- Build lightning components, lightning apps, record pages, home pages and use events for dynamic use cases.
- Developed Custom objects, customizing tabs, APEX Triggers, Test classes for unit testing and code coverage.
- Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
- Developed and executed automated testing strategies using Copado, improving the quality and stability of Salesforce deployments.
- Worked on Reports and Dashboards in Salesforce Classic and Salesforce Lightning.
- Integrated IDX solutions with Salesforce to seamlessly display real estate property listings within the Salesforce platform.
- Integrated Flex Cards seamlessly into Salesforce Lightning pages to improve the layout and presentation of key data.
- Customized and configured Flex Cards using Salesforce Lightning App Builder to meet specific business needs and provide a tailored user experience.
- Created mapping documents to define relationships between source and target data structures, ensuring proper field matching during the ETL process.
- Strong knowledge & experience working in teams implementing Agile Methodologies.
- Involved in Agile methodology, Scrum which improved productivity and reduced errors.
- Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
- Designed and implemented custom applications using Salesforce Industries (Omni Studio) platform, contributing to enhanced user experiences and streamlined business processes.
- Utilized Data raptor tools to map and transform data from various sources into Salesforce objects.
- Created extensive API documentation that offers precise and in-depth instructions for developers and external stakeholders regarding the integration and utilization of the Salesforce API.
- Skilled in integrating custom functionality into Salesforce using REST API, SOAP API, and third-party integrations.
- Developed custom Mulesoft connectors and modules to integrate with third-party APIs and applications.
- Developed Mulesoft integration tests and performed unit and integration testing using tools such as MUnit and JUnit.
- Expertise in integrating Salesforce with other systems using REST API, SOAP API, and Middleware tools.
- Experience with Salesforce Industries (Vlocity) platform capabilities, including Dataraptors, OmniStudio, Integration Procedures, Calculation Matrices and Procedures, OmniScripts and Vlocity Data Model.
- Experience in designing of Reports and Dashboards according to the business needs and awareness on governor limits for a multi-tenant salesforce environment.

- Communicated effectively with stakeholders to understand business needs and provide updates on OmniScript development progress.
- Experience in SFDC development using APEX classes and Triggers, Visual force, Force.com IDE.
- Good experience in designing Front-end using Dynamic Visual force pages, Components, HTML, CSS, JavaScript, jQuery, Bootstrap.
- Created comprehensive documentation for IDX configurations, integrations, and Workflows.
- Created API services for data integration from legacy system to SFDC using Mulesoft ESB (Community Edition)
- Gathered business process requirements and utilized Mulesoft functionality to automate and achieve project objectives.
- Developed Web Service Callouts from Salesforce to External Applications using REST API.
- List views available on a page were implemented using hardcoded SOQL statements.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Used Visual Studio to develop the classes and triggers.

#### **Guidewell Source, Jacksonville, FL**

**07/2018 – 12/2019**

#### **Salesforce Developer/Administrator**

- Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Designed and developed APEX classes, controller classes, extension, and APEX Triggers for various functional needs in the application.
- Designed and deployed Visual force pages to suit the needs of the application.
- Involved in Deployment, Deployed all the classes, Triggers, Objects, Components, Pages from one environment to another environment.
- Used SOQL and SOSL with consideration to governor Limits for data manipulation needs of the application using platform database objects.
- Implemented the requirements on Salesforce.com platform and Force.com IDE plug-in using Eclipse.
- Drove System Integration test and User Acceptance test.

#### **Ferral Gas, Mission Viejo, CA**

**05/2016 – 06/2018**

#### **Java Developer**

- Designed and developed RESTful Web Services tier using Spring, JBPM, Java, JSF.
- Experience in implementing cluster environments and Build (Automation using tools, Jenkins, Anthill Pro), Deployment & Configuration management.
- Used Java API for XML Web Services (JAX-WS) to convert Java Objects to XML conversions.
- Followed AGILE Methodology to promote iterations, collaboration, and process adaptability and participated in SCRUM Meetings throughout the life cycle of project.
- Experience with NoSQL Mongo DB in working with collections, indexes, shards and other database management tasks.

- Worked on React JS Virtual Dom and React views, rendering using components which contains additional components called custom HTML tags.
- Involved in designing, developing and testing the web application by using HTML5, CSS3, Bootstrap, and React.JS.
- Involved in various phases of Software Development Life Cycle (SDLC) as requirement gathering, analysis, design documentation, development, test cases, implementing and production support of the application.
- Managed datasets using data frames and MySQL, queried MYSQL database queries from python using Python-MySQL connector and MySQL dB package to retrieve information.
- Developed user interface using JSP with JavaBeans, JSTL and Custom Tag Libraries, JS, CSS, jQuery, Node.js, HTML, SASS and Ajax to speed the application.
- Environment: Java, React JS, Maven, Spring Boot, RESTful, JAX-WS, MySQL, HTML, JavaScript, JBPM, JSF, Hibernate, Bootstrap.

**Softbuzz Technologies, Bridgewater, NJ**  
03/2014 – 04/2016

#### Java Developer

- Involved in various stages of the project life cycle primarily design, implementation, testing, deployment, and enhancement of the application.
- Involved in the creation of Use Cases, Class Diagrams and Sequence Diagrams for analysis and design of application.
- Designed and developed web pages using JSP, HTML and used JavaScript for client-side validation. Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
- Worked on the development of various web applications based on the client's needs.
- Responsible for maintenance and production support of the application documented design and functional aspects of the application.
- Record technology solutions involving user needs documents, user manual design decisions and executive summaries across projects.
- Responsible for proactively monitoring performance, diagnosing problems, and tuning queries and databases.
- Developed data model and stored procedures.
- Developed user interface screens, and administrative screens using JSP and JavaScript to perform checking and validation at Client's side.
- Developed new Java code and executed new features through business requirements.
- Extensively used SOQL and SQL to generate stored procedures and functions to use with Java.

#### 2.7.1.5 SAI PHANI PRITHVI YELLASIRI

**SAI PHANI PRITHVI YELLASIRI**  
**Senior Salesforce Developer**

#### PROFESSIONAL SUMMARY

As a Salesforce Certified Professional with 10+ years of IT experience, expertise in Salesforce.com and Force.com. During this time, I have focused on configuration, customization, integration, communities,

and lightning migration from classic to lightning. I also have extensive experience in developing lightning components using the lightning design system. In addition to my Salesforce experience.

- Using Community Builder create community pages for customers and used the SLDS for styles and APEX classes for DML operations.
- Used APEX Data Loader to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.
- Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
- Knowledge of the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
- Experienced in worked on Vlocity cards, Vlocity templates, and other UI modules.
- Salesforce.com implementation & Customization using APEX (Classes, Controllers, Triggers), APEX Scheduler, Batch APEX, APEX Web Service, Visualforce Pages, Custom Tabs & Objects, Analytic Snapshots, Dashboards.
- Experience in Administration, Configuration, Implementation, Development and Support of Salesforce CRM and Salesforce SFA applications based on APEX Language and leveraging Force.com.
- Extensive experience in customization, configuration, Eclipse IDE, APEX, Visualforce pages.
- Experience in System Integration using Web Services API - SOAP API, REST API.
- Salesforce Integration with external apps using Salesforce API, REST/SOAP based Webservices and External Objects.
- Worked on vlocity telecom vertical, proficient in Omni script, Integration procedures.
- Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing Cloud, Customer Service, and Support Administration.
- Experience in using client side and server-side controllers in Lightning Design.
- Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
- Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
- Involved in developing salesforce Lightening Apps, Lightning Web Components, Controllers and Events.
- Fixed issues with custom Lightning Event Management app on styles & controllers for in-built apps.
- Worked on Service Console Lightning application which contains multiple number of Lightning Web Components (LWC).
- I have provided Salesforce solutions to client, ranging from Salesforce Commerce Cloud, Sales Cloud, Service Cloud Desk.com, Salesforce Lightning components and Lightning Apps.
- Experience in using different tools like GitHub.
- Experience in integration of salesforce using APEX, Visualforce, REST API, Lightning UI and Governor limits and integrating salesforce with the third-party applications like Java, GITHUB, Jenkins and Oracle.
- Experience working under Agile environment, Scrum Methodology.
- Good knowledge in devOps, source control tool GitHub and CI/CD tool Jenkins.
- Experience working on Azure DevOps for performing CI/CD integrations and as a repository.

**TECHNICAL SKILLS**

<p><b>Salesforce Technologies</b></p>	<p>SalesForce.com, Force.com, Sales Cloud, Service Cloud, Marketing Cloud, LWC, Lightning components, CPQ, Apttus CPQ, APEX Language, APEX Classes/Controllers, APEX Triggers, SOQL, SOSL, Visual force Pages/ Component, CDP, s-Control, APEX Web Services, Partner WSDL &amp; Enterprise WSDL, Workflow and Approvals, Dashboard, Analytic Snapshots.</p>
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<b>Salesforce Tools</b>	Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform
<b>ETL Tools</b>	Data Loader, Salesforce-to-Salesforce, APEX- Explorer, Informatics.
<b>Languages</b>	APEX, C/C++, Java, J2EE, HTML, XML, CSS.
<b>Database</b>	SQL Server 2008, Oracle, MySQL.
<b>Web</b>	HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP.
<b>Tools</b>	MS Office, Adobe Photoshop, MS Excel, Silverlight, Eclipse IDE.
<b>Web Servers</b>	IBM WebSphere 4.x/5.x, Apache Web Server, Tomcat 6.x
<b>Platforms</b>	UNIX and Windows (NT/2000/XP/Vista/7)

### EDUCATION

- Bachelor of Technology: Civil Engineering Guru Nanak Institutions Technical Campus
- Masters: Applied Computer Science, Southeast Missouri State University.

### CERTIFICATIONS

- Certified by Salesforce Administrator.
- Certified by Salesforce Platform Developer-1.
- Certified by Salesforce Platform Developer-2
- Certified by Salesforce Sales Cloud Consultant
- Certified by Salesforce Service Cloud Consultant

### PROFESSIONAL EXPERIENCE

MasterCard, San Francisco, California

Apr 2022 to Present

Role: Senior Salesforce Developer

Responsibilities:

- Lead a team of 6 developers, provide guidance to the team and involved in designing phase.
- Integrated Vlocity components with Salesforce standard and custom objects to create seamless Workflows.
- Utilized Vlocity Integration Procedures to connect Salesforce with external systems and APIs.
- Utilized IDX to migrate code from Salesforce to Git Repository.
- Implemented Vlocity CPQ (Configure, Price, Quote) for efficient product configuration and pricing.
- Performed the role of SFDC Developer, Lightning Developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop a rich user interface and better interaction of pages.
- Developed and maintained integration documentation and best practices for Omni Studio.
- Integrated Salesforce with manage Package Vlocity, upon Omni script, Data Raptor, Vlocity Cards.
- Utilized Mulesoft to create middleware platform to integrate with other applications.
- Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.

- Helping to UAT testers by giving the Screen shots of the functionalities and Test cases flow.
- Integrated Einstein AI with Salesforce's Marketing Cloud to create personalized email campaigns based on customer behavior data
- Developed multiple number of Lightning Web Components (LWC) regarding service case console page.
- Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
- Experience in Force.com APEX Classes, APEX triggers Integration, Visual force and Force.com API. Development using custom Lightning Web Components (Aura and LWC).
- Collaborated with development teams to automate the build and deployment processes using Copado.

**Spectrum Communications, Chesterfield, Missouri**

**Nov 2020 to Mar 2022**

**Role: Sr Salesforce Developer**

**Responsibilities:**

- Develop APEX triggers, APEX classes, batch APEX and schedule APEX to automate the business processes.
- Efficient in monitoring APEX asynchronous processing using future methods, batch APEX, controlling processes with queue able APEX and scheduling jobs using APEX scheduler.
- Created Batch APEX classes for batch execution and updating of related fields.
- Using Field Service Lightning to manage field service operations, including scheduling, dispatching, and tracking service requests.
- Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
- Designed, developed, and deployed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
- Configured Vlocity Actions and Buttons to trigger specific behaviors within Salesforce and Vlocity applications.
- Experience in writing APEX Triggers, APEX classes, Batch APEX, Schedule APEX and Queueable APEX, Future Methods, SOQL and SOSL statements.
- Stayed up-to-date with new features and functionality in Omni Studio and other Salesforce tools to continuously improve integration capabilities.
- Collaborated with business analysts and stakeholders to gather and refine requirements for Vlocity solutions.
- Replaced all the JavaScript buttons with Quick Actions or Lightning Web Components in Lightning.
- Developed various Visualforce Pages, APEX Triggers to include extra functionality and wrote APEX Classes and Controller to provide functionality to the visual pages.
- Utilized Flex Cards to create UI components.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Worked extensively in force.com sites with Customer community.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Environment: Salesforce.com, Force.com, Data Loader, APEX Classes, Omni Script, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, Vlocity, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

**Apple, Cupertino, CA, USA**

**Aug 2019 to Oct 2020**

**Role: Sr Salesforce Developer**

**Responsibilities:**

- Designed and developed APEX Classes, Controller Classes, Controller Extensions and APEX triggers for various functional needs in the application.
- Developed various Visualforce Pages, APEX Triggers to include extra functionality and wrote APEX Classes and Controller to provide functionality to the visual pages.
- Developed Visual force page with APEX controller, batch APEX, Triggers and Schedule APEX.
- Extensively used tools such Informatica for integration of data with legacy ERP system.
- Created OAuth 2.0 security for REST API's by incorporating the current SOAP authentication mechanism.
- Developed message flows and message sets to handle EDI Transaction sets.
- Involved in building Lightning components and process builder.
- Designed workflow rules and specify related tasks, time triggered tasks, email alerts, filed updates to enable business logic.
- Designed, and developed the custom objects, record types, formula fields, validation rules, page layouts, workflow rules, tasks, emails and alerts to track customer related tasks and activities.
- Experience in data migration and integration using data loader.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.
- Extensively worked on the Lightning Web Components (LWC).
- Worked on Service Console Lightning application which contains multiple number of Lightning Web Components (LWC).
- Worked on advanced JavaScript and HTML elements for developing the LWC components.
- Migrating aura components to Lightning Web Components.
- Configured the GitHub repositories and created the user level access to the project repositories
- Create storyboard of backlog items in Agile and develop item according to business needs.
- Environment: Service Cloud, Sales Cloud, Salesforce.com Platform, Lightning, Visual force, Pages, APEX, Visual force, APEX Classes APEX triggers, Batch APEX, Schedule APEX, SOAP, REST., Jira, Git, Git Hub ,Agile

**Bain Capital, Boston, MA**

**May 2018 to Jul 2019**

**Role: Salesforce Developer**

**Responsibilities:**

- Developed Quote documents using X-Author for word, also developed customized login screen for community user and functionality to redirect user from Salesforce to Apttus CPQ Quote creation using APTTUS API's, APEX, Visual force and Triggers.
- Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
- Created record types and page layouts and assigned page layouts to the record types. Created custom report types and generated report using the report types.
- Developed various custom objects, tabs, components, Visual force pages and controllers.

- Developed Visual force Pages to include extra functionality and wrote APEX Classes to provide functionality to the visual pages.
- Implemented in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
- Developed in configure price quote (CPQ) app such as Apttus.
- Created workflow rules and defined related tasks, Time triggered tasks, email alerts, field updates to implement the business logic.
- Developed integrations to Integrate Data from Salesforce.com using SFDC APIs.
- Worked on the designing of Test plans, Test scenarios and Test case for integration and performed user acceptance testing Writing Unit Test scripts for test coverage.
- Involved in end-to-end testing and configuration enhancements for the CPQ and CLM functionalities.
- Created integration with Apttus CPQ and CLM applications and automating processes on Salesforce platform.
- Worked on Sales and Service Cloud communities sharing business process extend them across offices and departments, and outward to customers and partners.
- Created Visual force Mail templates and Automated Email Process to send installation instructions to new and existing customers.
- Developed various APEX classes, Controller classes and APEX triggers for various functional needs in the application.
- Created APEX web services, which are consumed by backend systems using OAuth. Created cases by performing DML operation using Salesforce API's.
- Implemented Data Loader through the Command Line Interface to extract the data from database.
- Environment: Salesforce.com, Sales cloud, APEX classes, controllers, Visualforce, HTML5, JavaScript, Web Services, WSDL, Data Loader, UAT.

**ASC Solutions, Atlanta, GA**

**Mar 2015 to Apr 2018**

**Salesforce developer / Admin**

**Responsibilities:**

- Worked with various salesforce.com Objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
- Imported data from excel sheets into Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
- Migrated Accounts, Leads, Contacts, Opportunities, and sales data from external systems into SFDC.
- Developed APEX Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and APEX Triggers for various functional needs in application.
- Migrated data from external sources and performed insert, delete, upset, export operations on millions of records.
- Developed various Custom Objects, Tabs, Components and Visualforce Pages.
- Maintained user roles, security, profiles, and workflow rules wherever necessary.
- Worked with Encryption project to support Corporate Security directive to encrypt all sensitive data at rest within Production environments.

**PetSmart, CA**

**Oct 2013 to Jan 2015**

**Role: Java Developer**

**Responsibilities:**

- Worked in all phases of software development life cycle (Requirement, Analysis, Design, Coding, Testing and Deployment). Followed Test Driven Development (TDD), Scrum concepts of the AGILE Methodology (Safe) to produce high Quality Software.
- Implemented framework in the presentation tier for all the essential control flow, business level validations and for communicating with the business layer.
- Designing and creating RESTful API's using XML Spy and Spring WS Developed and modified database objects as per the requirements.
- Involved actively in designing web page using HTML, Angular JS, jQuery, JavaScript, Bootstrap and CSS.
- Created and consumed web services (SOAP & REST).
- Implemented the project as a multi-tier application using Spring MVC & used core Spring concepts like AOP, IOC.
- Developed JSP pages using Custom tags and Tiles framework and Spring framework. Developed the User Interface Screens for presentation logic using JSP, Tiles, and HTML.

**2.7.1.6 Shiva Tej Sarab**

<b>Shiva Tej Sarab</b> <b>Salesforce Developer</b>
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<b>SUMMARY:</b>
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- 9 years of experience in Salesforce.com CRM Platform and APEX Technologies.
- Salesforce certified administrator, developer and marketing cloud specialist with proven multiple years and multiple installs of salesforce experience in Development, Administrator, Integration, communities, and lightning like classic to lightning migration and lightning component development.
- Experience with custom application development in the Salesforce Platform, utilizing Visualforce, APEX and Lightning Components/Framework, Salesforce Web Services, Middleware integration with Salesforce, JavaScript, XML, JSON, FTP, SOAP, REST Web Services, HTML5, CSS and Mobile Application Platform with the ability to develop and customize applications in the Salesforce platform and strong understanding of Salesforce declarative capabilities.
- Hands on experience authoring APEX classes, Triggers, Batch APEX, and Lightning Components. Experience in developing client-specific solutions on force.com platform using APEX classes and Triggers, Visualforce, Force.com IDE, SOQL, SOSL
- Experience in designing of custom objects, custom fields, picklists, Controller/dependent picklist Custom Formula Fields, Field Dependencies role-based page layouts, Triggers, Workflow Approvals, Validation Rules, Approval Processes, Custom Tabs, custom reports, report folders, report extractions to various formats, Reporting Snapshots, Dashboards, and Email templates according to application requirements.
- Used different data tools – APEX Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete, Salesforce App Exchange, downloading packages and installing 3rd Party Applications.
- Knowledge of Salesforce.com Web Services APIs - Force.com SOAP and REST-based Web Service APIs, the Bulk API, and the Metadata API.
- Configured and maintained User profiles, role hierarchy, sharing rules and Security, password policies.
- Experience in developing Client-specific solutions on force.com platform using APEX Classes and Triggers, Web service API, Force.com IDE, Validation rules, SOQL and SOSL
- Acquainted and well versed with CRM processes like Sales, Customer Service and Customer Support, Business Processes, and recommended solutions to improve their processes using SFDC.

- Knowledge on Salesforce.com Web Services APIs - Force.com SOAP and REST-based Web Service APIs, the Bulk API, and the Metadata API.
- Worked with various version control tools CI/CD tool or DevOps tools like Gearset, AutoRabit, Copado, GitHub.
- Experience with SFDC Service console, Service cloud, Enabling Service Console, Live Chat, Chat bot, Omni Channel, Assignment rules, Queues, Entitlement Services, customer portal, case management, knowledge base, and customer communities and service account management.
- Experienced with Steel brick CPQ and DocuSign.
- Involved in integration of DocuSign and Adobe Sign integration with Salesforce.
- Knowledge on Salesforce Lightning framework to drive the client server management and lightning app builder to build Visualforce pages for lightning experience.
- Proficient in configuring environments for Salesforce solutions tailored to the public sector.
- Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
- Exposure to different types of software development life cycle methodologies including Agile & Scrum methodologies and have experience in using applications like JIRA& Rally for issue tracking and project management.

**SKILLS:**

CRM Tools: Salesforce.com

Salesforce Technologies: Force.com platform, APEX Classes, Test Classes, SOQL, SOSL, Visual force (Pages, Component & Controllers), S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Workflows, Dashboards, Reports, Sandbox development and Testing

Salesforce Tools: Force.com Eclipse IDE Plugin, Change Sets, Import Wizard, Force.com Data Loader, Workbench, Dataloader.io, Force.com Excel Connector, Connect for Outlook, Exchange Sync, Informatica Cloud, Data Wizard, Adobe Esign, S-Docs, Conga, CRM fusion.

Web Design Tools: Eclipse, Einstein Analytics, Spring STS, IntelliJ, JBoss Developer Studio, SQL Query Analyzer, Adobe Photoshop, Dreamweaver, Tortoise SVN, GITHIB, MS Office, Visio 5.0, Adobe Acrobat Pro.

Languages: APEX, Ajax, C, C++, Java, J2EE, JSP, Java Script, jQuery, HTML, XML, SQL, CSS.

Databases: Force.com DB MySQL, Oracle 8i/9i/10g/11g, Microsoft SQL Server 2000/2005/ 2008, DB2, NoSQL.

Frameworks: GIT, Gearset, AutoRabit, Copado.

Operating Systems: Windows 98/2000/XP/2003/vista, Windows Server 2000/2003/2008, Linux, Unix.

Web Technologies: Web Services, XML, HTML, CSS, DHTML

**PROFESSIONAL EXPERIENCE:**

Deloitte

Feb 2022 - present

Client: Virginia Department of Social Services (VDSS), Remote

Salesforce Lightning Developer/Admin

**Responsibilities:**

- Responsibilities included design, development, testing and customization of Salesforce.com applications.
- Proved to be an efficient team player in performing the given task and giving a hand to other developers when needed to help resolve an issue.
- Continuously communicated with legacy team and testers to test and develop the given task.
- Used Batch APEX to build an archiving solution that ran on a nightly basis, looking for records past a certain date and adding them to the archive.
- Developed custom reusable Lightning Components using Aura and Limited LWCs to meet the business functionalities using aura framework and LWC, Custom CSS (Salesforce Lightning Design System), Html 5, Lightning Component Library and JavaScript.
- Developed custom Lightning components (Aura and LWC) for customer facing pages and hosted on communities to make them available for customers to access their Business, Account information available.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Created multiple Lightning Web Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Developed Lightning Web Components (LWC) to display the Events on Calendar using Full calendar JS.
- Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
- Used Salesforce plugin for Visual Studio Code to develop, enhance, test, and deploy applications on the Salesforce Platform.
- Hands-on experience on developing Omni Scripts, different types of Data raptors, various cards.
- Designed and implemented front-end functional deliverables that are highly usable, scalable, extensible, and maintainable. Worked closely with the customer to optimize and customize their UI flows, web design and front-end development by using Dataraptors, Flexcards, IDX and Omniscritps.
- Worked on implementing the REST-Based API to integrate the data with an external Legacy system allowing a two-way communication (exchange) of data.
- Used Batch APEX to handle bulk data and perform DML operation on them.
- Worked postproduction for maintaining the application. Involved in deployment activities to help resolve the issues being faced during deployment.
- Creating Lightning Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
- Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions.
- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Involved in using Lightning, Process Builder and Workflows. Worked on customization of Visual force to have Lightning Experience for desktop and mobile applications.
- Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
- Developed and Created portals and site for the End Users to interact with Visualforce Pages.
- Used third party apps like DocuSign, Adobe Sign and Apttus.
- Developed APEX classes, Controller classes and APEX Triggers on Force.com platform to customize application according to the functional needs.
- Proficient in configuring environments for Salesforce solutions tailored to the public sector.
- Created custom VF pages to leverage the functionality of displaying the information from different objects and update them on the same page (insert records, update and view records on VF pages).
- Created complex workflow rules criteria for field updates and email alerts.
- Used Angular for building user interfaces.

- Created validation rules for performing data validations depending on the user's profile and their record type.
- Used HTML, JavaScript for building Visualforce pages.
- Used API's for integrating with other systems. Extensively worked on Partner portals and designing logic for this functionality.
- Performed lifecycle activities such as analysis design, development/configuration, documentation, and testing (Regression and Smoke) based on system requirements.
- Deployed the code into sandbox to production using Change sets and Copado.

**Harvard Medical School, Boston, MA**

**Apr 2021 - Jan 2022**

**Salesforce Lightning Developer/Admin**

**Responsibilities:**

- Developed customized solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements, and organization goals.
- Lead the testing and implementation of software development efforts, including coding, configuration, maintenance, installation, testing, and debugging, as well as managing timelines and producing technical documentation.
- Managed development environments, including multiple sandboxes, scratch orgs and dev hubs.
- Communicated with project managers, clients, and other developers to design cohesive project strategies and ensure effective collaboration throughout all phases of development, testing and deployment.
- Interacted directly with clients, managers, and end-users as necessary to analyze project objectives and capability requirements, including specifications for user interfaces, customized applications, and interactions with internal Salesforce instance.
- Develop, maintain, create, and improve validation rules, custom Workflows, Visualforce pages, APEX customizations, custom objects, fields, and formulas.
- Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and "how-to" assistance.
- Experience in integration using Web Services both SOAP and REST APIs.
- Major role in Designing and implementing Continuous Integration and Continuous Deployment Process Using GIT and GearSet CI - CD Tool.
- Optimize and improve the overall runtime of Omniscripts and Dataraptors procedures using best practices.
- Proactively engage in continuous improvement efforts for application design, support, and practice development efforts.
- Provide recommendations on how to improve our Salesforce operational platform.
- Worked on the integration of Adobe Sign with Salesforce to digitize the document signing process, reducing contract turnaround times.
- Performing hands-on software development and testing.
- Expertise working with Agile Methodology.
- Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting.
- Work Closely with Team Lead or Project Manager to develop solution in accordance with the system design.
- Develop new custom code and update existing code while maintaining test code coverage.

**Client: Cigna, Bloomfield, CT**

**Nov 2019 - Mar 2021**

**Salesforce Lightning Developer/Admin**

**Responsibilities:**

- Designing, building, and implementing custom applications using Salesforce declarative customization capabilities, working with Business Owners to gather the requirements and implement the user stories.
- Analyzing, designing, writing, debugging, testing, and implementing new Salesforce applications.
- Using declarative (Process builder, Flow and Workflow) versus programmatic methods and extending the Lightning Platform using APEX and Lightning Web Components.
- Performing the ongoing maintenance of existing Salesforce applications. Using data migration tools such as Data Loader and Import Wizard, understanding business requirements and adopting required methodology for data import and export.
- Experience in working with Agile Accelerator for bug tracking/ user stories.
- Extensive Experience in working with Salesforce Lightning Communities, Lightning Component with includes Integration with external Systems.
- Experience in developing customized applications according to the customer specifications with the help of APEX classes, APEX triggers, controllers and create VF pages.
- Working on translating several Visual force pages to Lightning using LWC framework.
- Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
- Implementation experience, developing solutions within Salesforce and two key specific areas: Omnistudio and the Healthcare business vertical development, integration, and deployment of solutions using the Salesforce.com platform including Omnistudio Lightning Components, APEX classes and triggers.
- Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
- Expertise working with deployment tools like Copado, GITHUB CI/CD tools.
- Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
- According to the business user's requirement, creating Reports and Dashboards.
- Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
- Experience in Web to Case, Email to Case, Omni Channels, Pre-Chat forms.
- Created Public Groups, Queues, Permission Sets, Profiles, Users & Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
- Good experience in integrating external applications with Salesforce.com both Inbound and Outbound by writing APEX SOAP and REST Web Services and APEX Callouts.
- Built Integration with Marketing Cloud Journey builder and ServiceNow.
- Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
- Used field level security along with page layouts in Lightning to manage access to certain fields.
- Worked on Integrating SAP, Informatica, Mulesoft and Salesforce systems using SOAP and REST API's.

**Client: Teladoc Health (Remote)**

**May 2019 - Oct 2019**

**Salesforce Lightning Developer/Admin**

**Responsibilities:**

- Custom application development in the Salesforce Platform, utilizing Visualforce, APEX and Lightning Components/Framework, authoring APEX classes, Triggers, Batch APEX.
- Managed daily support and maintenance of internal Salesforce instance and conducted long-term improvement operations to ensure compatibility with evolving mission requirements.
- Communicated with project managers, clients, and other developers to design cohesive project strategies and ensure effective collaboration throughout all phases of development, testing and deployment.
- Collaborated with various internal departments, including marketing, product development and operations, to ensure Salesforce environment supports internal needs relating to functionality and performance.
- Worked on Complex dashboard components and filters.
- Worked on service cloud, created Web-to-case, Queues.
- Good knowledge of Omniscript UI modifications, Building custom templates.
- Worked on matrix reports, joined reports, and cross object filters.
- Reporting on junction objects.
- Built various agent-specific and management-specific reports and dashboards to track and provide key leading and lagging indicators for same day resolution and average queue times of cases.
- Build eight dashboards for the client and configure them to be the landing page. Very good at all the four types of reporting. Mainly worked on summary reports.
- Developed customized solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals.

**CarMax, Richmond, VA**

**Aug 2017 - Apr 2019**

**Salesforce Lightning Developer/Admin**

**Responsibilities:**

- Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop a rich user interface and better interaction of pages.
- Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
- Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.

- Designed and developed APEX classes, controller classes, extension, and APEX Triggers for various functional needs in the application. Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Leads, Campaigns, Reports and Dashboards.
- Worked with various version control tools like AntoRabbit, GitHub.
- Designed and deployed the custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow rules, Email alerts, Auto-Response rules, Page Layouts.
- Designed and deployed Visual force pages to suit the needs of the application.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
- Implementing different types of custom fields like Pick lists, Formula fields, Hierarchal, Lookup, Master-detail and many to many relationships.
- Used SOQL and SOSL with consideration to governor Limits for data manipulation needs of the application using platform database objects.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Drove System Integration test and User Acceptance test.

**Client: Northeastern University, Boston, MA**

**Nov 2016 - Jul 2017**

**Salesforce Developer/Admin**

**Responsibilities:**

- Interacted with various business user groups for requirements analysis, design and prepared Technical Design Document.
- Written complex relationship SOQL, SOSL queries in APEX Classes, Batch Processes Triggers to retrieve data from standard and custom objects.
- Developed APEX Custom, Extension Controller classes, Triggers, Visualforce pages in the application for customizing Lead Conversion, Campaign, Opportunity, and Custom objects.
- Worked on XML/JSON Parsing and mapping the XML/JSON string into the object entities for Integration.
- Written APEX test classes and achieved 90% of the organization code coverage by writing test utility methods.
- Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
- Configured and created Out of the Box Page Layouts, Record Types, Custom Tabs, and Validation rules, Sales Processes, Workflows and Approvals.
- Created workflow rules and defined related actions like Email Alerts, Field Updates, creating Tasks and Outbound messages.
- Written Sharing rules for data security on various Objects, for records visibility across various users in the organization based on role hierarchy using Criteria-Based, Owner-Based and APEX Managed Share.
- Part of team tasked with migration from Salesforce Classic to Lightning. Experience with Lightning App Builder, Lightning components and Lightning Design System.
- Created Data Dictionary and Field level mapping of Salesforce and Siebel CRM systems for Integration and Migration, performed data migration using Data Loader.
- Deployed components across Sandbox and Production instances using Force.com migration tool, Change Sets.
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce (SFDC).

Client: SAKSHAM TECHNOLOGIES Pvt. Ltd, Hyderabad, India

Jun 2015 - Dec 2015

Salesforce Admin/Developer

**Responsibilities:**

- Used Force.com developer toolkit including APEX Classes, APEX Triggers, and Visualforce pages to develop custom business logic.
- Implemented Security Settings and configured profiles and permission sets. Experience working in service cloud, supporting cases, developed Workflows, and triggers for automated case resolutions.
- Implemented APEX Data loader "CLI" to automate the data loading process for the sandbox refresh activity.
- Designed various Webpages in Visual force for customers to select a variety of services offered by the org and integrate them with the pricing team.
- Worked on the security level setting in the company for all the levels. Designed, and developed APEX Classes, Controller Classes, extensions, and APEX Triggers for various functional needs in the application.
- Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization.
- Used the sandbox for testing and migrated the code to the deployment instance after testing. Responsible for setting up web service integrations.
- Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of Salesforce.com.

**EDUCATION:**

Wilmington University  
2017

Master's in information systems technology

JNTUH, INDIA  
2015

Bachelor's in computer science

**CERTIFICATIONS:**

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- Salesforce Certified Marketing Cloud Email Specialist
- Link: <https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=3DI0XP/dsIY+hWPSHyk5QkzW1kdndCLqeDy/7CrgorlKCAx2sB2UIZJifsvt5E3d>

**2.7.1.7 Sruthi Kondate**

**Sruthi Kondate**

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General Requirements:  
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## Salesforce Developer

### PROFESSIONAL SUMMARY:

- Certified 10+ years Salesforce developer with 8 years of experience in Salesforce.com CRM platform using administration, development, integration, deployment, communities, lightning component development, lightning design system and classic to lightning migration. And 3 years of experience in JAVA/J2EE.
- Experience in Administration, Configuration, Implementation, Lightning, and support experience with the Salesforce platform.
- Experience in SFDC development using APEX classes and Triggers, Visual force, S-Controls; Force.com IDE, SOQL, SOSL.
- Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
- Hands on experience in building APEX triggers, APEX classes, batch APEX, scheduled APEX, future methods, and queue able interface.
- Ability to optimize code to avoid exceeding Governor limits, improve performance, eliminate time out errors and Bulkification and Experience in writing queries using SOQL and SOSL in APEX Classes and Triggers.
- Expertise in SFDC Development using Lightning Application, APEX Language, Visual force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, APEX Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows.
- ..Implemented Salesforce Lightning Web Components for a small set of users within the organization.
- Tested apps by appending multiple Lightning Web Components to a Lightning Application thereby deploying Applications from Sandbox to Production.
- Created many Salesforce Lightning Web Components and server-side controllers to meet the business requirements.
- Experienced in migrating the standard and custom objects in standard experience to lightning experience.
- Created multiple Lightning Web Components and added CSS and Design Parameters that make the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various APIs and displayed them on to the component.
- Worked on both lightning frameworks Aura and LWC.
- Developed re-usable Salesforce Aura Lightning components.
- Worked on aura framework to define a method as part of a component's API.
- Worked on aura method simplifies the code needed for a parent component to call a method on a child component that it contains.
- Worked on Migrating from Salesforce Classic to Lightning Experience for some users in the organization.
- Experience in building Lightning Components, Lightning Events, using Lightning Base Components, Lightning UI components, and Aura Framework.
- Experience in Apttus CPQ Configuration and involved in quoting and pricing, order management, product configuration.
- Created Custom objects for Quote and Quote lines and captured quote information for CPQ.
- Worked with client-side developers and business analysts in developing configuration models in the CPQ workflow.
- Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Apttus CPQ.

- Experience on Salesforce CRM platform Worked on different environment of SFDC such as Sales Cloud, Marketing Cloud, Community Cloud and Service Cloud.
- Involved in end-to-end QA and UAT testing and validation of CPQ including Products, Pricing, and Quoting etc.
- Customization of Apttus product by using Salesforce features like triggers, VF pages.
- Design and develop customer solutions in Vlocity, Visualforce, APEX, CSS, JavaScript.
- Used data migration tools such as APEX Data Loader, Salesforce Import and Export Wizard, and Force.com Migration tool.
- Proficient with Sales Cloud, sales, web service, Rest-API, Soap-API, Force.com App-exchange packages, and Salesforce Metadata-API, Partner WSDL & Salesforce Enterprise WSDL.
- Involved in defect resolution as part of QA testing, and UAT testing and involved in resolving production issues, and did post-implementation support.
- Have good experience in Trigger, Test Methods, and writing SOQL and SOSL queries.
- Experienced in web technologies like HTML, XML, CSS, AngularJS, JavaScript, and SOAP API.
- Involved in handling the lower-level environments and deployments using Jenkins and Git Lab as code repository.
- Created the fully automated CI/CD pipelines for salesforce metadata validations and deployments using Microsoft using Azure DevOps process.
- Expertise in developing and implementing automation processes using Jenkins pipeline scripts.
- Created and maintained fully automated CI/CD pipelines for salesforce code deployment using Jenkins groovy, Gitlab, xml and git tops automated code promotion.
- Implemented Copado, a DevOps and release management solution for Salesforce, to streamline the deployment and release process across multiple environments.
- Participated in all stages of Software Development Life Cycle (SDFC) i.e., System Analysis, Design, Development, and Testing Expertise.
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.

**EDUCATION:**

- Bachelor of Computer Science and Information Technology, Jawaharlal Nehru Technological University, India in 2007.
- Masters in Software Engineering, Stratford University, Virginia in 2008

**CERTIFICATIONS:**

- Certified Salesforce Administrator
- Certified Salesforce Platform Developer- I
- Certified Salesforce Platform Developer- II
- Salesforce Certified Sales Cloud Consultant

**TECHNICAL SKILLS:**

Salesforce CRM	APEX Language (Classes, Trigger, Batch, Schedule), SOQL & SOSL Language, Visualforce Pages, Components, Sales, Service, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards, lightning, lightning Components, lightning design systems, Web Services (Rest, Soap), Jitter bit,
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Force.com Tools	Developer Console, Force.com IDE, Visual Studio, Force.com Explorer, Workbench, Data Loader, Eclipse.
Web Technologies	JavaScript, AngularJS, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX.
Databases	Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2.
Versioning	Git, SVN, Bit bucket
Programming Languages	C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, APEX.
Web/Application Servers	Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS.
Operating Systems	Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, Unix.

#### **WORK EXPERIENCE:**

**State of Michigan (DHHS), Michigan**

**June 2022-Present**

**Salesforce Lightning Developer**

#### **Responsibilities:**

- Optimizing and enhancing Salesforce CRM platform, process clean up like consolidating works to process builder and flows, decommissioning Workflows, APEX classes, executing SOQL for data validation.
- Developed APEX Classes, Controller Classes, and APEX Triggers on Force.com for various functional needs in the application and experienced in creating lightning pages inside lightning Community builder. Develop APEX triggers, APEX classes, batch APEX and schedule APEX to automate the business processes.
- Leading and single-handed migrating Salesforce Classic to Lightning user interface.
- Optimize and improve the overall runtime of Omniscripts, Dataraptors and Vlocity integration procedures using best practices.
- Designing, and developing pick lists, dependent picklists, lookups, look up filters, master detail relationships, validation rules, roll up summary field and formula fields on custom objects.
- Customizing objects, tabs, page layouts, field and record level and field level security, permission set, sharing rules
- Streamlining the approval process across multiple organization's department like claims, packaging, damages.
- .. Engaging with the business executives and stakeholders to gather business and user requirements.
- Generating custom reports, dashboards, and analytic snapshot for different line of business on Standard and Custom objects and implemented Dashboards specific to user's department and profiles.
- Setting up customer portals and communities and administrating and creating custom dashboards for community managers.
- Conducted gap analysis on Vlocity insurance cloud functionality to shore up any process gaps between current and future state capabilities.
- Writing data validation rules and formulas as per business requirement and creating workflow rules to automate tasks, email alerts, field updates and time-dependent actions.

- Developed, implemented, and maintaining multiple Lightning and Classic apps for various line of business and configured Salesforce mobile app for customers and partners.
- Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
- Experience in Force.com APEX Classes, APEX triggers Integration, Visualforce, and Force.com API. Development using custom Lightning Web Components (Aura and LWC).
- Configured and implemented 3 customer community and 2 partner community portals for vendors and business partner organization.
- Developed APEX - triggers, classes, test methods, Visual force pages & Custom Lightning Component s, Batch APEX, Integration, REST, SOAP based Web Services, Force. API, SOQL and SOSL, Salesforce AppExchange and Java Script.
- Closely worked with Salesforce.com consultants to implement business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
- .... Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
- Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
- Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
- Collaborate with cross-functional teams, including developers, administrators, and business stakeholders, to streamline development and deployment processes. Communicate effectively to ensure alignment on DevOps practices, resolve issues, and drive continuous improvement.
- Developed Asynchronous process such as batch APEX and future methods to handle volume and governor limits.
- Maintaining Production and Sandbox with regular updated, back up in Salesforce DX using VS Code.
- Enhanced the existing portal functionality and moved to community cloud for more functionalities including chatter, employee portal, customer portal, channel sales community, and customer support community.
- Implemented end-to-end fully automated CI/CD pipelines using Jenkins for validation and deployment of the Salesforce metadata components to sandboxes and production environments.
- Implemented custom my domain and multifactor authentication for data security, and Salesforce-Gmail integration.
- Integrated the SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
- Analyzed and fixed several existing production issues for multiple applications.
- Environment: Salesforce.com Platform, Aura, Lightning Experience, Lightning Web Components, APEX classes and Controllers, Data Loader, REST, SOQL, SOSL, Scrum, Sales Cloud, Service Cloud, Community Cloud, Asynchronous process, Custom objects, Custom fields, Web Services, Oracle, SOAP and REST, Visual Studio, Change Sets, Windows

### **Salesforce Developer**

**Merkle Inc, Maryland.**

**(Aug 2020 – May 2022)**

### **Responsibilities**

- Experience working across various SFDC implementations that are covering Sales Cloud and Unique Feature for Business needs,
- Responsible for requirements gathering from business users and preparing technical requirement specification document Implemented Agile Methodologies in developing SDLC.

- Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning.
- Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
- Knowledge of Apttus development.
- Strong understanding of Salesforce standard objects and Apttus CPQ application.
- Configure in Salesforce.com CRM to facilitate Apttus implementation.
- Worked on Apttus CPQ, LDAP and Integration with Share point.
- Familiar with Apttus admin settings, Apttus custom settings and DocuSign settings.
- Experience in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
- Experience in configure price quote (CPQ) app such as Apttus.
- Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
- Created integration with Apttus CPQ and CLM applications and automating processes on Salesforce platform.
- Involved in data cleanup and mapping in data migration project.
- Worked with Approval processes that use Email Approvals and parallel Approval steps.
- Implemented Email-to-Case, Web-to-Case for automation of the case creation.
- Configured Chatter for the Users in the Organization for collaboration.
- Involved in creating multiple customized email templates and features wise customization.
- Designed and developed APEX Classes, Controller Classes, extensions, and APEX Triggers for various functional needs in the application.
- Worked on writing APEX Triggers APEX Classes, Batch APEX and Scheduled APEX.
- Worked with Dynamic APEX to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
- Integrated Salesforce.com with external systems like Oracle and SAP using REST API.
- Deployed APEX using ANT Migration Tool and Web Services API.
- Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
- Performed Unit, Integration, Regression and User Acceptance Testing.
- Provided product engineering and implementation support services with custom development and production support.
- Environment: Salesforce.com platform, Salesforce lightning, Lightning Aura Components, Service Cloud, Visual Studio Code, CI/CD, Bit Bucket, SFDX, CLI, ANT Migration Tool, Workflow and Approvals, JavaScript, Email Studio, Journey Builder, Case Management, Omni Channel, Service Console.

### **Salesforce Developer |**

**Argo Group, San Antonio, Texas |**

**(Sep 2018 – July 2020)**

### **Responsibilities**

- Developed APEX Classes, Controller Classes and APEX Triggers on Force.com for various functional needs in the application and experienced in creating lightning pages inside lightning Community builder.
- Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.

- Also embedded Lightning Components in Visual force Page by using new Lightning out feature by Event-Driven Programming.
- Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
- Worked in developing various Lightning Web Components, events, and Applications
- Experience in Force.com APEX Classes, APEX triggers Integration, Visual force, and Force.com API. Development using custom Lightning Web Components (Aura and LWC).
- Extensively worked on the Lightning Web Components (LWC).
- Worked on Service Console Lightning application which contains multiple number of Lightning Web Components (LWC).
- Developed multiple number of Lightning Web Components (LWC) regarding service case console page.
- Worked on advanced JavaScript and HTML elements for developing the LWC components.
- Migrating aura components to Lightning Web Components.
- Developed single lightning page Lightning Web Components using publish-subscribe pattern to communicate between components.
- Worked on salesforce Lightning Auro components for building customized components replacing the existing ones and also embed Lightning components in Visualforce page by using new lightning out feature by event-driven programming.
- Involved in gathering business and technical requirements for leasing quote automation and build the application right from scratch and deploy it to production.
- Converted products to assets, an add-on to an existing contract, renew a deal and give the customers the best price of the client with special offers with Apttus CPQ.
- Researched new techniques to develop the application in salesforce like lighting, integration with social media and also with other application.
- Experience with migration of data from excel to SFDC through APEX data loader such as import, export and update the data.
- Performed app exchange integration of CPQ to configure and ensure the pricing & quoting accuracy.
- Worked with relational databases like SQL database and Teradata according to the need of the client.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Developed custom Force.com components on Opportunity object for creating Pipeline Reports and Trend Reports.
- Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events.
- Environment: Salesforce.com Platform, APEX Language, Lightning, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOAP/REST API, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

#### **Salesforce Developer |**

**Cerner Corp - Kansas City, MO |**

**(July 2017 – Aug 2018)**

#### **Responsibilities**

- Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
- Designed, developed and deployed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.

- Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Web Components for small set of users within the organization.
- Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component look and feel better.
- Built customized Lightning Web Components replacing the existing ones; using JavaScript on the client side and APEX on the server side.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.  
Replaced all the JavaScript buttons with Quick Actions or Lightning Web Components in Lightning.
- Involved on creating lightning Pages inside Lightning Community Builder.
- I configured product and pricing setup using CPQ/Product consoles, which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing, and asset pricing.
- Involved in CPQ (Configure, Price & Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
- Created CPQ process using Apttus CPQ and CL AppExchange tool in Quote.
- Created Community, Enabled Community Users, Profiles and Access
- Developed various Visualforce Pages, APEX Triggers to include extra functionality and wrote APEX Classes and Controller to provide functionality to the visual pages.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Worked extensively in force.com sites with Customer community.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
- Made new feature enhancements on Service cloud console view and developed some Visual force components.
- Involved in migrating the data from Oracle database to Salesforce application using APEX Data Loader.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Environment: Salesforce.com, Force.com, Data Loader, APEX Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

#### Salesforce Admin |

Signet Jewelers- Akron, Ohio, USA |

(Oct 2016 – June 2017)

#### Responsibilities

- Responsible for designing and preparing the Technical Design Document to satisfy all business needs.
- Developed various Custom Objects, Tabs, Components and Visual force Pages and Controllers.
- Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
- Designed and deployed dynamic Workflows, validation rules, Approval Processes and Process Builders for automated business logic.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Worked on data integration, data cleansing and data transfer within salesforce using Metadata Loader Dataloader.io and APEX data loader.
- Developed custom UI components using HTML, CSS, JavaScript and jQuery.

- Developed APEX classes, Batch classes and scheduler classes to automate the business logic.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on detail pages.
- Used APEX Data Loader to migrate data such as accounts, campaigns from different legacy systems. Implemented.
- Standard and Custom APEX Controllers to handle business logic and used debug logs to trace the execution.
- Created Custom E-mail Templates as part of sending Alerts to users based on the business requirement.
- Created Visual force pages and components to render data from associated controllers as needed.
- Developed Triggers to handle bulk records within the governor limits to automate business logic. Used Enterprise
- WSDL and developed Inbound Custom Web Services to expose native logic to external clients.
- Development of SOAP and REST based web services used for custom development.
- Implemented Test Classes to cover positive and negative use cases for Classes, Triggers and achieved maximum code coverage.
- Conducted code review sessions and design review sessions as a part of agile on a weekly basis to make sure best practices are implemented.
- Responsible for breaking down requirements into tasks and estimating the effort level required for finishing the tasks.
- Running daily scrum calls to get the status of projects and discuss any issues.
- Responsible for resolving high priority Production and UAT tickets.
- Environment: Salesforce.com Enterprise edition, Eclipse IDE, APEX Data Loader, APEX Visual force, SOQL, SOSL, Salesforce Workbench, HTML, Java Script, jQuery, Workflow & Approvals, Reports, Process Builder, Custom Objects, JIRA, Snapshot, SOAP UI, REST

**Sr. Java Developer |**

**Independence Blue Cross, PA |**

**(Oct 2015 to Sep 2016)**

**Responsibilities**

- Worked on all phases of application development to implement the assigned use cases successfully.
- Developed JSP files and HTML, CSS and a part of presentation layer using JavaScript.
- Used Spring IOC to get the dependencies and look up business objects.
- Developed MDBs for batch processing. Used JMS API to integrate with Web Methods
- Involved in developing DAOs and DTOs and used Join fetch and collection mapping for relationships.
- Involved in development of presentation components using JSP, JSTL and custom tag libraries.
- Involved in creation of logs using Log4J for error tracking.
- Used CVS as Version Control Tool and QC for defect and development tracking
- Reviewed some of the defects fixed by others and prepared review documents.
- Attending Scrum meetings and filling Iteration Backlogs of every iteration in the Agile Methodology.
- Implemented SOA architecture with web services using SOAP, WSDL and XML
- Used JAXB to process XML data

### 2.7.1.8 Sumaira Sultana

## Sumaira Sultana Salesforce Developer

### Summary:

- 9+ years of experience as a Salesforce Administrator/Developer/Configuration and force.com platform. Having extensive knowledge in implementing, customizing, and maintaining Salesforce solutions.
- SFDC development using Visual force Pages, VF Components, APEX Classes, and Custom Controllers, Controller extensions, tests, test cases, SOQL, SOSL and Force.com IDE.
- Experience with SDLC process in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.
- Salesforce Development Life Cycle implementation covering Sales Cloud, Service Cloud, Call Center, Chatter and App - exchange applications.
- Proficient knowledge of Governor limits. Experienced in optimization of existing code according to the governor limits.
- Worked in all stages of Software Development Life Cycle (SDLC).
- Extensive experience in designing of custom objects, custom fields, custom page layouts, Workflows, relationships, look - ups, dependent pick lists, and role-based page layouts, workflow alerts, validation rules, approval processes, custom reports, custom tabs, report folders, designing Visual force pages, record types, formula fields and email generation according to application requirements.
- programming language.
- Omnistudio in Salesforce provides a unified platform for customer engagement, allowing businesses to connect with customers seamlessly across various channels.
- Worked on multiple Number of Lightning Web Components and allowed the LWC to manipulate the DOM instead of JavaScript.
- Experience in Working wif Financial Force for Complex financial needs.
- Proficient knowledge on APEX development in creating Custom Objects, Custom Tabs, Custom Fields, Triggers, Bulk Triggers, IQVIA CRM, Jenkins, APEX Classes, Master-Detail relationships, Lookup relationships, Validation rules, Workflows, Standard Controllers, Custom Controllers and Controller Extensions.
- Experience working with Data Management tools like Data Loader, Workbench; Release Management tools like Copado and Migration tool.
- Have good experience in Marketing cloud connectors for salesforce sales and service clouds.
- Working knowledge on Data migration and Manipulation using Salesforce tools like APEX, Data Loader, workbench and Import Wizard.
- Experience in SFDC Integration (Bi-Directional data transfer) using Web Service and APEX Programming (SOAP and REST).
- Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
- Integrated applications with salesforce.com using SOAP web services API.
- Good understanding of SFDC implementations covering Sales Cloud, Service Cloud and App-exchange applications.
- Hands on experience in building processes using Process Builder in Salesforce.
- Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
- Good experience in integrating Salesforce with external web applications, ERP systems by using CastIron, Mulesoft and Informatica tools.
- Strong knowledge on VMOC rules, Veeva vault integration with Veeva CRM, IRep implementation and with Approved email setup and implementation.

- Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Experienced Salesforce health cloud data model. Creating roles for care team members.
- Involved in data migration and integration using APEX Data Loader.
- Experience in Administration, Configuration, Implementation, and Support of Salesforce CRM based on APEX Language and leveraging Force.com Platform.
- Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and APEX Programming on Force.com Platform.
- Lightning Web Components (LWC), Aura Framework.
- Experience with Pega PRPC in building BPM applications.
- WSDL, SOAP API, REST API, Call Outs, Batch and Schedule APEX programs
- Worked on Salesforce.com based development enhancements and implemented lightning applications from scratch.
- Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
- Hands on experience in Salesforce community, Vlocity Cmt package such as OmniScript, Omnistudio, integration procedure, Vlocity Template, Vlocity Cards, etc.

**Technical Skills:**

Salesforce Technologies	APEX Classes, APEX Triggers, APEX Custom Controllers and Extension, Visual force (Pages, Components & Controllers), Validation Rules, Workflows, Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Sandbox development and testing, APEX Data Loader, SOQL, SOSL, Dashboards, Analytical Snapshots, APEX Web service, Service Cloud, Field Service Lightning & CPQ, EPC, WalkMe, Vlocity.
Force.com Tools	Force.com Eclipse IDE plug-in, Force.com Data Loader, Mulesoft, Force.com migration tool, Force.com Explorer, Workbench, VS Code, ANT Migration Tool
Salesforce Integration	CRM, APEX Data Loader, Force.com APEX Explorer, Work, Force.com Migration Tool, Import wizard.
Operating systems	Windows Server 2000/2003/2008, Linux, UNIX
Languages	C, Java, C++, HTML, APEX, CSS, XML, JavaScript, J Query
Database	Force.com Database, SQL server 2005/2000, Oracle 10g/9i and PL/SQL.

**Certification:**

- Certified SF Administrator.
- Salesforce Platform Developer I.

**Professional Experience:**

**American Trailer World, Addison, TX**  
 2022– Present.

**June**

**Sr. Salesforce Developer/Administrator**

**Responsibilities:**

- Working on a Large-scale & complex Salesforce development projects along with integrating data from other systems/Repositories.
- Agile Development Methodology was followed for the implementation.
- Reliability and Scalability of the Salesforce Cloud.
- Proficient in utilizing popular cloud platforms for data storage and processing, such as AWS, Azure, or Google Cloud Platform (GCP).
- Deployed code using Copado to the next environments also used back promotion feature
- Handling Informatica Cloud's Salesforce connectivity to integrate SaaS applications, On-premise systems and enterprise databases.
- Optimize and improve the overall runtime of OmniScripts, Dataraptors and Velocity Integration Procedures using best practices.
- Utilize IDX Workbench to manage integration with GIT.
- Implemented and configured various Salesforce AppExchange apps and solutions to meet specific business requirements and enhance CRM functionalities. Designed and implemented data integration strategies using Salesforce Data Cloud to consolidate information from multiple sources.
- Analyzed data using Jupiter Python Notebook to convert SQL queries (Teradata and Snowflake) into data frames (python pandas module)
- Developed scripts, utilities, simulators, data sets with IBM Rational Integration Tester (RIT) as required for test automation of integration and regression testing.
- Development of a full Dynamics 365 solution Web services, Azure functions, plugins, JavaScript web resources
- Worked with business owners to understand their requirements for Salesforce Marketing Cloud application.
- Experience working across various SFDC implementations that are covering Sales cloud and Service Cloud.
- Community/Portal functionality in support of Cloud Craze.
- Managed API integrations and web services.
- Hands on experience in Salesforce community, velocity package such as OmniScript, integration procedure, velocity Template, Velocity Cards, etc.
- Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
- Application integration using Mulesoft ESB and IBM Message Broker for integrating and orchestrating the services.
- Hands on building OmniScripts, Dataraptors, Velocity actions, Velocity cards and Flex Cards.
- Manage metadata using IDX Workbench
- Used Asana as a tracking tool to check the progress on the user stories we have T-shirt sizes to calculate the time required to complete the user story.
- Hands on experience using various testing tools like HP ALM, JIRA, TestRail, Salesforce Workbench.
- Supports a wide range of communication channels, including chat, email, phone, and social media, providing customers with the flexibility to choose their preferred communication method.
- Developed and executed marketing campaigns using Marketing Cloud's Email Studio.
- Conduct JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
- Partnered with business unit to design and build data integration processes (Java/Spring, Salesforce REST web services, Velocity Dataraptor app, etc.) and loading of initial groups of customers/affiliates.
- Experience in using Copado for deploying the code from sandbox to production
- Configured all the Pega agents to fetch the errored-out records from different staging tables.
- Developed custom APEX triggers and classes to automate the ACM processes in Salesforce.
- Designed and implemented custom solutions using DocuSign APIs and Salesforce APEX to meet specific document management and e-signature requirements.

- Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
- Setup field level security along with page layouts to manage access to certain fields.
- Deployed application from Sandbox to production environments using Copado, Change Set, Eclipse, Jenkins and Force.com Migration tool.
- Executed ETL (Extract, Transform, Load) processes to ensure data accuracy and consistency within Salesforce Data Cloud.
- Expertise in writing Bash Scripts, Pearl Scripts (hash and arrays), Python programming for deployment of Java applications on bare servers or Middleware tools
- Led the integration of DocuSign with Salesforce, enabling seamless electronic signature capabilities within Salesforce applications. Conducted thorough research and evaluation of available AppExchange apps to identify and select the most suitable ones for integration and optimization.
- Gathering the requirement, analyze the requirement and attending the day-to-day business meetings.
- Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
- Developed salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
- Implemented integrated closed-loop marketing and sales system (leveraging Eloqua/MS-CRM) and Pega (BPM).
- Integrated Sunnova Salesforce CRM System, Financial force and Concur Travel & Expense Management system to capture.
- Worked with configuration, customizations, integrations with Microsoft Dynamics 365 CRM, Salesforce.
- Hands on experience in conducting Joint Application Development (JAD) sessions wif End-users, SMEs.
- Implemented sales cloud, service cloud and marketing cloud using Pardot.
- Created CPQ process using Apttus CPQ and CL AppExchange tool in Quote.
- Responsible for code migration to Git through Copado and Copado to higher environments..
- Worked on Health cloud, Commerce Cloud, Field Service lightning and marketing cloud.
- Designed and implemented custom Vlocity OmniScript pages for customer information.
- Learned and developed LWC components to perform complex business process
- Customization of Apttus product and CLM by using Salesforce features like triggers, VF pages.
- Developed 80% of Application using Lightning Web Components which includes HTML, CSS, SLDS and JavaScript.
- Customer Community development, deployment and integration with company website. Security setup and auditing of Community users.
- Writing detail test cases and test scenarios TestRail and defects in JIRA
- Working with different platform Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS)
- Working knowledge of Project Management tools - Asana, Jira, Stack.
- Managed the Excel sheet for test scenario, test data for automation followed predefined format.
- Configured the Contract management and revenue management with using of Apttus CPQ.
- Implemented ACM (Asset and Configuration Management) in Salesforce as a developer.
- Conducted Pega walk through sessions and participated in project planning and scheduling sessions.
- Worked on Veeva including System Configuration, to make business processes social, to collaborate in real-time from anywhere, with Chatter.
- Utilized Salesforce Data Cloud tools to perform data deduplication, normalization, and data enrichment activities.
- Responsible for all custom code development across our 600-person Salesforce org (Sales Cloud, Service Cloud, Service Console, Community, Marketing Cloud).
- Worked on Salesforce cloud like how to engage with employees, customers, partners.
- Involved in Steel Brick CPQ implementation and customizations around the app exchange.
- Implemented Veeva app on SFDC platform.

- Developed salesforce Lightning applications using Lightning Components, Flex Cards, Controllers and Events and used custom CSS in the components.
- Conducted AppExchange app installations, configurations, and testing to ensure seamless integration and compatibility with existing Salesforce instances.
- Omnichannel helps create a personalized and consistent customer experience by providing agents with a complete view of customer interactions and information, regardless of the channel.
- Utilize cloud integration tools such as Mulesoft, WebMethods-Cloud Streams, Informatica Cloud manage integrations between Salesforce.com and other systems.
- Involve in developing Velocity OmniScript, Omnistudio, Lightning component, Velocity template, triggers and APEX classes based on the requirements.
- Copado enabled a faster, error-free releases with continuous integration and delivery (CI/CD) technologies.
- Interacting with various teams (Pega,Iseries,L3 etc.) to analyze and solve integration issues.
- Responsible for providing solution and Implementation of Apttus CLM & CPQ for different business internally.
- Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
- Using Vlocity, HTML and JavaScript and prepared test cases for modules.
- Worked on Veeva Vault Workflows configuration and in Veeva custom objects building including VMOC's, My setup etc.
- Documenting Reviewing and maintaining test plans, test cases, and test runs in Testrail.
- Developed automation testing scripts for Angular application using Jasmine, Protractor.
- Integrated ACM with other Salesforce features such as reports and dashboards for better visibility and reporting.
- Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
- Expertise in programming Languages like Python used Python Automation for automating redundant work.
- Performed the detailed analysis of functional and technical requirements designed deployed the custom objects identified the lookup and master-detail relationships and created the junction objects. Demonstrated ability to translate customer requirements into specification.
- Used Geolocation field type to calculate the nearest properties from contact mailing address.
- All Salesforce IQVIA CRM licenses to operate Cloud Craze.
- Worked with business analysts, MS Dynamics CRM Support Analyst, and user department staff to evolve MS Dynamics CRM features and functionality.
- Integrated external systems and databases with Salesforce Data Cloud using APIs (Application Programming Interfaces).
- Worked on agile scrum environment and world's first commercial Software as a Service (SAAS) application running in marketing Cloud Computing Environment.
- Worked with Dynamics 365 Sales Insights for auto capture customer activities, discover winning practices of top sellers, guiding sellers.
- Involved in Developing Apttus Approval Process and worked on X-Author tool for Contracts.
- Developed custom functionality using APEX classes, Triggers, Visualforce pages for different business requirements for Health cloud.
- Was assigned to lead task force (executives, leaders, developers, business contacts) to work with Velocity to troubleshoot Dataraptor performance issues preventing upscaling our data operations.
- Automated marketing cloud using Pardot like lead qualification, lead management and sending messages.
- Strong knowledge on VMOC rules, Veeva vault integration with Veeva CRM, Irrep implementation and with Approved email setup and implementation. Designed and Developed Velocity CPQ for couple of telecom clients.

- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Worked with various Salesforce.com standard objects like Users, Contacts, Reports, Dashboards.
- Worked on analyzing the complete APEX classes, APEX Triggers, Pages in the Salesforce.com instance in the design phase of the Salesforce Single View project. This included documenting the Use and effect of these in the current instance for the migration/implementation phase.
- Proficient in Mulesoft AnyPoint API platform on designing and implementing Mule APIs. Strong working knowledge on API Gateway.
- Provided training and documentation to end-users on how to leverage installed AppExchange apps effectively, enhancing user adoption and satisfaction.
- Development, Implementation and update focusing on Sales cloud and Service cloud.
- Hands on experience with Salesforce Lightning Component Design System and Involved in developing salesforce Lightning Apps, Components, Controllers and Events.
- Developed custom solutions using APEX, Visualforce, or Lightning components to extend Salesforce Data Cloud functionalities.
- Experienced salesforce to outlook, Web analytics, Desk.com, JIRA, ASANA, Slack, Tibco, PeopleSoft, Oracle.
- Implemented development of custom Workflows, plugins, reports and dashboards in Microsoft Dynamics 365 and cloud-based platforms.
- Used C, APEX to develop custom Visual force pages with cross data integration.
- Responsible for building the complex Data Model within Salesforce.com by interacting with various teams for understanding the business and implementing the project end to end.
- Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
- Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Worked on analyzing the complete APEX classes, APEX Triggers, Flex Cards Pages in the Salesforce.com instance in the design phase of the Salesforce Single View project. This included documenting the Use and effect of these in the current instance for the migration/implementation phase.
- Offers training resources and support for agents to effectively use the Omnichannel platform, ensuring a smooth transition and optimal utilization of its features.
- Configured DocuSign Connect for automated updates and notifications, improving workflow efficiency and reducing manual processes.
- Customized and used the external Java Scripts in a Lightning Web Components (LWC).
- Environment: Salesforce.com, APEX Language, Visual force (Pages, Component & Controllers), Custom Objects, Page Layouts, SOQL, SOSL, CPQ, Sales Cloud, Service Cloud, HTML, Javascript, Jquery ,CSS, Ajax, IDE, API , CTI Tool Kit, Cast Iron, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**Caterpillar Inc, Nashville, TN.**

**Jun 2020–May 2022**

**Salesforce Developer/Administrator**

**Responsibilities:**

- Implemented automated survey delivery for Marketing, Customer Support, and Professional Services utilizing Click tools and survey systems.
- Experience working in Agile Methodology, Scrum Methodology, Waterfall model and Test-driven development.
- Managed and participated in all phases of the project, including Project Plans, Documentation, and Configuration.

- Worked on Financial Force for financial revenue management, reporting and Accounting.
- Used Mulesoft to integrate Salesforce with Siebel system.
- Developed Velocity templates for the various user interactive forms that trigger email to alias.
- Worked in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
- Provided technical support and training to users and team members on utilizing Salesforce Data Cloud effectively.
- Used Copado for automated testing, continuous integration and continuous deployment
- Developed automation and deployment utilities using Ruby, Bash, PowerShell, Python.
- Involved in running Selenium automation scripts and updating the scripts according to enhanced requirements using Selenium WebDriver and Python.
- Designed and implemented custom Velocity OmniScript pages for customer information.
- Conducted end-to-end testing and validation of the DocuSign integration to ensure data accuracy and compliance with regulatory standards.
- Created various custom Reports and Dashboards as per the customer requirements.
- Customized Contacts in Salesforce org to store relevant marketing data points.
- Worked on integrating Pardot into Salesforce for improving web lead information by configuring Pardot.
- Involved in identifying critical changes and solution discussion sessions with architects, Infrastructure team, BA's, SME's and PM's.
- Written numerous SOQL and SOSL queries using with consideration to Governor Limits for data manipulation needs of the application using platform database objects and Flex Cards.
- Designed and implemented an extensible org-wide monitoring framework with components like a monitor for Velocity Dataraptor app problems along with custom logic to restart, and a component to clean up data from partial copy sandboxes that are nearing capacity, etc.
- Worked on Asana, JIRA, Confluence tracking and management tools.
- Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
- Evaluated all SaaS vendor operational practices, security and system architectures.
- Planned community rollout framework as four step - cyclic process (Establish, Manage, Engage and measure).
- Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
- Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals.
- Designed, developed and deployed the Custom objects, Components, Visual force Pages to suit the needs of the application.
- Knowledge of CPQ and Mulesoft an advantage.
- Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
- .... Executed Selenium tests for automation testing of the web application using Selenium Web Driver.
- Implemented Data Loader to load data from Marketing Cloud to Service Cloud.
- Designed custom Visual force pages for Customer Support, Sales, and Professional Services department.
- Monitored functional and integration test execution on Salesforce CRM, Veeva CRM - Offline iPad application based on the Salesforce.com, and interfaces interacting with Salesforce.
- Strong development knowledge and experience in Service Cloud and Sales Cloud.
- Experience working in the following: Salesforce.com areas, Sales Cloud, Service Cloud, Salesforce Integration, Data.com.

- Experience in using source control Git, Copado & Blue canvas. Used Visual studio code and Eclipse IDE
- Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
- Integrated applications with salesforce.com using SOAP web services API.
- Report errors in Jira agile system to Atlassian team.
- Numerous automation scripts using JIRA CLI plugin and rest service usage.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Provided user training and support for DocuSign integration within Salesforce, empowering users to utilize e-signature capabilities effectively.
- ..Analyzed and converted business Workflows to Salesforce Workflows and assigned workflow alerts.
- Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
- Created and used Email templates in HTML and Visual force.
- Involved in Assignments Rules, Escalation rules, and Auto-Response Rules Configuration and Customization in Case Management.
- Worked on different IQVIA CRM platforms like Veeva, Serviceman and closely with business partners to realize the full implementation capabilities into Salesforce CRM.
- Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Proficiency in applications such as JIRA, APEX packages; Rally Salesforce Service Cloud.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance.
- Well experienced with Visual force, APEX, and Force.com platform, Triggers, Components and Controllers in Salesforce Classic & Lightning.
- Hands on experience in Velocity Cmt package such as OmniScript, integration procedure, Velocity Template, velocity Cards, etc.
- Extensively Used Jira, GitHub, Slack, Asana, Waffle & other Project Management Templates.
- Utilized TestNG annotations to control test execution and integration with Jenkins and the TestRail API.
- Designed System Configuration Enhancements (Dashboards, Reporting, Sharing Rules, Role Hierarchy, etc.).
- Used the sandbox for testing and performed User acceptance testing.
- Provided support for Salesforce maintenance by reviewing trace logs, developing action plans and other administration services including periodic data cleansing, Workflows and approvals.
- Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
- Environment: Salesforce.com platform, APEX, Visualforce (Pages, Component & Controllers), APEX Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Workbench, HTML, Java Script, CSS, WSDL, SOAP, AJAX, MVC Design Patterns.

#### **Ever north Health Services, St. Louis, MO**

**Jan 2019 - May 2020**

**Salesforce Administrator**

#### **Responsibilities:**

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General Requirements:  
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- Develop Visual force pages, Visual force Custom Controller Components, Advanced Search functionality, Custom Objects, Tabs, Tags and Components.
- Extensively worked on Agile methodology and attended Daily status/stand up meetings.
- Designed solution and configured Salesforce.com Case, Solution, PRM & Customer portal Modules.
- Written numerous SOQL and SOSL queries using with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Mainly worked with CASE Management in SFDC.
- Worked with business owners to understand their requirements for Salesforce Marketing Cloud application.
- Developed APEX classes on Force.com platform to customize application according to functional needs. Created custom pages with Lightning components.
- Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
- Ensured compliance with data privacy regulations (e.g., GDPR, HIPAA) in Salesforce configurations.
- Written numerous SOQL and SOSL queries using Force.com explorer.
- Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
- Experience with working on AppExchange platform.
- Customized dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
- Involved in the entire SDLC using agile methodologies.
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.
- Experienced in sales cloud by adding object, Fields, Tabs, Reports, and Dashboards and migrate data into Salesforce.
- Developed APEX Triggers, APEX Classes and Test Methods using Sync/Async methods.
- Migrated data from Legacy Systems to Salesforce CRM using data loader.
- Communicated with business users to gather business requirements about the migration and customization of new CRM system.
- High End Process and Application Customization using APEX & Visualforce.
- Involved in authorizing Test strategy and Test plan.
- Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
- Proficient in designing of Custom objects, Custom components, Custom fields, Role based page layouts, Custom Tabs, App Exchange Package & Custom Application, Sandbox data loading and for implementing web services in the application for access to data from different users.
- Created pick lists, dependent pick lists, lookups fields, junction objects, master detail relationships, validation, and formula fields.
- Developed Visualforce page using the extension controller according to the clients' requirement.
- Developed the web front end layer using JSP, API Script for the registration application where different users, employees, contractors, and clients can login to their maintenance pages and manage their accounts.
- Involved in identifying, planning and implementing new Salesforce.com features and functions new screens, workflow, force.com objects, reports, APEX code) to meet business requirements.
- Worked on Sales Cloud and Service Cloud implementations.
- Integrated Salesforce with Informatica on Demand for the proper mappings and extraction and transformation of data.
- Led the implementation of Salesforce solutions tailored to public sector requirements.
- Customized Salesforce modules such as Service Cloud or Government Cloud to meet specific agency needs.
- Handled different Integrations with other platforms.
- Evaluate and implement Community and Service Cloud.

- Created and used Email templates in HTML and Visualforce.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
- Developed various Custom Objects, Tabs, Components and Visual force Pages and Controllers.
- Created and deployed Several Reports using salesforce.com platform.
- Developed APEX Classes & Triggers to implement the business logic as per the requirements.
- Developed and deployed Workflows and approval processes for opportunities and products/ assets management.
- Practiced with the new Lightning Design System (LDS) which helps to create modern enterprise apps using Lightning App Builder quickly and easily and Lightning Components Performed.
- Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs and implemented the business logic as per the requirements.
- Facilitated change management strategies to ensure smooth adoption of Salesforce across departments.
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Involved in implementing Internationalization for supporting different country languages using Unicode formats.
- Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
- Developed Unit test class for APEX class and worked for improving code coverage.
- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
- Involved in building the Customer Portal in the organization.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Environment: Salesforce.com platform, APEX, Visual force, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, Sandbox data loading, Data Loader, SQL, and Eclipse IDE Plug-in, Git-Hub, Feature branching, Code-ship, Sublime for coding, Hip-chat.

### **Go Health LLC, Chicago, IL**

**Mar 2015 - Dec 2018**

### **Salesforce Administrator**

#### **Responsibilities:**

- Created custom objects, fields, relationships, formulas, validation rules and process builder as process automation.
- Handled field master-detail & lookup relationship and verified proper set up of user's access and permission.
- Automated approval process with the help of workflow rule and process builder.
- User Preferences page and Marketo program design and implementation and followed agile and waterfall SDLC methodologies for project execution.
- Designed custom tabs, auto-response rules for automating business logic.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Configured pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
- Created custom metadata settings to configure Health cloud. Created care plan template and also managed the health cloud permissions.

- Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customer's cases in Cases Tab.
- Used health cloud to integrate data from EHRs, wearables and more.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
- Created reports, custom dashboards for manager's home page and give accessibility to dashboards for authorized people.
- Used the sandbox for testing and migrated the code to the production instance after testing via changeset.
- Executed User Acceptance Testing using test cases to prove that system confirms to specifications of business and quality requirements.
- Developed custom functionality using APEX classes, Triggers, Visualforce pages for different business requirements for Health cloud.
- Created administered, configured, maintained Salesforce.com application user profiles, roles, permissions, generating security tokens, validation rules, field-level security and sharing rules.
- Created data using the Salesforce to strategically analyze campaigns, leads, accounts, contacts, opportunities & cases.
- Worked with the IT team for enhancement of feature and system as requested.
- Used data loader for insert, update, and bulk import or export of data from Salesforce.com subjects to read, extract and load data from comma separated values CSV files.
- Assisted with various project management activities that involved tasks qualification for all applicable phases of the project.
- Implemented functionalities on Salesforce health cloud for User management, Bulk data creation, Campaign setup, update and audits.
- Handled all basic administrative functions including user account maintenance, reports and dashboards, Workflows, and other routine tasks.
- Designed email templates to be used in automated email alerts.
- Established objects relationships between various objects using lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Designed setup and maintain standard and custom objects and fields.
- Customized various Salesforce.com Standard Objects Leads, Account, Contact, Opportunity, Activities and custom objects. Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects. Profile based permissions on fields and objects are enforced.
- .... Involved in customization and integration of mobile optimized VF Pages of Salesforce1 application.
- Managed the data using the APEX Data Loader and used GitHub for continuous Integration.
- Created Pick lists, Validation Rules and Formula Fields to the Custom Objects.
- Established objects relationships between various objects using lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Environment: Force.com, APEX, Data Loader, Import Wizard, Informatics, Eclipse IDE, Controllers, Visual force Pages, XML, Triggers, Security Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Import Wizard, Security, and Sharing.

#### Education:

- Bachelor's from University of Illinois, Chicago, IL-2012

#### 2.7.1.9 Vijayalakshmi Raja

### Vijayalakshmi Raja

## Salesforce Developer

### PROFESSIONAL SUMMARY

- Over 9 years of IT experience in Application Design & Development, Testing, and Maintaining Applications on the Salesforce platform both as a Developer and Administrator.
- Involved in salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lightning design system.
- Working with Lightning Component Framework, using Lightning Aura components and Lightning Web Components.
- Implementation experience in migration from Salesforce Classic functionality to Salesforce Lightning using Aura, Lightning Web Components, and Lightning-Out functionality.
- Responsible for supporting day to day SFMC operations and cross-channel digital marketing campaigns including email and SMS.
- Strong knowledge in working on the Sales Cloud and Service Cloud using traditional classic and lightning platform solutions.
- Administered and monitored the company's Salesforce sales cloud application by creating Workflows for automated lead routing, lead escalation, and email alerts.
- Developed Lightning Application built using Aura and Lightning Web Components.
- Proficient in Workflows, Triggers, Email-To-Case, Web-to-case, Email Template, Workflows, Approval Process, Triggers, Custom Settings, Static Resources, SFDC API, Batch APEX.
- Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud, and Analytics Cloud.
- Leveraged APEX Controller to make a call for External Requests to retrieve data from various APIs and display them on to the component.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Measure and report performance of all digital marketing campaigns, and assess against goals
- Build out Marketing Confidential in Journey Builder and Email & SMS campaigns
- Working on HTML, CSS, Amp Script to update HTML based emails and landing pages.
- Integrated SOAP and Rest-based Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
- Implement and project-manage Desk.com and Service Cloud configuration projects
- Used SOQL and SOSL Queries within Governor limits for data fetching and manipulation needs of the application.
- Experienced in Customizing records with Approvals, Automating Business Processes with Process Builder, and Delayed actions with workflow by collecting data from users.
- Effective work of Data Migration using Import/Export Wizard and APEX Data Loader for Bulk import or export of data from Salesforce.com objects.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflow, Reports & Dashboards, Actions, Tasks, and Events.
- Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object-level security, Field level security, record-level security, and sharing rules. Efficient in setting up restricted login hours, IP ranges on profiles, and resetting passwords.
- Extensive experience in coordinating the effort with team members, being responsible for deliverables, producing status reports to management, and handling escalations.
- Hands-on experience in all Salesforce implementation activities including configuration, customization, data migration, testing, deployment, and training.
- Skilled in identifying requirements by meeting customers, analyzing applications, programming & operations, evaluating existing systems and recommending solutions by defining system structure & functional capabilities.

- Sound ability to integrate various business processes across different systems.
- Proficient in resolving technical challenges and providing appropriate solutions to fulfil customer's needs as / when required.
- Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.
- Out-of-the-box thinker with proven track record of establishing processes, streamlining workflow, and creating environment to enhance productivity.
- An innovative, creative & result-oriented professional with strong communication, interpersonal & negotiation skills.
- Certification in Salesforce Administrator.

#### TECHNICAL SKILLS:

<b>Web Technologies:</b>	HTML5, CSS, JavaScript
<b>Programming languages:</b>	C#, Java, APEX, Visualforce, Lightning
<b>Scripting:</b>	Ant, Java Scripts, XML, HTML
<b>Salesforce Technologies:</b>	Salesforce CRM, Lightning Web Components, APEX Classes/Controllers, APEX Triggers, SOQL, SOSL, Visual force Pages, APEX Web Services, Visual Workflows, Dashboards, Schema builder, Process builder, Omnistudio.
<b>Databases:</b>	My SQL, PL/SQL, MS Access
<b>Salesforce Tools:</b>	Workbench, Force.com, Eclipse IDE, APEX Data Loader, Live Agent, Omni-Channel, Developer Console, Agile Accelerator, Salesforce Lightning Design System (SLDS), Own backup, Salesforce CLI
<b>Operating System:</b>	UNIX, Linux, Windows, Mac OS
<b>Other:</b>	Visual Studio code, GIT, Jitter bit, Service now, Copado, JIRA, Demand Tools, MS office.

#### EDUCATION:

Bachelor of Technology in Electronics and communication engineering from Anna University, India in 2010.

#### PROFESSIONAL EXPERIENCE

**Client:** Oak Street Health, IL

**Sep 2021 – Till Date**

**Role:** Salesforce Developer

#### Responsibilities:

- Create Lightning Components from Scratch and server-side controllers to meet the business requirements by migrating the standard and custom objects to the lightning experience for LTM.
- Managed Aptus product setup and added new products, PLIs, Workflows, approvals, and inclusion-exclusion rules as requested by business users. Also performed required customization for pricing callbacks.
- Worked extensively on debugging/resolving salesforce issues, worked with Salesforce support and Aptus support as needed.
- Designed salesforce service cloud console to enhance productivity with the dashboard-like interface.

- Performed APEX Callouts to invoke external third-party web services with future methods and REST API.
- ..... Developed APEX test classes in Sandbox to ensure adequate code coverage and quality solution.
- Participated in all stages of the Software Development Life Cycle (SDFC) i.e., System Analysis, Design, Development, and Testing.
- Implement Batch APEX and APEX schedulers based on the user requirements for Inventory management and product backlog.
- Designed and developed enhancements for already existing code for the Apttus CPQ and LTM (License Tracking and Management) which covered Lightning components, Apps, and APEX classes, Extensions, and triggers.
- Enhanced the native UI of the current product to deliver user friendly, innovative apps that are branded for specific customers by leveraging the powerful capabilities of Vlocity tool kit.
- Implementing Omnistudio FlexCard Building and Publishing, OmniScripts with Branching, Omnistudio Dataraptors and Prepare OmniScript JSON with Different Conditional Inputs.
- Minimize code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirements.
- Use the APEX Metadata API to retrieve metadata both custom and standard from an org, and update that metadata and deploy it to another Org.
- ..Involved in daily SCRUM and sprint planning meetings and ran daily agile status calls with the team.
- Environment: Azure DevOps, Apttus CPQ/QTC, LTM, GIT, VS Code, Lightning Web Components (LWC), and APEX.

**Client: Freddie Mac, VA**

**Nov 2018 – Aug 2021**

**Role: Salesforce Developer**

**Project: Contact Center Service Console CRM**

**Responsibilities:**

- Involved in Various stages of the Software Development Life Cycle (SDLC) Including Analysis, Development, Enhancements, and Testing.
- Worked closely with customer to optimize and customize their UI flows ,web design, frond end development by using Vlocity Dataraptor, Omniscript ,cards.
- Developing Various Visualforce pages, APEX Triggers to include extra functionality and writing APEX classes and controllers to provide the functionality to the visual pages.
- Involved in the deployment of the code developed in Dev Sandbox to QA Sandbox by using Salesforce Copado.
- Created feature-rich Visualforce pages and UI design with the help of JavaScript, HTML, CSS, XML, and Ajax
- Work on Salesforce Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
- Used JavaScript, and jQuery to have Dom manipulations, custom UI Designs client-side - handle events and Ajax calls with Visualforce pages.
- Customized the Omni-Channel widget using the necessary objects by making agents available to receive work based upon skill level and created custom user presence statuses for Supervisors to monitor those using Omni-channel Supervisor configurations.
- Coordinate CASE Management activities with cross-functional teams including UAT, production support after Go-live, and application release notes prioritization of future upgrades.

- Work with Salesforce.com's premier support to resolve technical issues and enhancements through their accelerators.
- Environment: SFDC, Force.com platform, Data Loader, Workbench, Change Sets, Visual Studio Code, Agile Accelerator, Eclipse IDE, and Postman API tool.

**Client: Tailored Brands, Houston, TX**

**Mar 2016 – Oct 2018**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

- Collaborated closely with the sales team and business analysts to perform detailed analysis of business and technical requirements and customized various standard objects in Salesforce.com (SFDC).
- Conducted Joint Application Design (JAD) sessions with management, vendors, users, and stakeholders to address open issues and gather specifications.
- Gathered customer requirements from sales, marketing, and customer service teams.
- Customized standard objects using Visualforce components, including creating and customizing record types, picklist fields, links, related lists, and page layouts for the Apttus AppExchange app in SFDC.
- Designed and deployed custom objects, custom tabs, entity-relationship data models, validation rules, workflow rules, auto-response rules, page layouts, components, and Visualforce pages tailored to the application's needs.
- Customized page layouts for opportunities, contacts, and accounts based on user roles and groups.
- Established lookup and master-detail relationships between objects and created junction objects to establish connectivity.
- Developed and configured various reports and report folders for different user profiles based on organizational needs.
- Experienced in working with Salesforce Service and Sales Cloud.
- Developed Salesforce Lightning apps.
- Created APEX triggers, APEX classes, and test methods.
- Implemented requirements on the Salesforce.com platform and Force.com IDE Plug-in using Eclipse, ensuring the APEX code adhered to governor limits.
- Created Visualforce pages and implemented them into sites.
- Implemented security access for user profiles by configuring object-level security, field-level security, and record-level security.
- Utilized Salesforce Automation (SFA) for sales lead management, opportunity management, account and contact management, data quality management, approvals, and workflow.
- Customized community templates and branding based on business requirements.
- Collaborated with business analysts to develop project implementation plans, including user interfaces.
- Customized Chatter profiles for different users and integrated with Facebook and Twitter.
- Utilized Data Loader for data insertion, updating, and bulk imports/exports from Salesforce.com objects, as well as reading, extracting, and loading data from CSV files.
- Knowledge of customized data integration tools for data cleansing and deduplication using various ETL tools.
- Created users, roles, public groups, and implemented role hierarchies, sharing rules, and record-level permissions to provide shared access among users.
- Utilized the sandbox environment for testing and migrated code to production after testing.
- Participated in data mapping and migration from legacy systems to Salesforce.com objects and fields.
- Provided post-implementation support, assisting end users with report and dashboard creation and certain administration tasks such as user profile and privilege management.
- Possess knowledge of Salesforce and its functionalities.

- 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, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, Windows XP.

**Client: Dell IT Services, Hyderabad, INDIA**

**June 2012 - Nov 2014**

**Role: Salesforce Admin**

**Responsibilities:**

- Gathered requirements and developed client-specific solutions by understanding customer's business and technical environment.
- Analyzing organization processes, converting business Workflows into exact Salesforce.com Workflows and configuring Salesforce.com to meet business requirements.
- Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.
- Implement new enhancements including creation of custom objects, Workflows, email alerts and templates and campaigns.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created reports including summary, matrix, pie charts, dashboards and report folders which improved the ability of managers to utilize Salesforce.
- Maintain multiple user roles, security, profiles, and workflow rules.
- Setup Role hierarchy and create sharing rules to limit data visibility.
- Complete bulk imports of data using APEX Data Loader.
- Worked in different salesforce environments like sandbox, production, and deployment between different org.
- Created custom report types and generated report using the report types.

**2.7.1.10 Veera Baswanth Garigipati**

**Veera Baswanth Garigipati**

**Salesforce Developer**

**Professional Summary:**

- Possess extensive expertise in Salesforce.com (SFDC) development and implementation, with a strong understanding of all phases of the Software Development Life Cycle (SDLC) and project life cycle processes
- Proficient in APEX Language, APEX Trigger, APEX Scheduler, Batch APEX, APEX Class, and APEX Web Services using Partner WSDL & Enterprise WSDL, as well as Visualforce (Page, Component & Controllers) and S-Control

- Experienced in customizing, administering, configuring, implementing, and supporting Salesforce CRM and Salesforce SFA applications using APEX Language and Force.com
- Skilled in customizing standard objects such as Accounts, Contacts, Opportunities, Products, Price Books, Cases, Leads, Campaigns, Reports, and Dashboards
- Demonstrated expertise in Salesforce.com CRM administration and configuration, including security and sharing rules at object, field, and record levels for various user roles within the organization
- Developed customized Lightning components, utilizing JavaScript on the client side and APEX on the server side, while leveraging the Aura Framework, Aura Attributes, and Aura Handlers for Events

**Skills:**

Salesforce CRM: APEX Language (Classes, Trigger, Batch, Schedule), SOQL & SOSL Language, Visualforce Pages, Components, Sales, Service, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards, lightning, lightning Components, lightning design systems, Sales cloud, Service cloud, Web Services (Rest, Soap), Jitter bit

Force.com Tools: Developer Console, Force.com IDE, Visual Studio, Force.com Explorer, Workbench, Data Loader, Eclipse

Web Technologies: JavaScript, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX

Databases: Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2

Versioning: Git, SVN, Bit bucket

Programming Languages: C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, APEX

Web/Application Servers: Apache, Tomcat 5.0, WebLogic, IBM Web Sphere, IIS

Operating Systems: Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, Unix

**Education and Certification:**

Bachelor of Education in Agricultural Engineering from Vignan's University

Master of Education in Management Information Systems from Auburn University at Montgomery

Certified Salesforce Platform Developer-1

Certified Salesforce Platform Developer-2

Certified Salesforce Administrator

Certified Sales Cloud Consultant

Certified Service Cloud Consultant

## **Work Experience:**

### **Charter communications, St. Louis, Mo Aug 2022 – Till Date**

#### **Salesforces Developer**

- Designed and developed APEX Classes, Controller Classes, Controller Extensions and APEX triggers for various functional needs in the application
- Proven track record with hands-on experience as a Certified Salesforce Developer and Administrator, showcasing comprehensive expertise in Salesforce platform development and administration
- Spearheaded the utilization of advanced tools such as Omniscripts, Omnistudio, and Copado DevOps Strategies, contributing significantly to the efficiency and success of projects
- Developed custom solutions using Visualforce and Lightning Web Components (LWC), enhancing the user interface and functionality of Salesforce applications
- Applied Flex Cards, IDX, Dataraptor, and Integration Procedures to create robust and scalable solutions, demonstrating proficiency in Salesforce API integration, including REST/SOAP APIs
- Played a pivotal role in a multi-tenant Salesforce Org, addressing challenges unique to such environments and ensuring optimal performance
- Executed Copado DevOps Strategies, implementing streamlined processes for continuous integration, delivery, and deployment, leading to more efficient and error-free releases
- Showcased in-depth experience with APEX, SOQL, and Workflow creation, aligning development practices with best practices for Salesforce development
- Successfully managed projects through various stages of the Software Development Life Cycle (SDLC) in an Agile scrum environment, ensuring timely and high-quality deliverables
- Collaborated with cross-functional teams to understand business requirements, providing technical expertise to shape and optimize Salesforce solutions
- Utilized Middleware, Mulesoft, and ETL tools to integrate Salesforce with external systems, fostering seamless data flow and system interoperability
- Conducted code reviews, identified opportunities for improvement, and mentored junior team members to enhance overall team competency
- Maintained a strong commitment to ongoing learning and skill development, staying current with the latest advancements in Salesforce technology and best practices
- Extensive work in Salesforce deployments and DevOps/release management, demonstrating a comprehensive understanding of CI/CD processes
- Proven expertise in managing Salesforce configurations, including user management, profiles, and permission sets
- Implemented and managed complex Salesforce DevOps pipelines for Salesforce releases, specializing in Copado
- Demonstrated proficiency in branching strategies, version control, and pipeline automation using Copado, Git, Jenkins, BitBucket, GitHub, Ant, etc
- Expertise in Copado CLI and cherry-picking strategies, especially for Lightning Web Components (LWC) and APEX classes
- Responsible for overseeing release management in the Salesforce platform, ensuring effective utilization of Copado
- Took ownership of setting up the CI/CD pipeline and environment from scratch using Copado and related tools
- Advanced configuration in Copado to enhance the efficiency of the CI/CD processes
- Worked closely with developers to resolve conflicts and promote changes on a day-to-day basis.
- Excellent knowledge in code deployment version conflict resolution, contributing to a streamlined development process

- Integrated Copado with Azure DevOps, ensuring seamless collaboration and integration between tools.
- Demonstrated proficiency with over 8 years of hands-on experience as a Salesforce Admin and Developer, contributing to the success of complex enterprise IT software development projects
- Spearheaded Salesforce deployments and DevOps/release management, boasting 6+ years of expertise in CI/CD processes, integration concepts, and version control strategies
- Demonstrated expertise in front-end development using HTML, CSS, and JavaScript within the Salesforce Lightning Web Components (LWC) framework
- Led the design and development of innovative components using Salesforce Lightning Web Components, contributing to an improved user experience
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component (LWC) look and feel better
- Developed Lightning apps using Lightning Components (LWC) and made them compatible with salesforce1 mobile app
- Professional on base Lightning components are available as Aura components and as Lightning Web Components (LWC)
- Worked on multiple Number of Lightning Web Components and allowed the LWC to manipulate the DOM instead of JavaScript
- Provide configuration and administrative support of self-hosted (server) JIRA and Confluence
- Setup and maintained Subversion (SVN) and Git repositories along with the creation of branches and tags
- Setup and Implement Continuous Integration and Continuous Delivery (CI & CD) Process stack using AWS, GITHUB/GIT, Jenkins and Puppet
- Managed all the QA processes in an AGILE development environment, lead a small team of QA personnel in all the testing efforts of the Products in the Organization, and reported directly to the Executive Vice President of Operations
- Environment: APEX, Integration, Customization, API, Salesforce CRM, Page Customization, Salesforce Community Cloud Development, APEX, JavaScript, SOQL, as Omniscripts, Omnistudio, Flex Cards, IDX, Dataraptor, Lightning/Aura, Integration Concepts, LWC, Service Cloud, Service Cloud, Sales Cloud, Salesforce Lightning Web Components (LWC), Salesforce Deployments, DevOps/Release Management, CI/CD Processes, Copado, Git, Jenkins, BitBucket, GitHub, Ant, Branching Strategies, Azure DevOps Integration, Validation/Deployment Error Resolution, Copado CLI, Gitlab, Automation, Regression Testing, APEX Development, Field Service Cloud, Marketing Cloud, Sales Cloud, Click Software, APIs, UI Design (JavaScript/jQuery/Bootstrap), REST APIs, SOAP Web Services, Salesforce GovCloud, Health Care Cluster, Health Data Collection, Workflow Development, Approval Flows

#### **AT&T, Los Angeles, California**

**Mar 2021 – July 2022**

#### **Salesforce Developer**

- Developed various Visualforce Pages, APEX Triggers to include extra functionality and wrote APEX Classes and Controller to provide functionality to the visual pages
- A track record of success and practical experience as a Certified Salesforce Developer and Administrator, demonstrating extensive knowledge of the development and management of the Salesforce platform
- led the front in using cutting-edge solutions like Omniscripts, Omnistudio, and Copado DevOps Strategies, greatly enhancing project effectiveness and success

- Created unique solutions that improved the Salesforce applications' usability and UI by utilizing Visualforce and Lightning Web Components (LWC)
- Demonstrated expertise in Salesforce API integration, including REST/SOAP APIs, by applying Flex Cards, IDX, Dataraptor, and Integration Procedures to build reliable and scalable solutions
- Played a key part in a multi-tenant Salesforce organization, resolving issues particular to these settings and guaranteeing peak efficiency
- Implemented improved procedures for continuous integration, delivery, and deployment with the use of Copado DevOps strategies, resulting in releases that are more error-free and efficient
- Shown extensive knowledge of creating Workflows, using APEX, SOQL, and coordinating development processes with Salesforce development best practices
- Throughout the Software Development Life Cycle (SDLC), I have successfully managed projects in an Agile scrum environment, guaranteeing timely and high-quality outputs
- Worked in conjunction with cross-functional teams to comprehend company needs and contributed technological know-how to mold and enhance Salesforce solutions
- Facilitated smooth data flow and system interoperability by integrating Salesforce with other systems using Middleware, Mulesoft, and ETL tools
- Retained a strong dedication to lifelong learning and skill development, keeping up with the most recent developments in Salesforce best practices and technology
- To increase the overall competency of the team, conducted code reviews, found areas for development, and provided junior team members with mentorship
- Substantial work in DevOps/release management and Salesforce deployments, exhibiting a thorough comprehension of CI/CD procedures
- Demonstrated proficiency in maintaining Salesforce setups, such as profiles, permission sets, and user management
- Developed and oversaw intricate Salesforce DevOps pipelines, with a focus on Copado, for Salesforce releases
- Proficiency in branching techniques, version control, and pipeline automation with GitHub, BitBucket, Copado, Jenkins, and Ant, among other tools, was demonstrated
- Proficiency with cherry-picking techniques and the Copado CLI, particularly with regard to APEX classes and Lightning Web Components (LWC)
- In charge of managing releases on the Salesforce platform and making sure Copado is used efficiently
- Assumed responsibility for building the CI/CD environment and pipeline from the ground up using Copado and associated technologies
- Advanced Copado configuration to improve CI/CD process efficiency
- Closely collaborated with developers to push daily updates and settle issues
- Outstanding expertise in resolving conflicts across code deployment versions, which facilitates a more efficient development process
- Copado and Azure DevOps were integrated, guaranteeing smooth tool integration and cooperation
- Practical experience as a Salesforce administrator and developer, demonstrating expertise and helping complicated enterprise IT software development projects succeed
- led Salesforce deployments and DevOps/release management; had over six years of experience with version control techniques, integration principles, and CI/CD processes
- Created user interface (UI) pages to improve user experience by utilizing the Lightning Web Components (LWC) framework
- Oversaw the creation of creative components with Salesforce Lightning Web Components, enhancing the user experience
- Worldwide stylesheet standards were put into practice, and design components were kept uniform throughout the welfare system
- To guarantee the smooth execution of design updates, cross-functional teams, Design Governance, and pertinent stakeholders worked together

- Developed REST/SOAP APIs, Middleware, and other integration tools, and integrated Salesforce APIs for apps running on several platforms
- Attended meetings on a regular basis to discuss ongoing work and updated the team with weekly status updates
- To satisfy business requirements, APEX (classes and triggers), Process Builder, Flows, and VF Pages were developed
- Developed bespoke user interfaces for Lightning, Aura, and Visualforce sites as well as Lightning Web Components
- Incorporated Salesforce APIs into other organizational systems through integration
- Worked together with developers and IT to incorporate more systems throughout the company
- Used Lightning Web Components (LWC) to improve platform capabilities in general and user interfaces
- Configuring the CTI Interfaces, Cases (Web to Case, email to Case), Solutions, and Service Cloud Console
- Created and managed Salesforce Community Cloud, encouraging participation and teamwork in the medical field
- Used Lightning Web Components (LWC) to improve platform capabilities in general and user interfaces specifically
- Designed and deployed Any point Platform Mulesoft interfaces with several systems, including CRM, ERP, and HR
- Designed unique Mulesoft modules and connectors to interface with external apps and APIs
- Using Groovy scripting, the Oracle Sales Cloud Application (OSC) CRM was customized
- Participated in Bi-Weekly User Story Grooming sessions and Iteration Planning meetings with Scrum Master, Product Owners, and Agile Team members
- Environment: APEX, Integration, Customization, API, Salesforce CRM, HTML, APEX, JavaScript, SOQL, Salesforce Lightning Web Components (LWC), APEX Development, API Integrations, Salesforce Field Service, Service Cloud, Sales Cloud, General Configuration, Force.com Development, Omniscrypts, Omnistudio, Flex Cards, IDX, Dataraptor, Visualforce, Technologies (Bootstrap, Lightning Design System, AngularJS, jQuery, JavaScript), Service Cloud, Sales Cloud, Salesforce.com Platform, Marketing cloud, Lightning Web Components(LWC), Copado, APEX triggers, Batch APEX, Schedule APEX, SOAP, Field Service Cloud, Marketing Cloud, Sales Cloud, Click Software, APIs, UI Design (JavaScript/jQuery/Bootstrap), REST APIs, SOAP Web Services, Salesforce Deployments, DevOps/Release Management, CI/CD Processes, Copado, Git, Jenkins, BitBucket, GitHub, Ant, Branching Strategies, Azure DevOps Integration, Validation/Deployment Error Resolution, Copado CLI

**Discover, Houston, TX, USA**

**Oct 2019 – Feb 2021**

#### **Salesforces Developer**

- Designed, developed and deployed APEX Classes, Controller Classes and APEX Triggers, packages for various functional needs in the application
- Designed, developed and deployed APEX Classes Extension Classes to support Visualforce pages development, Test Classes for Unit testing and APEX Triggers for various functional needs in the application
- completed a Lightning Experience migration project successfully, guaranteeing a smooth switch from Salesforce Classic for a major financial customer. Productivity and user experience were enhanced as a result of the project

- Worked in tandem with the business groups to collect and evaluate requirements, converting them into technological solutions with a particular emphasis on Visualforce pages, complicated Workflows, and Lightning Components
- Improved customer care procedures by customizing Salesforce Sales Cloud and care Cloud, which resulted in a 25% decrease in customer support response times
- Helped to keep the development team's version control system up to date by utilizing GitLab and VS Code
- implemented an automated case assignment feature in Salesforce Service Cloud, which resulted in a 40% faster response time and more customer satisfaction
- Developed a unique Lightning Component to enable real-time document generation, minimizing the need for human paperwork and enhancing the accuracy of documents
- Developed a sophisticated solution to integrate Salesforce with an outside source of financial data, improving decision-making and data accuracy
- Experienced in leveraging Sales Cloud functionality including Account Planning, Sales Forecasting, Opportunity Management and Lead Management
- Involved in Steelbrick CPQ (Configure, Price& Quote) design mapping to the Salesforce custom objects including Apttus Advanced Workflow Approvals
- I also worked on Steelbrick CPQ Workflow approvals, and created constraint rules and validation rules for the implementation of pricing and business rules on the Cart page
- Worked on the integration of SteelBrick to generate quotes, invoicing and discounting by sales reps along with CRM data
- Created CPQ process using Apttus CPQ and CL AppExchange tool in Quote.
- Integrated Apttus CPQ and CLM applications and automating processes on Salesforce platform
- Designed and updated Conga CLM contract templates to ensure uniformity and compliance with the terms of the contracts.
- Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log
- Develop and maintain KB of current Steelbrick's CPQ with PSG Salesforce instance
- Managed the implementation of single sign on for Salesforce, simplifying the login process, and significantly improving user management
- Experience in Salesforce.com data structures like Data Entry and usability, Reporting, Data Migration and App Integration
- creating durable and scalable systems for cloud platforms. Talk about times when you've created and executed Salesforce solutions that can cope with increased traffic and workloads
- Involved in Setting up or create Admin options, User Interface, organization-wide defaults, role hierarchy, Workflows and workflow rules
- Developed Visualforce Pages, Visualforce Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components
- Involved in coding for modules for all the Sub-Application of the CRM application, which involves extending existing SFDC standard components using APEX, Visualforce and other utilities
- Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards
- Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visualforce Pages that suit to the needs of the application
- Worked with AppExchange to use managed packaged apps for improving application features
- Increase functionality by installing AppExchange apps to enable Customer Service Surveys
- Integrated SFDC with Oracle Apps via fusion Middleware using SOAP based Integration on both Standard and Custom Objects

- Performed detailed analysis of business and technical requirements and developed the APEX classes using other Platform based technologies like Visualforce, Force.com IDE
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards
- Environment: Salesforce.com platform, SAML 2.0, Service cloud, Sales cloud, Community Cloud, CPQ, Apttus CPQ, Quotes, Service Cloud, Role Hierarchies, Sharing Rules, Email Templates, Oracle, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Controls, Salesforce Development: APEX, Lightning Web Components; Flow, Validation Rules, Approval Processes, VS Code, GitLab, Salesforce Administration, nCino Application Integration, Project Management, Technical Documentation, Version Control, Stakeholder Collaboration

**Molina Health Care, Bothell, WA  
May 2018 – Sep 2019  
Salesforce Developer**

- Oversaw the creation and execution of Salesforce solutions, concentrating on sophisticated setup and personalization to fulfill particular business demands
- Offered specialized platform support services, concentrating on Salesforce environment data modeling, data mapping, application configuration, and administration
- Specialized in Salesforce GovCloud environment configuration and construction, especially in the Health Care cluster
- Proficiency in creating forms for the collecting of different health data types, such as medical equipment data, health trauma data, and data on health professionals' licenses
- Worked closely with the Salesforce Administrator to create approval flows and Workflows for a range of health data gathering procedures
- Provided thorough platform support services to guarantee the seamless operation of Salesforce applications
- Played a significant part in the mapping and modeling of data, helping Salesforce handle data effectively
- Oversaw the administration and configuration of applications, improving the overall effectiveness of Salesforce systems
- Specialized in Salesforce GovCloud environment configuration and construction, with a particular emphasis on the Health Care cluster
- Made use of experience to create forms that are specific to the gathering of various health data kinds, guaranteeing accuracy and comprehensiveness
- Developed Workflow and Approval Flows in close collaboration with the Salesforce Administrator to optimize the processes involved in gathering health data
- Contributed knowledge of developing health IT and showed skill in managing health data related to trauma, licensure, and medical equipment
- Worked together to create the workflow and approval flows, guaranteeing a smooth and effective procedure for gathering health data
- Continually collaborated and communicated well with cross-functional teams, which helped Health IT efforts succeed overall
- Cultivated a solid working connection and coordinated efforts with the Salesforce Administrator to accomplish shared Health IT objectives
- Helped improve Workflow procedures, which optimized Salesforce's data handling and collecting
- Showed a thorough awareness of the procedures used to acquire health data, guaranteeing the safe and correct handling of private health information

- Salesforce Community Cloud was put into use and tailored to help healthcare stakeholders collaborate and communicate more easily
- Salesforce Data Loader was used to successfully move the data, guaranteeing correctness and integrity throughout the process
- APEX, SOSQL, and PL/SQL were used to integrate Salesforce with external systems, resulting in secure and effective data exchange procedures
- Tracked project progress, and maintained clear communication by using JIRA for agile project management
- Contributed significantly to the planning and execution of Salesforce solutions, concentrating on APEX programming, Visualforce, and Force.com APIs
- Helped make Salesforce Health Cloud a success by offering insightful information on the needs of the healthcare sector
- Developed focused communication strategies by working together with marketing teams to configure and implement Marketing Cloud technologies
- Developed unique Lightning Web Components and APEX triggers to improve the functionality of the Salesforce platform
- Performed mass data imports using the APEX data loader and import tools as requested by CRM Manager
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow Approvals
- Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.

#### 2.7.1.11 Hemangi Firake

### **Hemangi Firake** **Sr. Salesforce Developer/ Administrator**

#### **Professional Summary:**

- 8+ years of experience in Salesforce.com CRM as a Skilled Developer (Lightning, Aura and LWC), APTTUS CPQ & also in-depth knowledge on Salesforce Implementation, Administration, and Integration.
- Experience in analyzing technical challenges with excellent teamwork and client facing skills.
- Good Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects.
- Experience in development, administration, configuration, Implementation, and Support of sales force CRM, Salesforce CPQ and Salesforce applications based on APEX Language and leveraging Force.com Platform.
- Experience with Oracle Big Machines Express CPQ Cloud Service for Salesforce.com to configure, price, quote, and create proposals immediately, and streamline renewals.
- Extensive experience of Sales force Administration (SFA), Profiles, Creating Roles, Page Layouts, Validation Rules, Field Updates, Time-dependent actions, and Outbound API Messages. Org-Wide default, Sharing rules, Workflows, Approval process, Reports/Graphs.
- Strong Implementation and Integration experience using Custom objects, Triggers, Workflows/ workflow rules, approvals, Visual force Pages, and APEX classes, Batch APEX and Schedulable APEX.
- Strong understanding of salesforce CPQ capabilities, limitations, and can clearly communicate those to customers.
- Worked on Integration using API REST Services & Agent Microservices.

- Experience in wide range of languages and technologies such HTML5, CSS3, JavaScript, and jQuery XML.
- Proficient in Meta Data migration and integration using tools like Data Loader, and Force.com migration Tool and workbench.
- Involved in cross-functional teams to align Salesforce solutions with business needs and requirements.
- Built and implemented scalable and efficient Salesforce solutions tailored to public sector demands.
- Developed and implemented strategies to maximize the potential of Salesforce Public Sector features.
- Used agile methodologies to develop and implement enhancements in alignment with SDLC processes.
- Experience in creating Vlocity Omniscritps, Dataraptors, Cards and templates.
- Good understanding with Configure Price Quote (CPQ) - Apttus product and pricing & configuration settings as they relate to business requirements.
- Experience working with Force.com IDE and salesforce.com Sandbox environments.
- Proficient in Vlocity Deployment and integration.
- Experience in working with Visual studio code as well as Eclipse IDE with Force.com Plug-in environment for writing Business logic in APEX Programming Language.
- Hands on experience in implementing and supporting Quoting tool Apttus CPQ.
- Experience in worked under the Agile Environments and worked on SOAP based API's.
- Knowledge on Migration from Salesforce Classic to Lightning Framework Lightning components and Lightning App Builder
- Designed and configured complex Workflows and data models in Salesforce Public Sector platform.
- Implemented and configured Salesforce integrations using REST/SOAP APIs and Mulesoft.
- Developed and maintained APEX codebase for various functionalities and triggers.
- Designed and developed Visualforce pages and Lightning Web Components for user-friendly interfaces.
- Skilled in understanding and implementing the new Salesforce Lightning Experience.
- Analyzing the Scenarios for switching between Salesforce classic and the Lightning Experience.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact, Opportunity, and Products.
- Experience in configuring Apttus CPQ and working with Apttus objects to create Quotes, bundles and manage products and Cloud implementations.
- Worked on CRM Sales Cloud and CRM Service Cloud Implementation.
- Experience with integrated multi-channel marketing like social media, digital media, telephone, and print media.
- Worked on Sales Cloud, Service Cloud, and Service Max web service, Force.com Community Portal, Chatter Knowledge One and App-exchange on Salesforce.
- Developed custom UI suing CSS, HTML, Visualforce components and used jQuery, JavaScript for front-end validation
- Worked on ExactTarget / Marketing Cloud implementation for a large enterprise, including multiple business units troubleshooting.
- .. Configured and managed Salesforce environments, ensuring optimal performance and functionality.
- Involved in continuous improvement initiatives, leveraging Copado for streamlined deployments and release management.
- Good experience in working on Eclipse IDE, Visual Code with Force.com Plug-in for writing business logic in APEX programming language.
- Ability to meet deadlines and handle stress in coordinating multiple tasks in a work/project environment. Resourceful team player with excellent analytical and performance skills.

**Skill Set:**

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General Requirements:  
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<b>Salesforce Technologies</b>	Salesforce CRM, Salesforce SFA, Lightning, APEX Language, APEX- Classes/ Controllers, Apttus CPQ, Vlocity (Vlocity Cards, Vlocity Omniscrpts, Vlocity Data Raptors), APEX Triggers, SOQL, SOSL, Visual force Pages / Components, S-Controls, APEX Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects.
<b>Salesforce Tools</b>	Visual Studio code, Force.com Eclipse IDE Plug-in, APEX Data Loader, Force.com CLI, JIRA, Service max, Flosum
<b>Databases</b>	Force.com DB MySQL 5.7/ 5.6/ 5.5/ 5.1, Oracle 11g/ 10g/ 9i/ 8i, Microsoft SQL Server 2017/ 2016/ 2014/ 2012/ 2008R2/ 2008/ 2005/, DB2, Java DB
<b>Languages</b>	Java, HTML, Java Script, CSS DHTML, SQL.
<b>Operating Systems</b>	Windows/ XP/ Vista, Windows Server 2016/ 2012 R2/ 2012/ 2008 R2/ 2008, Linux.

## Verizon

Irving, Texas

**Sr. Salesforce Developer/ Administrator**

**July 2022- Present**

Verizon Partner Solutions is a reliable wholesale service provider of global voice, data and Internet solutions. With comprehensive expertise and experience in delivering innovative network solutions, VPS is keenly focused on the diverse needs of your business.

### Responsibilities:

- Understanding and gathering business requirements from the client/onshore team.
- Worked directly with clients to lead track, facilitates business process analysis sessions, develops and delivers key components of technology solutions.
- Development of the custom functionality using Lightning components, APEX classes and JavaScript.
- Involved in Design and Development of Communities using Vlocity Templates, Ominiscrpt Designer.
- Handled product flow that creates Quote and Order.
- Created B2B Products involving Rest Services and display pricing based on Quote and Quote line items.
- Developed batch classes for scheduling on daily basis to update data.
- Creation of custom settings and custom labels.
- Customization and configuration of Sales force data model as per requirement.
- Development of the test classes for unit level testing.
- Created Custom Object fields in Salesforce to support Vlocity Omniscrpts, Dataraptors and Cards.
- Designed very complicated Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, and Controllers.
- Built complex and Reusable components in Vlocity.
- Made new feature enhancements on Service cloud, Sales Cloud and Community cloud using Lightning and Vlocity.
- Reviewing the code and bug fixing along with monitoring performance, modification of queries and sending data to database
- Involved in leveraging Salesforce Public Sector foundation (formerly Vlocity) configuration to meet business requirements.
- Built and implemented Salesforce solutions using Salesforce Public Sector data model, adhering to 'Salesforce Public Sector First' approach.
- Designed and documented detailed functional and system specifications for various projects.
- Developed Workflows of varying complexity using the Salesforce Public Sector (Vlocity) data model platform.

- Developed integration processes using Salesforce.com, Web Services API and third-party integration tools (APEX Data Loader, Informatica, etc.) Designed, developed and deployed APEX Classes, Controller Classes, and APEX Triggers, packages for various functional needs in the application.
- Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader.
- Implemented APEX development (Classes and Triggers) for custom functionalities.
- Designed and configured Visualforce pages and Lightning Web Components.
- Used Salesforce APIs to create integrations with other State systems, including legacy systems.
- Conducted code reviews, made technical adjustments, and provided recommendations for custom-developed code.
- Worked on data migration from databases to SFDC using Data Loader.
- Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
- Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
- Environment: Agile/ Scrum, HTML, Visualforce, SOAP, REST, LWC, JavaScript, ETL, APEX, Salesforce, CPQ, Vlocity (Vlocity Cards, Vlocity Omniscripts, Vlocity Data Raptors), Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Rest API, UAT..

## UHG

### Minneapolis MN

#### Sr. Salesforce Developer/ Administrator

Oct 2020- July 2022

Description: UnitedHealth Group is a health care and well-being company with a mission to help people live healthier lives and help make the health system work better for everyone. UHG also known as OPTUM, Optum delivers care aided by technology and data, empowering people, partners and providers with the guidance and tools they need to achieve better health. UnitedHealthcare offers a full range of health benefits, enabling affordable coverage, simplifying the health care experience and delivering access to high quality care.

#### Responsibilities:

- Worked on developing applications using Agile/Scrum Methodology.
- Accomplished on Data Loader, which helps us to perform CURD operation with the help of CSV files.
- Created Users, Roles, and Profiles, security controls, Territory implementation, shared settings
- Developed and deployed various Custom Objects, Master-Detail, Lookup relationships, Formula fields, Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
- Designed and implemented solutions to migrate customer information from dynamic CRM to Salesforce using Mulesoft and Salesforce with Integration best practices.
- Developed various APEX Classes, APEX Triggers, and Controllers for various needs in the application.
- Implemented Salesforce CPQ, enhanced functionalities to make the Sales operations smoother, more aggressive and automating quoting, contracting and billing processes.
- .... Created Custom Object fields in Salesforce to support Vlocity Omniscripts, Dataraptors and Cards.
- Designed very complicated Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, jQuery, Angular JS, and Controllers.
- Built complex and Reusable components in Vlocity.

- Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
- Designed and Developed customer solutions in Vlocity, Visualforce, APEX, CSS, and JavaScript.
- Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows
- Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
- Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
- Made new feature enhancements on Service cloud, Sales Cloud and Marketing cloud using Lightning and Vlocity.
- Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
- Set up environments for Salesforce public sector solutions and preferably utilized Copado.
- Held certifications as a Certified Salesforce Developer and Certified Salesforce Administrator.
- Configured organization-wide defaults, permission sets, and role hierarchies.
- Designed and configured platform elements such as objects, fields, and page layouts.
- Created reports, dashboards, and managed data in Salesforce environments.
- Produced estimates for project tasks and reviewed estimates from other team members.
- Worked in alignment with DoIT coding standards, adhering to test-driven development practices.
- Develop various re-useable lightning web component and aura components for Salesforce and Salesforce Community.
- Worked on Vlocity Salesforce AppExchange App and various Omni-scripts to build custom user-friendly UI for create and edit actions with core Vlocity team.
- Configured product and pricing setup using CPQ (Apttus)/ Product consoles which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
- Applied Design variations & custom Aura design tokens to the Base Lightning Components, Aura components and Lightning Web Components.
- Hands on experience working with Local Folsom for deployment between sandboxes.
- Designed and deployed Custom tabs, Custom Objects, Components, Visual force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Responsible for Administering Salesforce.com Application and Apttus CPQ (Products, Product Options, Product Rules, Constraints and configuration Attributes).
- Collaborated with Salesforce administrators on release cycles and deployments.
- Ensured compliance with Salesforce recommended best practices and data protection standards for PHI/PII/PCI.
- Utilized Omniscritps, Omnistudio, Flex Cards, IDX, Dataraptor, Integration Procedures, Salesforce REST/SOAP APIs, Middleware, Mulesoft, and ETL tools in projects.
- Applied expertise in APEX, SOQL, Workflow creation, SDLC, and Agile scrum methodologies.
- ... Worked with standard Salesforce objects like Accounts, Contacts, Leads, Cases and Opportunities.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules.
- Rewriting the classes according to trigger framework & client standards
- Experience using Salesforce Meta Data Migration using Data load tools: Workbench, Jitterbit Data Loader, Informatica, APEX Data Loader and Salesforce API Data Loader.
- Salesforce.com integration experience, worked on many integrations tool like canvas, API integration

- Created customized UI as per the client and application requirements using Visualforce
- Worked with business owners to understand their requirements for Salesforce Marketing Cloud, Service Cloud, Chatter & App-exchange applications.
- ..... Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
- Designed and configured complex journeys using activities within the Journey Builder and launched in the production after thorough testing
- Created integration with CPQ and CLM applications.
- Conduct technical design reviews and demos to the customer (IT and business)
- Create user manuals for new applications and train users till total adoption
- Environment: Agile/ Scrum, CRUD, CSV, APEX, CPQ/ APTTUS CPQ, Vlocity (Vlocity Cards, Vlocity Omniscrypts, Vlocity Data Raptors), JavaScript, CSS3, Bootstrap, HTML5, jQuery, Angular JS and Controllers, SOQL, SOSL, Lightning, Aura, Workbench, Jitterbit Data Loader, Informatica, APEX Data Loader, Salesforce API Data Loader, Salesforce Marketing Cloud, Service Cloud, Sales' Cloud, Chatter, App-exchange.

### AgFirst

Columbia; SC

Salesforce Developer/ Administrator

Nov 2018- Oct 2020

AgFirst Farm Credit Bank has been lending financial and business support to agriculture and rural America for more than a century. As a \$37 billion company, AgFirst are prepared to meet tomorrow with a progressive mindset and a passionate workforce by continually adapting to changes in the technology and business landscape. These lenders provide loans to rural home and land buyers and to agricultural operations of all sizes. AgFirst cooperative business model ensures to share their partners' values, goals and vision for the future.

#### Responsibilities:

- Broadly worked on agile methodology and attended Everyday status/standup meetings.
- Created custom buttons and links on the Account and Relationship Group object for producing auto Reports.
- Used SOQL and SOSL for data manipulation.
- Created the Reports and Dashboards as per the business requirements.
- Integrated Salesforce.com with an external application using SOAP, REST-based web services.
- Created and used Email templates in HTML and Visualforce.
- Configured the GitHub to maintain the different versions in common development environment.
- Experience in using Salesforce Lightning UI for development and testing.
- Responsible for Creation and Deployment of Custom objects, Fields, Tabs, Relationship's, Page layouts, Record types, Validation rules, and Automating Workflow rules, Flows, Processes and Auto-Response Rules.
- Involved in Pricing Configuration and Product Configuration into APTTUS CPQ using some advanced principles of Salesforce.
- Worked on CPQ project to handling issues on ongoing project.
- Implemented CPQ solution using Apttus CPQ.
- Worked on Vlocity for sales cloud service and Marketing cloud for user friendly UI.
- •Data migration from traditional systems to the Salesforce platform using the API and data load techniques and familiar with ETL tools.
- Experience in Design and Development of Visualforce components, Customer Controllers, APEX Classes, Trigger, Batch and Schedule APEX for Custom applications.

- Worked on Salesforce CPQ pricing using list, cost/ markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
- Developed Vlocity Integration Procedures, Vlocity Data Raptors; Vlocity Cards, Vlocity Templates, Vlocity Decompositions and Vlocity omni scripts Design.
- Expertise in advanced APEX/ Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
- Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
- Worked on integrating Outlook with Salesforce using Outlook Integration and Lightning Sync.
- Developed & delivered Agent microservices and integrated to the client database for to & from flow of the data.
- Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud.
- Created Omniscritps, Dataraptors and Vlocity Cards.
- Configured tasks using CPQ and Opportunity Management.
- Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
- Worked on Vlocity Product set up and Attribute design and Calculation Matrices.
- Hands-on experience in Web Services SOAP or REST APIs, Single Sign-On / Identity Management for interacting with external systems via Salesforce callouts.
- Building automation scripts, gherkins, step definitions and various methods for positive, negative, and end-to-end testing of REST API's
- Worked with Informatica ETL team for creating Data mapping for source and target systems
- Developed Test Classes to achieve code coverage and Responsible for deploying metadata into UAT and Production sandboxes using Change Sets.
- Environment: Agile/ Scrum, SOQL, SOSL, HTML, Visualforce, SOAP, REST, LWC, JavaScript, ETL, APEX, Salesforce, CPQ/ APTTUS CPQ, Vlocity (Vlocity Cards, Vlocity Omniscritps, Vlocity Data Raptors), Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Rest API, UAT.

## State of South Carolina

### Columbia, SC

### Salesforce Developer

Aug 2016-Nov 2018

**Description:** The Office of the State Auditor (OSA) serves as the independent audit function for the State of South Carolina. The OSA is organized into three service delivery divisions: State Agency, Medicaid and Internal Audit Services. The state has eight metropolitan areas, including Anderson, Charleston, Columbia, Florence, Greenville, Hilton Head, Myrtle Beach and Spartanburg. Great universities and colleges, minimal commute times and friendly people make South Carolina the ideal place to build your future.

#### Responsibilities:

- Built marketing camping reports in Salesforce and utilize it as a main source of data to integrate with Marketing Cloud.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports, and dashboards.
- Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Page layouts, Components, Visual force Pages to suit to the needs of the application.

- Developed APEX REST web services classes for external applications accessing salesforce.com data with restricted access.
- Managed different versions of the code using GITHUB and deployed the changes to higher environment.
- Integrate features developed using Visualforce pages, Lightning Aura Components, and lightning web component
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
- Planned and performed analysis of e-support activities and/or functions and guides the subsequent design and implementation or improvement of existing support applications
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for integrity of the data.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Performed Unit, Integration and Regression Testing.
- Developed Custom code for SFDC application and developed custom code for Meta data migration and integration.
- Designed salesforce service cloud console to enhance productivity with dashboard like interface.
- Implementation of Salesforce Service Cloud from Business case to operation
- Environment: Salesforce.com platform, APEX Language, Visual force Pages, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Sales force, Sandbox

**Client:** State of Georgia  
**Location:** Atlanta, GA  
**Role:** Salesforce Administrator  
**Duration:** Aug 2015 - Jun 2016

**Description:** The Department of Community Health's Decision Support Services (DSS) Team housed within the Division of Information Technology is responsible for data reporting and analytics. The team uses multiple systems, which include MMIS reporting repository administered by HP and a Decision Support System and Data Warehouse (DSS/DW) supported by Truven Health Analytics. All reporting systems include access to Medicaid enrollment, medical and pharmacy data for both Fee-For-Service and Managed Care populations.

**Responsibilities:**

- Worked as an Administrator as well as web developer as per the project and client requirement.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Experienced the whole designing and development of whole project.
- Created user accounts and managed the profiles and worked on role hierarchy and sharing rules to configure visibility.
- Developed automatic Workflows and approval process for sales opportunities, quote discounts and lead counting.
- Created Custom profiles, public Groups, and roles to distribute user rights and functionality.

- Created an interactive UI to improve customer experience while recording the damage incurred to the property using Visualforce pages.
- Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
- Environment: Spring 2.0, JSP 2.0, Servlets 2.4, JDK1.5, Oracle9i, AJAX, Java Script, Hibernate, HTML, XML, CSS, CVS, Eclipse, SOAP, WSDL, Web Services, SQL, PL/SQL, JMS, Eclipse, Windows XP.

#### Education Details:

- Master of computer application from Nagpur University, India.

#### Certifications:

- Certified Salesforce Platform Developer – 1
- Salesforce Certified Administrator

#### 2.7.1.12 Sai Teja Reddy Komati Reddy

### Sai Teja Reddy Komati Reddy

### Salesforce Developer

#### Professional Summary:

- Over 10 years of IT experience in Software Development which includes 6+ years of experience as Salesforce CRM Developer to include tasks in Administration, Development, Integration and Lightning component development, Lightning Classic to Lightning migrations and 4 years of experience in JavaScript, HTML, CSS.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Good experience in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
- Worked closely with Business Users to enable business processes using SFDC.
- Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications.
- .....Experience in SFDC development using APEX classes and Triggers, Visual force, Force.com IDE.
- Experienced in Developing and Administrating projects on Salesforce.
- Involved in integration of Salesforce with REST and SOAP Web Services.
- Expertise in Force.com technology stack: APEX, Visual force, SOQL and SOSL.
- Built customized Salesforce Mobile Apps using Lightning Component Framework.
- Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects and master-detail relationships.
- Good experience in designing Front-end using Dynamic Visual force pages, Components, HTML, CSS, JavaScript, jQuery, Bootstrap.
- Developed custom APEX code while adhering to Salesforce governor limits to ensure efficient and compliant code execution.
- Implemented monitoring mechanisms using Salesforce Developer Console to track and analyze governor limit usage during development and testing phases.
- In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Account Management and Case Management.

- Maintain and create workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules, with regards to CPQ and pricing rules.
- Provided ongoing support for Omniscripts, addressing user issues and troubleshooting technical challenges.
- Designed and developed Omniscripts to create dynamic and user-friendly interfaces for data entry and display.
- Worked on Salesforce Lightning components for building Customized Components replacing the existing ones and also embed Lightning components in Visualforce Page by using new Lightning out feature by event driven programming.
- Salesforce Integration with external apps using Salesforce API, REST/SOAP based Web services and External Objects.
- Involved in End-to-End QA and UAT testing and validation and CPQ including products, pricing, quoting etc.
- Extensive experience in designing Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Implemented Lightning Data Service to enhance data retrieval and manipulation within Lightning Components.
- ..Leveraged LDS to streamline data access, reducing server calls and improving overall performance.
- Expertise in integrating Salesforce with other systems using REST API, SOAP API, and Middleware tools.
- Customized standard Omnistudio components to meet specific business needs, enhancing the overall functionality and user interface.
- Designed and implemented custom applications using Salesforce Industries (Omnistudio) platform, contributing to enhanced user experiences and streamlined business processes.
- Developed Data-Raptors to efficiently extract, transform, and load (ETL) data from various sources into Salesforce Industries, ensuring data accuracy and consistency.
- Collaborated with cross-functional teams to gather requirements, design solutions, and deliver applications that aligned with business objectives.
- Implemented Integration Procedures to seamlessly connect Salesforce Industries with external systems, facilitating real-time data exchange and improving data integrity.
- Successfully customized and extended Salesforce Industries applications using APEX, Visualforce, and Lightning Components, resulting in improved functionality and user satisfaction.
- Experience in Migrating data from legacy systems to Salesforce using APEX Data Loader.
- Hands on experience with APEX Language, APEX Trigger, APEX Class, APEX Test Methods, APEX Web Service, Visual force Pages, Visual force Components & Controllers.
- Used the sandbox for Testing and Migrated the code to the Deployment instance after Testing.
- Unit and Integration Testing for new requirement and get the UAT from the Business owner.
- Configured and maintained user security permissions in compliance with organizational needs.
- Strong knowledge & experience working on large and small teams implementing Agile Methodologies.
- Worked on Large Data Integration and Migration Project.

**Education:**

- Bachelor's from JNTU in Computer Science. (2012)
- Master's from University of Texas at Dallas in Computer Science. (2013)

**Certifications:**

- Certified by Salesforce Administrator
- Certified by Salesforce Platform Developer-1
- Certified by Salesforce Platform Developer-2

- Certified by Salesforce Sales Cloud
- Certified by Salesforce Service Cloud

Technical Skills:	
Languages	JAVA, UML, XML, SQL, PL/SQL
Frameworks	Spring 4.x/3.x/2.x, Hibernate 3.0/2.1, Struts 2.0/1.2
Web Technologies	Angular JS, Bootstrap, jQuery, JavaScript, AJAX, Node JS, ReactJS
Mark up Languages	HTML5, CSS3, DHTML, XHTML, XML, XSLT
Database	Oracle, DB2, MongoDB, SQL Server, PostgreSQL, MySQL, NoSQL.
J2EE	Servlets, JSP, JSTL, JMS, JDBC, JNDI, JAXB, JTA
Testing Frame Works	JUnit, Mockito, Testing, TDD, BDD
Web Services	JAX-WS, JAX-RPC, JAX-RS, SOAP, WSDL, REST, Microservices
Operating Systems	Unix, Linux, Windows
Web/App-Servers	JBoss, Tomcat, WebSphere, WebLogic
IDEs	Eclipse, RAD, NetBeans, IntelliJ
Version Control Systems	CVS, SVN, GitHub, Clear Case
Build Tools	Ant, Maven, Jenkins.
Tools	SQL Developer, TOAD, Hudson, Log4J, SOAPUI, Rest Client UI, Postman, Grunt
Omni Studio	Custom Workflow Design, Dataraptor, Integration Procedures.

Professional Experience:
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United Health Group, Charlotte, NC  
 08/2022 – present

#### Salesforce Developer

- Designed, and deployed the Custom Objects, Custom Tabs, Validation Rules, Workflow Rules, Auto Response Rules, and Page Layouts, to suit the needs of the application.
- Created various custom objects, custom settings, custom labels, validation rules, record types, custom tabs, workflow rule and approval process including field updates and email alerts.
- Worked on customization of Sales Cloud Schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products. Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component (LWC) features.
- Integrated external applications with Salesforce.com both Inbound and Outbound by writing APEX SOAP and REST Web Services and APEX Callouts. Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component (LWC) look and feel better .Developed.
- Utilized the Lightning Platform for converting older Aura components into LWC.
- Extensively worked on the Lightning Web Components (LWC).
- Customized existing Visualforce to align with Salesforce new Lightning UI experience.
- Salesforce. complementation & Customization using APEX (Classes, Controllers, Triggers), APEX Scheduler, Batch APEX, APEX Web Service, Visualforce Pages, Custom Tabs & Objects, Analytic Snapshots, Dashboards
- Developed multiple number of Lightning Web Components (LWC) regarding service case console page.
- Created Lightning Web Components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.

- Implemented and configured IDX solutions within Salesforce to seamlessly integrate real estate listings and property data.
- Successfully implemented Copado as the DevOps platform for Salesforce projects.
- Managed end-to-end deployment processes using Copado, ensuring efficient and error-free deployments.
- Configured Jitterbit connectors to seamlessly integrate Salesforce with other applications, such as ERP or CRM systems.
- Designed and executed targeted email marketing campaigns using Salesforce Marketing Cloud.
- Extensive experience in customizing the User Interface of Salesforce CRM using APEX Programming, Custom Controllers, Visual force, CSS and Omniscript, JavaScript.
- Designed and developed custom Workflows using DocuSign for automating the signature process within Salesforce.
- Integrated DocuSign with Salesforce objects and records to enable seamless document signing and tracking.
- Proficient in designing and developing custom Health Cloud applications tailored to the specific needs of healthcare organizations, including patient management, care plans, and health data analytics.
- Strong understanding of Health Cloud data models, including standard objects such as Patient, Care Plan, and Health Events, enabling efficient customization and configuration based on industry best practices.
- Experience with Salesforce Industries (Vlocity) platform capabilities, including Dataraptors, Omnistudio, Integration Procedures, Calculation Matrices and Procedures, Omniscripts and Vlocity Data Model.
- Implemented robust data validation rules within Omniscripts to ensure accurate and clean data entry.
- Integrated Flex Cards seamlessly into Salesforce Lightning pages to improve the layout and presentation of key data.
- Customized and configured Flex Cards using Salesforce Lightning App Builder to meet specific business needs and provide a tailored user experience.
- Developed comprehensive API documentation to provide clear and detailed guidelines for developers and external stakeholders on how to integrate and interact with the Salesforce API.
- Experience in using several Open source and cloud ETL tools such as Talend, Pervasive, Relational Junction and Data Loader to support Data Migrations into multiple CRM applications such as Salesforce.com, Siebel and Microsoft Dynamics CRM.
- Designed, developed, and implemented ETL processes using tools such as Informatica, Talend, or Apache Nifi to integrate data between Salesforce and various external systems.
- Involved in various phases of Software Development Life Cycle (SDLC) as requirement gathering, analysis, design documentation, development, test cases, implementing and production support of the application.
- Experience in SFDC development in implementing lightning application using VS code, SFDX, APEX classes, Triggers, Visualforce, Force.com IDE, LWC, SQL, SOSL, SOQL and SAQL.
- Conducted comprehensive training sessions for client teams to ensure seamless adoption of Salesforce Omnistudio. Received positive feedback on improved user proficiency.
- Skilled in integrating custom functionality into Salesforce using REST API, SOAP API, and third-party integrations.
- Designed and architected Middleware solutions to integrate Salesforce with various applications and systems.
- Designed and implemented Middleware solutions for integrating Salesforce with external systems, applications, and databases.
- Proficiently managed projects through all phases of the SDLC, from requirements gathering to deployment and maintenance.
- Involved in Agile methodology, Scrum which improved productivity and reduced errors.
- Integrated IDX solutions with Salesforce to seamlessly display real estate property listings within the Salesforce platform..

- Created comprehensive documentation for IDX configurations, integrations, and Workflows.
- Utilized Dataraptor tools to map and transform data from various sources into Salesforce objects.
- Hands-on experience in implementing Health Cloud functionalities such as Health Cloud console, care coordination, and health analytics to empower healthcare providers with actionable insights and facilitate informed decision-making.
- Managed Salesforce development projects using agile methodologies, utilizing Jira for sprint planning, backlog management, and daily stand-ups.
- Designed and developed Flex Cards to display relevant information on Salesforce pages.
- Experience in designing Reports and Dashboards according to the business needs and awareness of governor limits for a multi-tenant Salesforce environment.
- Implemented Salesforce solutions for grant management, tracking applications, approvals, and reporting for Salesforce Public Sector (Vlocity) funding programs.
- Extensive experience in customizing and implementing Salesforce Health Cloud solutions to streamline patient management, improve care coordination, and enhance overall healthcare delivery.
- Designed and implemented Salesforce API integrations to connect Salesforce with external systems and applications.
- Developed custom Mulesoft connectors and modules to integrate with third-party APIs and applications.
- Developed Mulesoft integration tests and performed unit and integration testing using tools such as MUnit and JUnit.
- Proficient in utilizing Visual Studio Code (VS Code) as the primary integrated development environment (IDE) for coding, debugging, and managing Salesforce projects efficiently.
- Provided end-user training and support for Conga solutions, ensuring successful adoption and utilization of Conga functionalities within the Salesforce ecosystem.
- Participated in complex projects of upgrading JIRA application.

Environment: Service Cloud, Sales Cloud, Salesforce.com Platform, Lightning Web Components, Visual force, Pages, APEX, Visualforce, APEX Classes APEX triggers, Batch APEX, Omniscripts, Omnistudio, Vlocity, scrum, conga Git agile Mulesoft Schedule APEX, SOAP, REST., Jira, Git, Git Hub, Agile.

**Office of the Attorney General, Austin, TX**  
**02/2021 – 07/2022**

#### **Salesforce Developer**

- Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
- Designed, developed and deployed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
- Analyzing business requirements and translating them into technical solutions using Salesforce CPQ.
- Customizing and configuring the Salesforce CPQ platform to meet specific business needs and requirements.
- Strong knowledge of Agile methodologies, particularly Scrum, and their application to Salesforce development projects.
- Led end to end testing and configuration enhancements for the CLM functionalities.
- Conducted QA/UAT with the cross-functional business teams to ensure the Salesforce CPQ was aligned with the vision of the business teams including Pricing, Product and Quoting.
- Creating and maintaining data models, custom fields, page layouts, and other customizations within the Salesforce CPQ platform.
- Configured Copado's rollback functionality to enable quick and efficient rollbacks in case of deployment issues.

- Leveraged Salesforce Omnistudio to design, develop, and implement customized end-to-end Workflows, enhancing business efficiency and enabling seamless interactions across various customer touchpoints.
- Integrated Salesforce Omnistudio with existing Salesforce instances, optimizing data flow and ensuring a cohesive user experience.
- Implemented data validation rules using Dataraptor to ensure data accuracy and integrity.
- Developed and customized responsive email templates using HTML and the Content Builder within Salesforce Marketing Cloud.
- Developed custom Middleware components and connectors to meet specific business requirements.
- Developing custom integration between Salesforce CPQ and other Salesforce applications, such as Sales Cloud and Service Cloud.
- Conducted impact analysis using Copado's deployment analyzer to assess the potential risks before deployments.
- Implemented and configured CI pipelines for Salesforce development using tools like Jenkins, Salesforce CLI, or Azure DevOps, ensuring automated and consistent build processes.
- Implemented data-level security measures to adhere to Salesforce best practices.
- Configured DocuSign for Salesforce to ensure data privacy and compliance with industry regulations.
- Implemented DocuSign's security features, such as authentication and access controls, to protect sensitive documents.
- Designed and implemented Mulesoft integrations between different systems, such as CRM, ERP, and HR, using Mulesoft's Anypoint Platform.
- Created comprehensive documentation for Omniscrpts, including design specifications and user guides.
- Integrated Omniscrpts seamlessly with Salesforce objects to streamline data flow and enhance overall data management.
- Created mapping documents to define relationships between source and target data structures, ensuring proper field matching during the ETL process.
- Designed and implemented ETL processes to extract data from various source systems and external databases into Salesforce.
- Experience in design of Dashboards, data binding and various other components as per the client and application requirements and awareness of the governor limits for a multi-tenant Salesforce environment.
- Expertise in setting up environments for Salesforce Public Sector solutions (Vlocity).
- Worked on data raptors, Flex Cards, Omnistudio development.
- Worked on Vlocity Industry Cloud Apps, Vlocity CPQ (Configure, Price, and Quote), Vlocity OmniScript, Vlocity Dataraptor, Salesforce CRM integration with Vlocity, Business process analysis and requirements gathering for Vlocity implementations, Vlocity data modeling and process flow design, testing and quality assurance for Vlocity solutions.
- Conducted training sessions for development teams and end-users on utilizing and maintaining Salesforce API integrations.
- Communicated effectively with stakeholders to understand business needs and provide updates on OmniScript development progress.
- Created and maintained documentation for DevOps processes, including setup instructions, configurations, and troubleshooting guides.
- Extensive experience implementing and configuring Conga solutions, such as Conga Composer, Conga Contracts, Conga Sign, and Conga Grid, to streamline document generation, contract management, eSignature, and data management processes within Salesforce.
- Responsible for Salesforce.com System Integration with external applications and systems using APEX Web services and APEX Callouts with both REST API and SOAP API.
- Developed a SOAP UI-based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.

- Evaluated and selected Middleware platforms such as Mulesoft, Dell Boomi, or Jitterbit for Salesforce integration projects.
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- Considered factors like scalability, flexibility, and ease of maintenance in Middleware platform choices.
- 
- Hands on building Omni Scripts, Data Raptors, Vlocity actions, Vlocity cards and Flex Cards.
- Managed data within IDX, ensuring accurate and up-to-date information is available in Salesforce.
- Implemented data synchronization processes to maintain consistency between IDX and Salesforce databases.
- Created extensive API documentation that offers precise and in-depth instructions for developers and external stakeholders regarding the integration and utilization of the Salesforce API.
- Created and maintained Copado pipelines for continuous integration and continuous delivery (CI/CD) Workflows.
- Implemented DocuSign Connect to enable real-time updates and notifications on document status within Salesforce.
- Developed custom APEX triggers and classes to extend the functionality of DocuSign within Salesforce.
- Experience managing at least two large-scale full-life cycle implementations of Quote to- Cash (Oracle CPQ/ CRM/CLM) solutions, including ownership of the technical solution,
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Designed and configured Vlocity data models and business processes to meet industry-specific requirements.
- Developed Vlocity industry-specific functionalities, such as quoting, billing, or policy management, within Salesforce.
- Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
- Integrated Conga Sign with Salesforce to enable secure and efficient electronic signature capabilities, accelerating the contract signing process and improving overall document management.
- Customizing Visualforce pages with Visualforce components, Extension controllers and developed dynamic components.
- Developed various Visualforce Pages, APEX Triggers to include extra functionality and wrote APEX Classes and Controller to provide functionality to the visual pages.
- Experience with Git-based platforms like GitHub, Bitbucket, or GitLab for hosting repositories, managing code reviews, and facilitating team collaboration.
- Developed custom APIs and web services using Jitterbit to expose Salesforce data and functionality to external systems.
- Environment: Salesforce.com, Force.com, Data Loader, APEX Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Copado, Omniscritps, Omnistudio, Vlocity, Scrum, Jitter bit, conga Git, Mulesoft, Workflow & Approvals, Java, Ant, Custom Reports, Dashboards, Oracle.

**UpWork.com, Santa Clara, CA**  
**09/2019 - 01/2021**

#### **Salesforce Developer/Administrator**

- Interacted with users to understand complex business requirements and documented the requirements.
- Experienced in designing, developing and data modelling of the application and ensured that they are within the Salesforce governor limits.
- Involved in end-to-end testing and configuration enhancement for the CPQ and CLM functionalities.

- Created custom objects, custom Fields, Validation Rules, and formula fields.
- Created Visualforce pages, APEX Triggers, APEX Classes, Test Methods and Workflows.
- Designed and developed custom Visualforce pages to meet specific business requirements.
- Developed SOQL query to pull data from Salesforce.com instance to Right90 application. The process is set to run by default every 20 min and pull information that is changed since the last successful sync run.
- Worked on Visual flow for automating the user actions and displayed appropriate information on the screens.
- Maintained comprehensive documentation for DevOps processes and best practices, facilitating knowledge sharing and onboarding of new team members.
- Worked on Process Builder for calling the APEX methods for updating the contact information with zip code.
- Implemented seamless integration between Salesforce Health Cloud and EHR systems, ensuring real-time data synchronization and accuracy.
- Developed and automated care plans within Health Cloud, streamlining patient care processes and improving overall care coordination.
- Designed and developed Omniscripts to create dynamic and user-friendly interfaces for data entry, modification, and display.
- Customized Omniscripts to align with business requirements and enhance the overall user experience.
- Collaborated with business analysts, administrators, and stakeholders to gather requirements for Omnistudio solutions.
- Configured security settings within Omnistudio to ensure the protection of sensitive data.
- Designed and developed custom Flex Cards to enhance the user interface and improve user experience within the Salesforce platform.
- Designed and implemented IDX solutions within Salesforce to seamlessly integrate real estate listings and property data.
- Created comprehensive documentation for IDX integrations, including configuration settings, data mapping, and troubleshooting guides.
- Deep Understanding and hands-on experience in Vlocity OmniScript, Vlocity Dataraptor, Vlocity Cards and Templates, Vlocity Actions development.
- Implemented data synchronization processes using Salesforce APIs to ensure seamless and real-time data flow between Salesforce and other platforms.
- Developed custom solutions using Salesforce REST API, SOAP API, or Bulk API based on specific integration requirements.
- Worked on Integration using Middleware tools like Mulesoft, Salesforce connectors.
- Designed and implemented ETL processes to extract data from various source systems into Salesforce.
- Utilized ETL tools such as Informatica, Talend, or Microsoft SSIS to facilitate efficient and reliable data extraction.
- Deploy using Force.com IDE tool, Change sets and Eclipse for sandbox to production environments.
- Having experience on support projects providing solutions to Level-1, Level-2 and Level-3 tickets
- Developed scripts to load forecast data from Salesforce.com.
- Developed and maintained customized Pardot dashboards and reports to provide stakeholders with actionable insights into campaign performance and lead quality, facilitating data-driven decision-making and strategy refinement.
- Ensured compliance with email marketing regulations (e.g., CAN-SPAM, GDPR) and implemented best practices to maintain high deliverability rates.
- Provided training to marketing teams on using Salesforce Marketing Cloud tools and features.
- Created technical design document and functional design documents as per business requirement.
- Developed integrations to integrate data from Salesforce.com using SFDC API.

- Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
- Fields and defined Field Dependencies for custom pick list fields.
- Implemented Case Assignment Rules to direct the case to appropriate groups such as Stories and PCS Central Support.
- Implemented robust error handling mechanisms within Lightning Components using LDS error events.
- Conducted regular code reviews to ensure compliance with Salesforce governor limits and best practices, fostering a culture of efficient and optimized development within the team.
- Proficient in debugging and resolving issues related to Lightning Data Service integration.
- Wrote Case Escalation Rules to escalate cases depending on the time frame and difficulty of the case issues.
- Environment: APEX, Visualforce, APEX Classes, APEX triggers, Pages, Batch APEX, Schedule APEX, Workflows and Approvals, Data Warehousing, sandbox, IDX, Flex Cards, Omniscrypts, Omnistudio, MS SQLServer2000, MS Access, Mulesoft, SQL Profiler, Import & Export Data, Windows 2000 Server.

**Cepheid, Sunnyvale, CA**  
**06/2018 - 08/2019**

#### **Salesforce Administrator**

- Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed solutions by customizing various standard objects of Salesforce.com (SFDC).
- Developed APEX Classes, Test Classes, Controller Classes and APEX Triggers for various functional needs of the application.
- Good experience in development and maintenance of Sales & Service clouds.
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Implemented DML operations of Inserting and Updating records.
- Worked on SOQL and SOSL queries.
- Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements.
- Communicating with executive management on project status and overall project progress against target.
- Involved in Salesforce.com Application Setup activities and customized the objects to match the functional needs of the organization.
- Ensured Health Cloud implementation adheres to industry-specific security and compliance standards, such as HIPAA, safeguarding patient data and maintaining confidentiality.
- Developed custom Lightning components within Health Cloud to enhance user interfaces and provide a more intuitive experience for healthcare professionals.
- Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, and Reports and developed the Custom objects, Page layouts, Custom tabs, Components, and user Dashboards.
- Created various profiles and configured the permissions based on the organizational hierarchy requirements.
- Calculated and reported return on investment (ROI) for marketing campaigns implemented through Salesforce Marketing Cloud.
- Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Crated page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail page and edit pages.
- Created workflow rules and defined related actions, time triggered tasks, email alert, field updates to implement business logic.

- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various reports and for different user profiles based on the need in the organization.
- Environment: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, APEX Language, Visual force Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Data Loader.

**AIG, Houston, TX**  
**03/2016 – 05/2018**

**Java Developer**

- Designed and developed application in n-tier fashion as per struts based MVC architecture using Servlets, Struts Action classes, Action Forms, JSP and Session Beans and developed User Interfaces using JSP, HTML, and CSS
- Developed business modules using J2EE design patterns and extensively used Java Collections API
- Scripting of Test cases based on the Specifications received for the request.
- Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
- Implemented Maven and used Jenkins build tool to build jar and war files and deployed war files to target servers.
- Managing Build using Maven.
- Responsible for Coding using JSP, Java Servlets, Spring MVC and XML.
- Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
- Worked on Dynamic, object-oriented programming language RUBY.
- Developed Shell Scripts for automating the closing document process using JavaScript front end validations.
- Implemented Enterprise Java Beans (EJB) to interact with database to insert, update, delete and retrieve values; developed session beans and entity beans representing business logic abstractions.
- Worked on Eclipse as the development environment using CVS version controller.
- Environment: SQL, PL/SQL, DB2, Apache Tomcat, XML, CSS, Windows XP, Linux, Java1.7, Struts, EJB 2.0, Java/J2EE coding, J2EE patterns, Bootstrap, Angular JS, Web service, JDBC, Spring, WSDL, jQuery, Hibernate.

**Cryder System, Inc., Miami, FL**  
**01/2014 – 02/2016**

**Java Developer**

- Gathered the business requirements and developed app using Java and Mozilla XUL.
- Involved in development using spring, Hibernate and JSF Framework. Used ANT script for project deployment.
- Use case, design – class, sequence diagrams. User Interface design
- Data Modelling – logical and physical models
- Requirements gathering- Proto-typing, Walk-through to business groups and gap analysis.
- Understand the business aspect of the application and converted into requirements document.
- Create POC for first time patterns and vendor integrations.
- Code review with the developers and delivery team
- Co-Ordinate and manage Global Delivery teams at offshore locations.

- Schedule and organize weekly or daily stand-up meetings with the whole development teams both onshore and offshore.
- Develop Functional Requirements Specification (FRS)
- Business process review and modelling
- Involved in writing SQL queries for the application in Teradata database.
- Environment: Java, JSP, Servlets, HTML, JDBC, JDK, Waterfall Model, Tomcat, Windows XP.

## 2.7.2 Salesforce Systems Analyst (2)

### 2.7.2.1 Prakash Billa

**Prakash Billa**

**Business Systems Analyst**

#### HIGHLIGHTS

Multifaceted techno-functional System Analyst, with success leading cross-functional teams in the completion of global Products and Projects. High-achieving and detail-oriented System analyst with 12+ years of experience acting as a change management agent through redesigning business processes and migrating legacy systems to new systems.

#### SKILLS

**Business:** Product Strategy, Product Management, backlog management, sprint tracking, Business Analysis, Test Planning and Execution, Change Management, Project Management, Business Intelligence, Market Research, CRM, Quality Analysis

**Design:** Design Thinking, User Experience Design, UI Design, UX Research

**Technical Expertise:** Software Development, Jira Administration, Database Management, UAT, Data Analytics, HP ALM, Salesforce Administrator, Quality, Business Analysis

**Domains:** Banking, Event Management, Staffing & Recruitment, Commerce.

**Project Management:** Waterfall, Agile scrum, Kanban, Jira, SDLC, Product Lifecycle, STLC

**Product Management:** Research, Planning & Strategy Development, Roadmap, Vision, Partnership with External Stakeholders, Communications, Customer Feedback & Interaction, Ideation.

**Cloud Expertise:** Salesforce (Sales, Service, Vlocity, CPQ Basic, App Builder, Tableau)

#### CERTIFICATIONS:

- Certified Salesforce Administrator
- Certified Sales Cloud Consultant agile
- Certified Salesforce App Builder
- Salesforce Certified Business Analyst
- Salesforce Certified Associate
- Salesforce Certified AI Associate
- Certified Scrum Product Owner
- Certified Agile scrum Master
- Certified SAFe Agilist

#### Employment History:

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General Requirements:  
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## **Jeevan Technologies – Lead Salesforce BSA, USA**

### **OCT-2023 – Present**

#### **Responsibilities**

- Collaborated closely with clients to decipher project requirements and concerns, translating them into actionable tickets or user stories.
- Efficiently managed and prioritized tasks according to client needs, assigning responsibilities to the appropriate teams or individuals.
- Facilitated seamless communication and coordination between clients and the development team.
- Executed administrative tasks, encompassing the creation of flows, validations, and user management, ensuring the smooth operation of Salesforce projects.
- Spearheaded DevOps processes, employing tools like Gearset and Bitbucket to automate deployments and streamline development Workflows.
- Actively participated in code reviews to uphold code quality and ensure adherence to best practices.
- Ensured successful stakeholder delivery, guaranteeing that project outcomes consistently met or exceeded expectations.
- Orchestrated Jira board prioritization and estimation, optimizing project timelines and resource allocation.
- Functioned as a vital business analyst in Salesforce projects, bridging the gap between business needs and technical solutions.
- Conducted comprehensive requirements gathering and analysis, establishing a profound understanding of the client's objectives.
- Worked closely with stakeholders to delineate and document project scope and objectives, streamlining project execution.
- Leveraged Salesforce proficiency to design and implement custom flows, Workflows, and validation rules tailored to meet client specifications.
- Utilized Salesforce capabilities to automate business processes, significantly enhancing operational efficiency.
- Conducted thorough data analysis to identify trends, provide insights, and make data-driven recommendations.
- Contributed to user training and documentation to improve user adoption and proficiency, including Confluence maintenance.
- Facilitated Daily Stand-up Meetings (Scrum), providing a platform for team members to discuss progress, challenges, and coordination.
- Led Sprint Planning Meetings, assisting the team in setting objectives, selecting user stories, and estimating effort for the upcoming sprint.
- Orchestrated Sprint Review Meetings, showcasing completed work to stakeholders and collecting valuable feedback.
- Conducted Sprint Retrospectives, fostering continuous improvement by reflecting on past sprints and identifying areas for enhancement.
- Coordinated Backlog Refinement sessions, ensuring user stories are well-defined, prioritized, and ready for development.
- Collaborated with Product Owners and Scrum Masters, ensuring clear communication and alignment with Agile principles.
- Managed Salesforce user profiles, permissions, dashboards for field changes and data security to safeguard sensitive information.
- Experience Using SonarQube, Gearset, bitbucket, confluence.
- Proficient in configuring Service Cloud features including case management, service console, knowledge base, and Omni-Channel.
- Utilized custom metadata types for configurable settings and effective data management.
- Configured external objects and linked data from external systems using Salesforce Connect.

- Demonstrated expertise in using data loader tools and Salesforce Data Import Wizard for data migration, transformation, and cleansing.
- Implemented and enforced user access controls, ensuring data integrity and confidentiality.
- Regularly executed data backups and participated in disaster recovery planning to safeguard critical information.

#### **Deloitte – Lead Salesforce BSA, India**

##### **DEC 2019 - JAN 2023**

- Served as the Single Point of Contact (SPOC) and Individual Contributor for Taxonomy and Currency Exchange App within the Salesforce platform.
- Proficient in designing and building Salesforce Flows, including Screen Flows, Auto-launched Flows, and Record-triggered Flows, to streamline business processes and enhance user experience.
- Model healthcare data structures (patient records, insurance details) in Vlocity.
- Design healthcare processes using Vlocity's Omniscrypt and Dataraptor for custom data mappings.
- Coordinate integration of Vlocity with EHRs and billing systems.
- Use Middleware tools like Mulesoft for data integration.
- Plan and document deployment strategies in Copado.
- Leverage Salesforce Einstein Analytics for predictive insights based on healthcare data.
- Use Copado's Environment Management features to handle different Salesforce environments.
- Ensure compliance with healthcare regulations (HIPAA, GDPR, etc.).
- Proficient in setting up and optimizing Omni-Channel routing to efficiently distribute cases and work items to appropriate agents based on workload and expertise.
- Expertise in customizing the Salesforce Service Console for enhanced agent productivity, including implementing console components, macros, and quick actions.
- Skilled in managing Salesforce Knowledge, including article creation, categorization, and implementing knowledge base Workflows for service agents.
- Knowledge of configuring and utilizing Field Service Lightning for managing work orders, scheduling, and mobile workforce.
- Proficient in creating and managing complex case escalation rules to ensure timely response to critical service issues.
- Created user-friendly, custom-designed screens in Flows with dynamic picklists, input validations, and decision logic to guide users through complex data entry processes.
- Leveraged Flows to integrate Salesforce with external systems and web services, enabling seamless data exchange and ensuring data consistency across platforms.
- Implemented error handling and exception flows to improve data quality and provide users with clear instructions on resolving issues during data entry.
- Managed user accounts, profiles, and permissions to ensure data security and enforce proper data access controls.
- Executed data import, export, and data cleansing tasks to maintain clean and accurate data in Salesforce, reducing data redundancy and inconsistencies.
- Designed and implemented workflow rules and processes to automate business processes, improve data integrity, and reduce manual workloads.
- Configured and maintained security settings, including sharing rules, profiles, and permission sets to control data access and maintain data privacy.
- Tailored Salesforce to meet business needs through custom fields, objects, page layouts, and validation rules, ensuring a cohesive and user-friendly environment.
- Created reports and dashboards to provide stakeholders with real-time insights into business performance and data trends, enabling data-driven decision-making.

- Designed and managed approval processes to streamline critical business Workflows, such as sales discounts and purchase requisitions, improving process efficiency.
- Developed and implemented Lightning Apps and Components to enhance user experience and streamline business processes on the Salesforce platform. Utilized Lightning Design System (SLDS) to create responsive and modern user interfaces.
- Designed and built custom Salesforce applications tailored to meet specific organizational needs, resulting in improved efficiency and user adoption. Integrated third-party tools and services seamlessly into custom apps to extend functionality.
- Implemented strategic modifications to core Salesforce applications, optimizing them for better performance and aligning them with evolving business requirements.
- Contributed to the Salesforce AppExchange ecosystem by developing and publishing custom apps, driving innovation and offering solutions to a broader user base.
- Engineered approval processes and Workflows within Salesforce, automating business approvals and ensuring compliance with organizational policies.
- Developed product configurators to empower sales teams with the ability to easily configure and quote complex products or services, leading to faster sales cycles.
- Implemented custom price books to accommodate diverse pricing structures, facilitating accurate and dynamic pricing strategies for products and services.
- Created insightful and visually appealing dashboards for management and stakeholders, providing real-time analytics and key performance indicators to drive data-driven decision-making.
- Applied Tableau analytics to Salesforce data for in-depth sales analysis.
- Utilized Tableau's capabilities to identify trends, opportunities, and potential risks.
- Contributed to data-driven decision-making within the sales team.
- Generated comprehensive reports by combining Salesforce and external data in Tableau.
- Implemented robust data governance strategies within Salesforce, ensuring data quality, integrity, and security.
- Executed data migration projects, successfully transferring large volumes of data while maintaining data accuracy.
- Utilized Salesforce Data Loader and other tools to perform bulk data updates, inserts, and deletions efficiently.
- Developed and maintained data validation rules and workflow processes to streamline data entry and maintain data consistency.
- Conducted regular audits of Salesforce data to identify and rectify anomalies, contributing to a clean and reliable database.
- Designed and implemented real-time dashboards in CRM to visualize key performance indicators (KPIs) and track business goals.
- Customized dashboards to meet the specific reporting needs of different user groups, enhancing overall user experience.
- Implemented advanced features such as drill-downs and dynamic filters in dashboards for deeper data exploration.
- Integrated external data sources into Salesforce dashboards, providing a comprehensive view of business metrics and performance.
- Developed and implemented predictive analytics models to forecast sales trends and identify areas for improvement.
- Collaborated with cross-functional teams to analyze historical sales data, enabling the identification of patterns and opportunities.
- Established key performance metrics for the sales pipeline, leading to actionable insights for the sales team.
- Created and maintained automated reports for regular monitoring of sales pipeline health and performance.

- Facilitated regular meetings with business stakeholders to gather requirements and ensure alignment of Salesforce strategies with organizational goals.
- Developed and delivered clear and concise presentations on sales performance, market trends, and actionable insights.
- Implemented effective communication channels between technical teams and business units, fostering collaboration and understanding.
- Acted as a point of contact for user feedback, translating user needs into technical requirements for system improvements.
- Led a cross-functional team in resolving complex issues related to CRM data, resulting in improved data accuracy and system efficiency.
- Successfully managed end-to-end implementation of CRM enhancement projects, ensuring timely delivery and stakeholder satisfaction.
- Developed and documented standard operating procedures for data issue resolution, facilitating a streamlined and consistent approach.
- Collaborated with IT and business units to prioritize and address critical issues under tight deadlines.
- Developed and conducted comprehensive training programs for Salesforce users, resulting in increased user adoption and proficiency.
- Established a user support system, providing timely responses to user inquiries and issues.
- Created and maintained a knowledge base and FAQ documentation for self-service user support.
- Implemented user feedback mechanisms to continually improve the user experience and address evolving user needs.
- Developed attainment tracking pages to monitor and visualize sales performance against targets. Designed engaging contest pages to motivate and incentivize sales teams, fostering a competitive and high-performance culture.
- Successfully implemented Salesforce solutions for diverse organizations, showcasing adaptability and expertise in tailoring Salesforce to unique business requirements.
- Configured and maintained Salesforce Communities to enhance collaboration with partners, customers, and employees, creating self-service portals and forums.
- Implemented data backup and recovery strategies to protect critical business data, ensuring business continuity in case of data loss.
- Maintained detailed documentation of configurations, processes, and Workflows to support training, onboarding, and troubleshooting.
- Ensured adherence to Salesforce best practices, data governance, and regulatory compliance, minimizing risk and data exposure.
- Provided user training and support, assisting users in navigating Salesforce, resolving issues, and maximizing their productivity within the platform.
- Troubleshot and resolved technical issues, such as system errors, data discrepancies, and performance problems, to maintain Salesforce's operational effectiveness.
- Managed Salesforce releases and updates, assessing their impact, conducting testing, and communicating changes to stakeholders.
- Worked extensively on business requirements, evaluating business processes, creating Epics, User Stories, prioritizing stories, and conducting sprint estimations. Provided training and change management support to business users.
- Played a crucial role as a business analyst in Salesforce projects, bridging the gap between business needs and technical solutions.
- Conducted comprehensive requirements gathering and analysis, ensuring a profound understanding of the client's objectives.
- Experience with requirement gathering for leveraging Chat GPT AI for instances within the org.
- Managing Salesforce user profiles, permissions, and data security for safeguarding sensitive information.
- Utilizing custom metadata types for configurable settings and data management.

- Configuring external objects and linking data from external systems using Salesforce Connect.
- Expertise in using data loader tools and Salesforce Data Import Wizard for data migration, transformation, and cleansing.
- Implementing and enforcing user access controls for data integrity and confidentiality.
- Handling user provisioning, including creating and managing user accounts, roles, and groups.
- Administering DevOps processes using Gearset and Bitbucket for version control and continuous integration.
- Configuring and maintaining Salesforce integrations with other systems.
- Conducting data backups and disaster recovery planning to safeguard critical information.
- Leveraging Salesforce capabilities to automate business processes and improve operational efficiency.
- Conducting data analysis to identify trends, provide insights, and make data-driven recommendations.
- Contributing to user training and documentation to enhance user adoption and proficiency.
- Assisting the Product Owner/product Management in implementing, maintaining, refining, and prioritizing the product backlog.
- Implementing Global CRM solutions for various geographic regions as per the planned schedule.
- Ensuring timely review, approval, and sign-off of deliverables.
- Leading the Performance testing team, including Load testing, SF release testing, Compatibility testing, Regression Testing, and Build Specific Testing with signoff.
- Expertise in data analysis, including export/import with Workbench, Data Loader, and Salesforce Inspector, utilizing knowledge of SOQL (Salesforce Object Query Language).

#### **Bullhorn - Lead Product Analyst**

##### **Salesforce, India**

##### **JULY 2016 - DEC 2019**

- Handle administrative functions including user account maintenance, reports and dashboards, Workflows and other routine tasks.
- Experience in analyzing business requirements, Preparing Functional design document, Test Plan, Project coordination and management using Agile Accelerator, Trello and Salesforce.
- Demonstrated expertise in integrating Salesforce with the company's products, ensuring seamless data flow and real-time updates between Salesforce and the product ecosystem.
- Designed customized Salesforce dashboards with product-specific metrics, allowing stakeholders to monitor product performance, sales, and customer engagement.
- Configured Salesforce to support product management processes, including product catalog creation, pricing updates, and inventory tracking.
- Conducted product-specific user training to enhance product knowledge among the sales and customer support teams, leading to improved product sales and customer service.
- Collaborated with the product development team to plan and coordinate Salesforce updates in alignment with new product releases, ensuring a seamless user experience.
- Conducted UAT for Salesforce updates related to new product features, guaranteeing the quality and functionality of product-related enhancements.
- Successfully managed change and communicated updates to end-users and product stakeholders, minimizing disruptions and ensuring smooth transitions with product changes.
- Integrated customer and sales team feedback into the product development process, contributing to product enhancements and aligning Salesforce with evolving product needs.
- Ensured accurate product data synchronization between Salesforce and the product database, preventing data inconsistencies and supporting sales efforts.
- Leveraged Salesforce reports and analytics to provide insights into product performance, including sales trends, customer preferences, and inventory management.

- Maintained detailed product-related documentation within Salesforce, such as product manuals and FAQs, accessible to internal and external stakeholders.
- Created and maintained a comprehensive product knowledge base within Salesforce, providing a valuable resource for customer support teams and customers.
- Managed product-specific cases and support requests within Salesforce, tracking issue resolutions and product-related inquiries.
- Developed and implemented product-specific SLAs to ensure timely responses to customer inquiries and support requests.
- Proficient in integrating product support functionalities within Salesforce Service Cloud, ensuring seamless product-service alignment.
- Skilled in integrating and managing product catalogs within Salesforce, enabling better service agent access to product information.
- Proficient in creating and customizing reports and dashboards in Service Cloud to track product-related service metrics and customer feedback trends.
- Skilled in building and maintaining a product-focused knowledge base in Salesforce, providing agents and customers with easy access to product information and troubleshooting guides.
- Ability to identify and implement features within Service Cloud that can alert agents to potential cross-sell or up-sell opportunities based on customer interactions and product usage.
- Collaborated with product development teams to create a roadmap for product enhancements and integrated this into Salesforce to track progress.
- Collaborated closely with product managers, developers, and quality assurance teams to align Salesforce with product development and feature releases.
- Established a feedback loop between Salesforce users and the product team, fostering an environment of continuous product improvement.
- Provided Salesforce support for product launches, including pre-launch training and post-launch data monitoring to ensure successful product adoption.
- Involved in implementing various New Product features with various third party integrations as well worked towards Customer Experience Development.
- Expertise in developing and maintaining overall Test Methodology and Strategy,
- Documenting Test plans, Test Cases, executing Tests Cases and Test Scripts based on baseline requirements.
- Acting Lead of Customer Experience team with 6 members which includes activities of QA, Solutioning and providing the level of Efforts to the clients.
- Facilitating Scrum ceremonies: Sprint Planning, Daily Scrum/Standup, Backlog grooming;
- Sprint Review, Sprint Retrospective with great exposure to Agile Processes. \ Applied Tableau analytics to Salesforce data for in-depth product analysis and optimization.
- Utilized Tableau's capabilities to identify product trends, opportunities, and areas for improvement.
- Played a key role in enhancing product features and strategies based on Tableau-driven insights.
- Integrated Salesforce and Tableau to derive insights into product performance and customer behavior.
- Designed Tableau dashboards that leverage Salesforce data to inform product development and strategy.
- Ensured seamless data integration between Salesforce and Tableau for holistic product analytics.
- Sheltering team by Identifying and removing impediments and maintaining focus on product backlog project timeline and improved team's metrics to 90% at all levels.
- Taking care of internal and external communication, improving Transparency.
- Acting as voice of the team during Sprint reviews demos and leadership.
- Being available to the development team at all times to answer any questions team members have regarding the customer's needs and the customer's views of how the team is implementing a product feature.
- Responsible for Demo of product and Collecting Feedback from Clients and responsible for Brainstorming sessions.

**ETG Global Services**

**Business Analyst/Quality Analyst – Salesforce**

**MAY 2015 - JULY 2016**

- Hands-on experience in analyzing the business requirements, WBS, Business Proposals,
- Preparing Functional design document, Project Plan, Test Plan, Project coordination and management using customized SharePoint tools.
- Involved in System analysis, Building Proposals, Requirement gathering, Prototyping, System design, Project Planning, Task allocation, Quality Analysis, Client communication & Coordination till User Acceptance Testing.
- Involved in various functional training like Post configurations.
- Extensively worked with clients across the world in understanding their requirements and working with the entire team effectively to give timely deliverables.
- Ability to manage multiple projects as well as Tasks to meet project requirements and timelines
- Good team player with excellent Communication & Documentation skills!
- Displayed subject matter expertise in functional areas to bridge business requirements and IT solutions, also assisted business in preparing training documents and presentation decks performing walkthroughs of design to Stakeholders.

**SYNTEL PRIVATE LIMITED (ATOS)**

**Software Engineer Main Frames & Salesforce**

**DEC 2012 - APR 2015**

- Strongly managed all the software development and testing life cycles.
- Helping the clients in resolving Technical & Business queries.
- Worked on SOAPUI, Mainframes Tools, Salesforce Administrator
- Participated actively as a key member in each phase of software testing life cycle i.e.
- planning, estimation, requirement analysis, test case creation, modification, review, execution and validation.
- Client interaction for requirement gathering, system analysis, gathering of technical and functional specifications for the application and mapping the functional requirements.
- Creating baseline as per SRS, Designing test cases, test case execution and validation of test cases on validation tools.
- Understanding the business requirements and making the documents.

**EDUCATION**

JNTU - Bachelor of Technology in Computer Science

JUNE 2008 - JUNE 2012

**2.7.2.2 Archana Bonta**

**Archana Bonta**

**Salesforce BA / Administrator**

**PROFESSIONAL SUMMARY:**

- 10+ years of IT experience and Techno-functional experience in Salesforce.com (SFDC) as Salesforce Developer with Administrator.
- Extensive IT experience and technical proficiency in the field of salesforce teamed with Business Requirement Analysis, Data Modeling, Design, Development & testing and full life cycle Implementation.
- Experienced working in DeavOps, AGILE and Safe methodology.
- Extensive experience in liaising with stakeholders in devising Business Strategy for Revenue growth and Operational Excellence.
- Expertise in SFDC Administrative tasks like creating Objects, Fields, Users, Roles, Profiles, Page Layouts, Approvals, Workflows, Validation rules, Reports, Dashboards, Sandboxes, Permission Sets
- Experienced in working across various SFDC implementations covering Sales Cloud, Service Cloud, Marketing cloud, Voice and chat integration, Veeva CRM, Call center, CTI Integration and Chatter
- Experience in analyzing Business Requirements and Providing client specific solutions in Salesforce environment with APEX classes, Triggers, Visualforce pages, Lightning Components, controllers.
- Extensive experience working on custom objects, custom fields, pick list, role-based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats, Snapshots, Dashboards, and Email generation according to application requirements.
- Experience in the Lightning component framework, Events, Open-source Aura framework, developer Console and in lightning components.
- Experience in working on security and sharing rules at object, field and record level for different users at different levels of organization
- Expertise in writing SQL queries and used SOQL/SOSL Queries to retrieve data
- Experience in designing use case, activity, and class diagrams to extract business process flows assisting DEV and QA teams with requirements
- Extensive experience in building Custom Applications that includes administration, configuration, implementation and support experience with Salesforce.com platform.
- Experience working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.
- Experienced in scoping phase, gap analysis, testing, and implementation phase.
- Strong Requirements gathering experience using JAD Sessions and conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS).
- Experience in creating custom objects and integrating existing desktop and web apps with legacy mainframe systems.
- Hands on experience in creating page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Good experience in implementing pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
- Good at building Lightning components using Controllers, Handlers and using these components in Visualforce pages and integration using Lightning Out.
- Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting, and Call Center.
- Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and support modules.
- Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client's need.
- Hands-on expertise on data analysis through reports & Dashboards
- Expertise in integrating the systems using RESTAPI and SOAP API in both Exposing and Consuming the Callouts.
- Good understanding on object data model of Sales Cloud related objects such as Opportunities, Quotes, Quote Line Items, Products and Price books

- Expertise in creating user acceptance test plan for validating the user interface and functionality of the application
- Managed individual test cycles, reported bugs and worked with analysts and developers to resolve problems
- Good exposure on Agile Methodologies and applied knowledge on principles of agile methodology in project execution, experience on DevOps code management in Copado, Jenkins, GitLab, GitHub and Bitbucket.
- Excellent Leadership, strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena. Team player with ability to work effectively with all levels of organization and individually as well.
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment
- Acquainted and well versed with CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes, and recommended solutions to improve their processes.
- Experience in analyzing bugs, interacting with team members in fixing errors and UAT and also assisted in Post-Production support.

**CERTIFICATIONS:**

- Salesforce certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I

**EDUCATION:**

MBA – SRM University – 2009

Bachelor's in Computer Science from Barakatullah Vishwavidyalaya, Bhopal – 2007

**2.7.3 Salesforce Trainers (2)**

**2.7.3.1 Rama Sindhoor Gajjela**

**Rama Sindhoor Gajjela**

**Salesforce Trainer**

Multifaceted techno-functional expert, with success leading cross-functional teams in the completion of global Programs and Projects.

High-achieving and detail-oriented program/project manager with 11+ years of experience acting as a change management agent to transform organizations through redesigning business processes and migrating legacy systems to new systems. Ability to achieve consensus and cooperation with stakeholders in highly matrixed environments. Excellent manager, who will take time to coach and mentor team members for career growth and corporate success.

**Core Competencies:**

Program Management	Agile & Waterfall Software Development
Project Management	General Data Protection Regulation Compliance
Product Management	Quality Assurance Testing
Leadership	Data Security/ Regulatory
Mentoring	Quality Management Systems (QMS)
Project/Program Budget Management	Change Management
Resource and Vendor Management	Global Programs/ Project Planning
Software Development Life Cycle (SDLC) Project Management	Risk Management
System & Cloud Based Architecture & Design	Roadmap Management
Stakeholder Communication & Management	

### Education and Certifications

**Bachelor of Science in Computer Science**, Kite College of professional engineering and Sciences, JNTUH April-2008 – April-2012

- Salesforce Admin Certified
- Salesforce Sales Consultant Certified
- Salesforce Service Consultant Certified
- Professional Scrum Master I (PSM I) Certified
- Project Management Professional (PMP) Certified

### Professional Experience

**Salesforce Technical Project Manager / Trainer**– Google, - San Jose, CA – Remote Location, July- 2022 - Current

- Facilitates daily stand-up, iteration planning, sprint review, and iteration retrospective.
- Currently working on Integration, Data Migration project on Sales and Service Clouds.
- Proficient in delivering comprehensive training programs, specializing in Salesforce solutions.
- Demonstrated ability to create engaging content and materials to enhance user understanding.
- Experienced in guiding users through Salesforce functionalities, boosting proficiency and adoption. Skilled in assessing training needs, developing curricula, and measuring training effectiveness.
- Ability to manage project budgets, allocate resources efficiently, and control project costs while ensuring the timely delivery of quality outcomes.
- Demonstrated proficiency in managing end-to-end Salesforce projects, including implementation, customization, and integration, ensuring alignment with business goals.
- Led cross-functional teams and coordinated project timelines, resources, and deliverables to achieve successful Salesforce deployments.
- Analyzed business processes to identify opportunities for automation, customization, or enhancement within the Salesforce ecosystem.
- Oversaw the implementation of custom objects, fields, Workflows, process builder, and other Salesforce features to meet specific business requirements.
- Oversaw data migration strategies, ensuring accurate and secure transfer of data into Salesforce, maintaining data integrity and consistency.
- Ability to develop and implement change management strategies aligned with organizational goals and objectives.

- Responsible for creating a comprehensive project plan that outlines the project scope, objectives, deliverables, timeline, and resource requirements. This involves determining project milestones, setting realistic deadlines, and identifying potential risks.
- Ability to create comprehensive project plans, define project scopes, timelines, milestones, and deliverables, and successfully execute projects from initiation to closure.
- Experience in leading and managing cross-functional teams, delegating tasks, providing direction, and ensuring collaboration to achieve project objectives.
- Create CRM and internal implementation roadmap (with the CRM and tools engineering team), and opportunities for internal tools and platforms, across Early-Stage Partnerships
- Manage the development of a project and facilitate sprint releases.
- Working closely with Engineering Design teams, Operations Engineering teams, Data Center teams, Capacity Engineering, and other business owners (such as Finance, Accounting) to define projects and assess impacts across the organization .
- Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilizing Salesforce as a sales tool and configured various Reports for different user profiles based on the need in the organization.
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
- Identify areas of risk, quantify those risks, and develop mitigations with subject matter experts within the organization.
- Effectively communicate manufacturing readiness content to stakeholders and partners with diverse/varied technical backgrounds
- Assess change requests, evaluate their impact on the project scope, schedule, and budget, and implement appropriate change management processes. (Projects often require adjustments and changes due to unforeseen circumstances.)
- Guides team in time estimating practices and facilitates team estimates.
- Participate in workforce management; involved in employee scheduling, internal employee rotations/cross-training efforts, and performance management
- Recruit and nurture talents into high-performing teams
- Responsible for ensuring that project deliverables meet the required quality standards. This involves defining quality criteria, establishing quality control processes, and conducting regular reviews and audits to monitor and improve project outcomes.
- Guides team in time estimating practices and facilitates team estimates.
- Work with the team leads to resolve people's problems and project roadblocks.
- Lead team retros to help teams continuously improve their practices to ensure maximum productivity.
- Maintain team data in project management software (i.e., Buganizer, JIRA, Rally, Confluence Pages, Manuscript, etc.) to support estimates and execution
- Frequently interfaces with business lines, including management, and/or internal resources to ensure quality, timeliness, and testing of all project/release work

#### **Salesforce**

#### **Technical Project Manager – Master Card, - O'Fallon, MO Remote Location**

**Jan- 2022 –July 2022**

- Responsible for creating a comprehensive project plan that outlines the project scope, objectives, deliverables, timeline, and resource requirements. This involves determining project milestones, setting realistic deadlines, and identifying potential risks.
- Led and successfully managed Salesforce implementation projects, overseeing the customization, configuration, and integration of Salesforce solutions.
- Oversaw the customization and configuration of Salesforce to meet unique business requirements, leveraging features such as Workflows, validation rules, and custom objects.

- Analyzed business processes to identify opportunities for automation, customization, or enhancement within the Salesforce ecosystem.
- Conducted comprehensive requirement gathering sessions with stakeholders to understand business needs and translated them into Salesforce functionalities.
- Managed the configuration and customization of Salesforce modules, including Sales Cloud, Service Cloud, Marketing Cloud, or other relevant Salesforce products.
- Oversaw the implementation of custom objects, fields, Workflows, process builder, and other Salesforce features to meet specific business requirements.
- Strong communication skills in engaging stakeholders at all levels, effectively conveying the rationale behind changes, and managing resistance through clear, concise communication.
- Proficiency in conducting change impact assessments to understand the implications of proposed changes on people, processes, and systems.
- Experience in managing relationships with vendors, contractors, or third-party suppliers to ensure alignment with project goals and timelines.
- Expertise in managing scope changes, evaluating their impact, and effectively communicating and implementing change control processes.
- Strong communication skills in effectively liaising with stakeholders, clients, team members, and upper management to provide updates, manage expectations, and resolve issues.
- Proficiency in identifying project risks, developing risk management strategies, and implementing mitigation plans to minimize project disruptions.
- Implemented and managed omnichannel support, allowing customers to engage with your organization through various channels like email, phone, chat, social media, and self-service portals
- Maintained a comprehensive knowledge base within Salesforce Service Cloud, providing agents with quick access to relevant information to assist customers.
- Experience in creating automation rules and Workflows in Salesforce Service Cloud to streamline processes and ensure efficient case management.
- Oversee the project team, providing guidance, direction, and support. This includes assigning tasks, managing workload distribution, and fostering a collaborative and productive team environment.
- Effectively manage customer cases, from initial creation to resolution, ensuring timely and satisfactory responses to customer inquiries and issues.
- Working closely with Engineering Design teams, Operations Engineering teams, Data Center teams, Capacity Engineering, and other business owners (such as Finance, Accounting) to define projects and assess impacts across the organization
- Drive internal process improvements across multiple teams and functions.
- Identify areas of risk, quantify those risks, and develop mitigations with subject matter experts within the organization.
- Effectively communicate manufacturing readiness content to stakeholders and partners with diverse/varied technical backgrounds
- Develop and manage the project budget, tracking expenses and ensuring that the project remains within the allocated budget.
- Participate in workforce management; involved in employee scheduling, internal employee rotations/cross-training efforts, and performance management
- Lead the project closure activities, including conducting project reviews, documenting lessons learned, and ensuring a smooth transition of project deliverables to the appropriate stakeholders or operational teams.
- Defining case escalation and routing rules, ensuring that customer inquiries are directed to the appropriate teams or agents for resolution.
- Work with the team leads to resolve people's problems and project roadblocks.
- Maintain team data in project management software (i.e., JIRA, Rally, Confluence Pages, Manuscript, etc.) to support estimates and execution
- Experience in Smartsheets for reporting, Tableau Dashboards, Jira, Rally, Confluence, and MS Office Suite

- Frequently interfaces with business lines, including management, and/or internal resources to ensure quality, timeliness, and testing of all project/release work
- Worked with the Dev team and Business team on Omni channel, Service cloud implementation and Customer Portal.
- Worked on backlog project with enhancements

### **Salesforce Project Manager**

#### **Intellect Design Arena, Piscataway, NJ Remote Location**

**November 2020 –Jan 2022**

- Facilitates daily stand-up, iteration planning, sprint review, and iteration retrospective.
- Manage the development of a project and facilitate sprint releases.
- Provided leadership in Salesforce administration, ensuring data integrity, security, and system maintenance.
- Implemented and enforced Salesforce best practices in user management, profiles, roles, and permission sets.
- Utilized Salesforce reporting tools to generate dashboards and custom reports to track key performance indicators.
- Conducted regular status meetings, provided project updates, and managed expectations throughout the project lifecycle.
- Identified project risks and developed mitigation strategies to proactively address potential issues, minimizing project disruptions.
- Ensuring project quality by implementing quality control measures, conducting regular reviews, and addressing issues promptly.
- Proficiency in maintaining project documentation, creating status reports, and providing clear, concise, and timely project updates to stakeholders.
- Ability to manage client expectations, understand their needs, and ensure high levels of client satisfaction throughout project lifecycles.
- Experience in all sorts of agile ceremonies (user story grooming, sprint planning, sprint retrospective).
- Working closely with Engineering Design teams, Operations Engineering teams, Data Center teams, Capacity Engineering, and other business owners to define projects and assess impacts across the organization.
- Working closely with engineering Design teams, Operations Engineering teams, Data Center teams, Capacity Engineering, and other business owners (such as Finance, Accounting, and digital marketing technology) to define projects and assess impacts across the organization
- Manage dependencies and handoffs effectively and optimize schedules accordingly.
- Experience in Smartsheets for reporting, Tableau Dashboards, Jira, Rally, Confluence, and MS Office Suite.
- Engage the team in developing rugged and efficient solutions to business problems.
- Collaborate with other leaders in the organization to share the accountability of large-scale projects that cross multiple disciplines.
- Participates in an agile development environment and contributes to the success of agile ceremonies.
- Collection of business and systems requirements from customers, writing specifications, driving project schedules from design to release, and managing the production launch.
- You will lead and coordinate design and implementation efforts, coordinating across multiple teams to develop optimal solutions
- Worked on Salesforce Data migration Project and Integration with Mulesoft, AWS, Java
- Maintain team data in project management software (i.e., JIRA, Rally, Confluence Pages, Manuscript, etc.) to support estimates and execution
- Worked with Dev team and Business team on Sales Cloud & Service cloud implementation
- Worked with Mulesoft, AWS, and different tech teams for integration with Salesforce

## Salesforce Project Manager

### FusionSpan, Rockville, MD

#### May 2020 - November 2020

- Worked on Fonteva for Associations & Communities as nonprofit organization
- Worked with Salesforce implementation and support projects
- Worked with different business partner teams
- Established quality assurance processes and conducted testing (user acceptance testing - UAT) to ensure Salesforce solutions met defined criteria and user expectations.
- Facilitated user training sessions and created documentation to support user adoption and proficiency with new Salesforce functionalities.
- Tracked and reported on key project metrics, such as project progress, resource utilization, and ROI, to stakeholders and management.
- Experience in planning and executing change initiatives, defining action plans, timelines, and milestones to ensure successful adoption and minimize disruptions.
- Ability to assess organizational readiness for change, identifying potential challenges, and proactively addressing readiness gaps.
- Involvement in monitoring change progress, tracking key performance indicators, and evaluating the effectiveness of change initiatives.
- Ability to document change management plans, create progress reports, and provide regular updates to stakeholders and management.
- Ability to create comprehensive project plans, define project scopes, timelines, milestones, and deliverables, and successfully execute projects from initiation to closure.
- Experience in leading and managing cross-functional teams, delegating tasks, providing direction, and ensuring collaboration to achieve project objectives.
- Experience in all sorts of agile ceremonies (user story grooming, sprint planning, sprint retrospective).
- Oversee partner operations teams, both onshore and offshore, training the team, setting KPIs, tracking progress, and measuring results.
- Create CRM and internal implementation roadmap (with the CRM and tools engineering team), and opportunities for internal tools and platforms, across Early-Stage Partnerships
- Create a mechanism for internal tools roadmap development as well as a stakeholder feedback channel for new and existing tools.
- Experience in Smartsheets for reporting, Tableau Dashboards, Jira, Rally, Confluence, and MS Office Suite
- Participate in workforce management; involved in employee scheduling, internal employee rotations/cross-training efforts, and performance management
- Provide performance feedback and coaching on a regular basis to each team member in a constructive manner. Write and administer performance reviews
- Drive internal process improvements across multiple teams and functions.
- Identify areas of risk, quantify those risks, and develop mitigations with subject matter experts within the organization.
- Report and drive alignment and decisions from leadership across multiple organizations.
- Effectively communicate manufacturing readiness content to stakeholders and partners with diverse/varied technical backgrounds
- Provide backlog management, iteration planning, user stories, and workflow documentation. Drive CRM adoption once is developed. Help to deploy and maintain dashboard or other reporting.
- Design and implement process improvements. Build a sustainable model in the backend to collect data with the engineering team.

Aggregate all partner data to deliver actionable insights and reports across the organization  
Develop strong collaborative relationships with key stakeholders, and prioritize according to business value, ROI, and business impact.

## **Salesforce Consultant Manager / Project Manager**

**WhiteHat Jr**

**November 2019 - May 2020**

Gathered requirements and prepared requirement documents and technical design documents to meet the business rules.

- Interacting with various business user groups for gathering the requirements for salesforce.com CRM implementation.
- Gathered and analyzed business requirements from Product Backlog to design a better solution for the existing configuration and implement new features as enhancements.
- Sharing Salesforce Update/Downtime information with all the users.
- Configured page layouts, Workflows, document templates, record types, & data fields.
- Implemented security and sharing rules at object, field, and record levels and created roles for Support agents and managers. Created various profiles and configured permissions for the business users according to the organizational hierarchy.
- Created custom objects, fields, and triggers.
- Experience in all sorts of agile ceremonies (user story grooming, sprint planning, sprint retrospective).
- Create project timelines using smart sheets.
- Experience in Smartsheet for reporting, Tableau Dashboards, Jira, Rally, Confluence, and MS Office Suite
- Work experience in Scrum Methodology
- Work with developers and install applications to create the most simplistic and automated process possible to save on cost per customer
- Interacting with the Salesforce.com premium tech support team on a regular basis.
- Worked with Dev team and Business team on Sales Cloud & Service cloud implementation
- Involving in Salesforce.com Application Setup activities and customizing the apps to match the functional needs of the organization
- Working with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
- Implementing pick lists, dependent pick lists, lookups, master-detail relationships, validation, and formula fields to the custom objects.
- Integrated with LIID call center app.
- Experience in Integration with CTI and IVR
- Used field-level security along with page layouts to manage access to certain fields
- Maintained user roles, security, profiles, and workflow rules wherever necessary.
- Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the need in the organization.
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
- Sharing Salesforce Update/Downtime information with all the users.
- Experience in deploying applications from Sandbox to production.
- Implemented Web-to-lead to track and solve leads from the website

## **Senior Salesforce Consultant**

**SymboSouthasia Enterprises**

**March 2018 - November 2019**

- Configured page layouts, Workflows, document templates, record types, & data fields.
- Implemented security and sharing rules at object, field, and record levels and created roles for Support agents and managers. Created various profiles and configured permissions for the business users according to the organizational hierarchy.
- Created custom objects, fields, and triggers.
- Work with developers and install applications to create the most simplistic and automated process possible to save on cost per customer
- Experience in all sorts of agile ceremonies (user story grooming, sprint planning, sprint retrospective).
- Experience in Smartsheet for reporting, Tableau Dashboards, Jira, Rally, Confluence, and MS Office Suite
- Managed multiple sandbox environments.
- Having Experience in Jenkins.
- Experience in Integration with CTI (Call center setup) and IVR.
- Interacting with the Salesforce.com premium tech support team on a regular basis.
- Interacting with various business user groups for gathering the requirements for salesforce.com CRM implementation.
- Involving in Salesforce.com Application Setup activities and customizing the apps to match the functional needs of the organization
- Working with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
- Implementing pick lists, dependent pick lists, lookups, master-detail relationships, validation, and formula fields to the custom objects.
- Integrated with UC box call center app and SMS service apps.
- Used field-level security along with page layouts to manage access to certain fields
- Worked with Dev team and Business team on Sales Cloud & Service cloud implementation
- Maintained user roles, security, profiles, and workflow rules wherever necessary.
- Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the need in the organization.
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
- Gathered requirements and prepared requirement documents and technical design documents to meet the business rules.
- Sharing Salesforce Update/Downtime information with all the users.
- Experience in deploying applications from Sandbox to production.
- Implemented Web-to-lead to track and solve leads from the website

### **Salesforce Admin & Business Analyst**

#### **Seven Skys Web Services**

**June 2012 - March 2018**

#### **Key Achievement:**

- Strong experience in Salesforce Business Analysis and Administration
- Gathered and analyzed business requirements from Product Backlog to design a better solution for the existing configuration and implement new features as enhancements.
- Client-facing skills
- Excellent communication skills, both written and verbal to build client engagement
- Worked on standard objects like Accounts, Contacts, Opportunities, campaigns, and campaign members.
- Created multiple Record Types and page layouts to show different fields on the UI for different users of various countries.

- Used translate workbench to create translations for the customizations of the application to support different global users.
- Created custom labels and their translations and used them in the Visual force pages.
- Used Data Import Wizard and data loader for data imports into Salesforce.
- Worked on Developer Console and Workbench for executing SOQL queries, line-by-line code coverage for test classes and executing batch class or any piece of APEX code from the anonymous window.
- Worked on Modularizing complex classes into smaller classes by creating Utility Classes.
- Worked on creating new Visual force pages/components and APEX classes and worked on enhancing the existing classes and pages to meet the functionality of the business.
- Attended Daily Standup meetings and participated in other Sprint-related activities like Backlog Grooming, Sprint Planning, Retrospectives, Show and Tells, etc.
- Provided ongoing salesforce.com maintenance support and administration services.
- Implemented Web-to-lead to track and solve leads from the website
- Providing support to Day-to-Day issues.
- Salesforce team and support end users.

**2.7.3.2 Fariya Azhar**

**Fariya Azhar**  
**Salesforce Training & Development Manager**

Highly motivated and results-oriented professional with over 10 years of experience in Instructional Design and Training Program Management, spanning diverse organizations.

- Proven success in aspiring managers and executives to promote right conditions for businesses and eliminate barriers causing hindrances in performing to full potential.
- Demonstrated expertise in leading organization’s learning and development programs to empower high-performing teams and addressing challenges in execution of strategic vision.
- Strategic leader with expertise in staying up to date on industry trends to create new content, tools, and learning solutions via emerging technologies with a focus on targeting individual and organizational requirements.

**Areas of Expertise**

Leadership & Development	Conflict Management	Customer Service
Executive Coaching	Employee Productivity	Performance Analysis
LMS	Instructional Design	E-Learning Design and Delivery

**Career Experience**

**Community Brand**

**Salesforce/Nimble AMS, St. Petersburg, FL**

**2022 – present**

**Salesforce Manager of Training – Client Services**

- Serve as a Manager of Training, spearheading the recruitment, onboarding, and mentorship of technical trainers and Business Analysts, ensuring the development of a high-performing team.
- Represent the Training Team company-wide, fostering connections with other departments to establish a seamless implementation lifecycle for clients.

- Actively participate on the Company Internal Initiatives committee, contributing to the preparation of professional development resources for the Executive Leadership Team to distribute among people managers.
- Assess and optimize the effectiveness of learning and development programs, providing guidance on content, delivery, and facilitation strategies.
- Cultivate individual and team growth through skillful delegation, constructive feedback, comprehensive instruction, and motivational support, leveraging individual strengths.
- Deliver live & remote training sessions to clients and company stakeholders on Salesforce, Association Management System applications, and other cutting-edge technologies.
- Ensure thorough comprehension of new releases and changelogs among new customers/clients.
- Oversee the development and maintenance of comprehensive Manuals and Guides shared with Clients.
- Manage training projects using Jira, effectively coordinating resources and ensuring successful project completion.

#### **Senior Technical Trainer – Client Services**

- Managed and optimized the master Salesforce organization, overseeing the development of exercises and trail force sandbox environments to enhance user proficiency.
- Provided comprehensive support throughout the design process, actively participating in user research efforts and effectively translating user feedback into a prioritized backlog.
- Collaborated closely with staff and client points of contact (POCs), gathering training requirements, preparing agendas, facilitating remote training sessions, and monitoring training outcomes.
- Fostered close collaboration with sales, product, consulting, and marketing teams, ensuring training materials are up to date with the latest information and release notes.
- Prepared and implemented robust Salesforce training programs, including extensive training manuals, videos, presentation aids, and quick reference guides, to support teams' learning and development.
- Created engaging and informative video recordings for clients, staff, and the Community Brands Learning Management System, effectively disseminating knowledge and promoting continuous learning.
- Delivered live training sessions to clients and company stakeholders, ensuring effective knowledge transfer and skill development.
- Developed comprehensive video recordings covering AMS, Salesforce, and professional development training, enhancing accessibility and providing ongoing learning resources.

#### **Waubonsee Community College**

**2018 – 2022**

#### **Trainer & System Administrator – Business, Technology & Workforce Education**

- Conduct comprehensive training sessions on the effective utilization of data analysis tools/software, such as MS Office, SAAS, and Reporting Tools, empowering individuals to leverage these tools for data-driven decision-making.
- Proactively identify and propose new products and pricing initiatives, contributing to the growth and expansion of the program.
- Evaluate the performance, skills, information, and aptitude gaps within the district workforce, providing valuable insights to inform future training initiatives.
- Organize and facilitate targeted training sessions tailored to individual training requirements, ensuring personalized and effective learning experiences.
- Play a pivotal role in the development of faculty and engagement teams, actively contributing to the definition of educational priorities and fostering a culture of continuous improvement.
- Provide coaching and guidance to students on the Integrated Career and Academic Preparation System (ICAPS), supporting their career development and academic success.

- Collaborate with the Business & Technology Department Dean to deploy Salesforce.Org, effectively integrating the platform into the department's operations.
- Conduct market research on trends and demographics to inform training programs and establish corporate business partnerships.
- Utilize Learning Management Systems and video editing software to optimize the learning process and deliver engaging training materials.

**K2 University at CommonTeri Services Inc., Dallas, TX**

**2021**

**Salesforce Service Cloud 3 Month Paid Fellowship**

- Provided comprehensive support to higher education non-profit organizations in effectively implementing and utilizing Salesforce NPSP & Service Cloud, ensuring successful adoption and optimization of the platform.
- Collaborated closely with the Customer Support Director to develop and execute impactful onboarding and training programs, equipping users with the necessary skills to leverage Salesforce effectively.
- Actively participated in requirements gathering interviews, synthesizing the gathered information into deliverable documents and statements of work (SOW).
- Authored and updated knowledge articles and end-user training guides, incorporating new feature releases to ensure users are equipped with the latest information.
- Managed and maintained the Service Cloud Console, ensuring the smooth functioning and optimal utilization of the platform.
- Created a knowledge platform on Salesforce for consultants and customers, facilitating information exchange and fostering collaboration.
- Published detailed analysis of new releases and features of Salesforce in customer support groups, keeping users informed and enabling them to leverage the full potential of the platform.

**Joliet Junior College, Joliet, IL**

**2019 – 2021**

**Corporate Trainer – Corporate and Community Service**

- Provided technical training to corporate clients on cloud technologies and Microsoft Office Suite, Project Management, and SharePoint.
- Recognized learning objectives for delivery of proposed training. Offered training manuals for new technologies and business processes.
- Trained businesses and community district companies to employ visual analytics and productivity tools, including Business Objects SAP, Power BI, Teams, MS Office, and Google.

**College of DuPage, Naperville, IL**

**2009 – 2021**

**Program Manager & System Administrator– Academic Partnerships Office**

- Administered budget, coordinated event planning, managed financial aid programs and policies, oversaw student orientation and registration, handled venue logistics, ensured compliance, and managed student program management.
- Successfully recruited, trained, scheduled, and supervised staff at off-campus sites, ensuring smooth operations and high-quality student services.
- Oversaw staff professional development and prepared performance review documentation for HR, ensuring ongoing growth and accountability.
- Managed website information for students and the community using a Content Management System (CMS) for Student Support Services, ensuring accurate and up-to-date information.

- Restructured training manuals to align with software updates and general operating procedures, ensuring accuracy and relevance.
- Provided valuable guidance to students in establishing their goals, reviewing their academic needs and proficiency to recommend appropriate pathways.
- Developed and delivered effective training to staff and faculty on utilizing learning management systems (LMS) such as Canvas, Blackboard, Google Classroom, Cornerstone, as well as tools: Adobe Captivate, Camtasia, and MS Office.
- Conducted comprehensive market research, closely monitored enrollment trends, and identified opportunities for enhancing student support services.
- Generated valuable leads for the Business Solutions Office by actively engaging with Business Community.
- Led various community services initiatives, including serving as a Notary Public, facilitating Voter Registration, and organizing the successful Loaves and Fishes Food Drive.
- Managed day-to-day social media operations and executed weekly thematic marketing campaigns on Facebook, Twitter, and Instagram platforms, effectively promoting the organization's mission and engaging with the target audience.

#### Education

Bachelor of Arts in Political Science | Benedictine University, Lisle, IL

Associate in liberal arts | College of DuPage Glen Ellyn, IL

#### Certifications

- Certified Scrum Master, 2022
- Salesforce Business Analyst Certification, 2022
- Inclusive Teaching for Equitable Learning ACUE Certification, 2021
- Salesforce Service Cloud Consultant Certification, 2021
- Salesforce Administrator Certification, 2021

#### Volunteer Experience

Salesforce Community Group Leader | Salesforce, 2022 – Ongoing

Technical Trainer | Naperville Career and Networking Center, 2018 – Ongoing

### 2.7.4 Salesforce UI/UX Developers (2)

#### 2.7.4.1 Ashish Jain, UI/UX Developer

Ashish Jain
<b>SUMMARY OF EXPERIENCE</b>
<p>Mr. Jain is a Director of Delivery Management with 30+ years of professional experience and 8+ years of Principle Salesforce Architect/Sr. Salesforce Delivery Manager/ Program Manager experience:</p> <p>Mr. Jain has 29+ years of experience in managing large complex projects in software development and consulting and 8+ years of CRM. As a SFDC Sr. Delivery Manager, he led projects with budgets of up to \$25 Million USD, workforce teams of 80+ professionals, and solutions delivered on Sales Cloud, Service Cloud, Health Cloud, Lightning, Multi-tier eCommerce, Content, and Records Management. He takes pride in delivering high quality work.</p>
<b>RELEVANT ACCOMPLISHMENTS</b>
<ul style="list-style-type: none"> <li>• Project Scope: Mr. Jain has successfully led high-profile projects with budgets upwards of \$25M from design to implementation to operations/maintenance</li> </ul>

<b>Ashish Jain</b>	
<ul style="list-style-type: none"> <li>• <b>Collaboration:</b> Mr. Jain's competent leadership and effective collaboration has allowed him to engage, direct, and facilitate technical teams of 80+ professionals and also efficiently communicate with multiple stakeholders, key executives, operational teams, and technical resources to complete multiple complex projects for a wide variety of clientele in public, private, federal, and non-profit industries.</li> <li>• <b>Expertise:</b> Mr. Jain has delivered intricate and multi-faceted solutions on Salesforce Sales Cloud, Service Cloud, Health Cloud, Lightning, Multi-tier eCommerce, Content, and Records Management.</li> <li>• <b>Integrity:</b> Mr. Jain's commitment to delivering high-quality work, on time and within budget for each and every client is evident in the on-going relationships and recommendations he receives time and again on each new project.</li> </ul>	
<b>RELEVANT QUALIFICATIONS AND CERTIFICATIONS</b>	
<ul style="list-style-type: none"> <li>• Salesforce Certified System Architect</li> <li>• Salesforce Certified Application Architect</li> <li>• Salesforce Certified Integration Architect</li> <li>• Salesforce Certified Sharing and Visibility Designer</li> <li>• Certified Tableau CRM and Einstein Discovery Consultant</li> <li>• Salesforce Certified Business Analyst</li> <li>• Salesforce Certified User Experience Designer</li> <li>• Salesforce certified Experience Cloud Consultant</li> <li>• Salesforce Certified Advanced Administrator (SCAA)</li> <li>• Salesforce Certified Development Lifecycle and Deployment Designer</li> <li>• Salesforce Certified Data Architecture and Management Designer</li> </ul>	<ul style="list-style-type: none"> <li>• Salesforce B2B Solution Architect</li> <li>• Salesforce Certified Sharing and Visibility Designer</li> <li>• Salesforce Certified Platform Developer I</li> <li>• Salesforce Certified Service Cloud Consultant</li> <li>• Salesforce Certified Sales Cloud Consultant</li> <li>• Salesforce Certified Omnistudio Developer</li> <li>• Salesforce Certified Omnistudio Consultant</li> <li>• Salesforce Certified Platform App Builder</li> <li>• Salesforce Certified Administrator</li> <li>• Salesforce Certified Associate</li> <li>• Flosum Certified Professional (Salesforce Release Management)</li> <li>• Salesforce Vlocity Platform Consultant</li> <li>• Certified Scrum Master, Scrum Alliance</li> <li>• Certified DB2 Content Manager Solution Designer 8.3</li> <li>• Certified DB2 DBA Associate</li> </ul>
<b>EDUCATION</b>	
<ul style="list-style-type: none"> <li>• Bachelor of Engineering, Barkatullah University Bhopal, India, 1991</li> <li>• Master of Business Administration, Barkatullah University Bhopal, India, 1996</li> </ul>	
<b>DETAILED EXPERIENCE</b>	
<p><b>February 2020 – Present, CoreSphere LLC., Sr. Director of Delivery Management</b></p> <ul style="list-style-type: none"> <li>• Serve as functional delivery leader, accountable for completion of team delivery efforts including quality oversight and client acceptance.</li> <li>• Fosters and promotes innovative thinking across the client environment.</li> <li>• Interface with Business Analyst, Project Manager and technical staff and responsible for delivery complete work products.</li> <li>• Provide leadership, coaching, performance feedback and resources to associates.</li> <li>• <b>Strategy:</b> Collaborate with the leadership team to innovate and achieve company objectives.</li> </ul>	

### Ashish Jain

- Actively participate in associate development, and positioning documents to demonstrate company capabilities.
- Participate in events (business development, recruiting, employee) and employee recognition.\
- 5 years' Experience and expertise with WCAG AA standards
- Salesforce Lightning Design System (SLDS)
- Experience implementing wireframes and design solutions with Adobe Photoshop and InDesign.
- Experience in waterfall SDLC and Agile
- Experience various DevOps tools like Copado, Azure and Flosum

### October 2008 – January 2020, Cognizant Technology Solutions, Program Manager

- Led delivery teams such as BA, Development, Testing, Enterprise architects in delivering Salesforce solution to various industries like Banking and Finance, Health Care, Insurance, and Utilities.
- Responsible for the daily management through the life cycle of the program.
- Managed globally dispersed teams, in a multi-vendor environment, consisting of 80 professionals in cross-functional technical teams.
- Created Program Execution Strategy and Governance Structure.
- Responsible for connecting business goals, challenges, and the overall design of the application solution.
- Executed strategic plans to deliver major initiatives while staying focused on agile methodology.
- Collaborated with executive management teams to deliver assigned programs and project timelines while assessing and remediating bottlenecks.
- Handled multiple roles which included responsibilities of Program Management, Relationship Management, Budget Management, Resource Management, Requirements gathering & Scope Management, Change Management, and Risk Management.
- Led discovery workshops with key stakeholders to understand and gather strategic business goals, needs, processes, current use of the platform, etc.
- Ensured all projects and programs continued to be appropriately assessed, designed, planned, resourced, and scheduled in a timely and cost-effective manner, ensuring best value to the client.
- Managed Data Modeling for Salesforce and defined Conceptual Data Model, Logical Data Model, Physical Data Model, and System of Truth across all enterprise application.
- Designed data migration strategies, data deduplication, design and configurations, and integration strategies for Salesforce.
- Collaborated with Enterprise Architects to shape technology landscape and to ensure that the team understands the future envisioned landscape and are driving solutions accordingly.
- Managed teams in functional design and architecture delivery.
- Ensured solutions exceeded required stakeholder's expectation with quality, feasibility, and on schedule delivery.
- Performed timely delivery of technologies and software solutions for end users and customers.
- Provided designing alternatives and best practices by contribution in design sessions.
- Prepared architecture structure and designing documentation for software systems and applications.
- Lead various integration with system like Oracle Systems, SAP, EAM,, FACTES, Tableau etc with Salesforce.
- Strong Salesforce Declarative, Process builder, Workflow, Visual Flow, Visualforce and API integration experience. Validation Rule,Formula. Library, Connected App, Oauth2.0, SOQL,SOSL,APEX,JSON,Java Script, Lightning Component, Salesforce Shield, Oracle, Big Data(MAPR – Hadoop) and understanding of Einstein features

### 2.7.4.2 Prashant Bajpai

<b>Prashant Bajpai, Salesforce UI/UX Developer</b>	
<b>SUMMARY OF EXPERIENCE</b>	
<p>Mr Bajpai is a <b>Salesforce Solutions Architect</b> with 20+ years of professional experience and 4+ years of <b>Salesforce Architect</b> experience.</p> <ul style="list-style-type: none"> <li>• Overall 20+ years of work experience in Information Technology Consulting</li> <li>• 5+ years of work experience as Salesforce Architect &amp; Lead Developer and 12x Salesforce Certified</li> <li>• 3+ years of experience with leading, managing and delivering projects using Agile via Scrum methodology (Certified Scrum Master - Scrum Alliance)</li> <li>• 11 years of work experience at Client locations (USA) and in Client interfacing roles</li> <li>• Worked with Clients – Amgen Inc. (Life Science, 8+ years); American Express (Finance/Credit Card, 6+ years); Chevron (Energy, 1+ years) &amp; Stolt-Nielsen (Transportation, 2+ years)</li> </ul>	
<b>RELEVANT QUALIFICATIONS AND CERTIFICATIONS</b>	
<ul style="list-style-type: none"> <li>• 15x Salesforce Certified Professional</li> <li>• As Salesforce Architect, worked on multiple projects involving complex business functionalities and stringent timelines to implement Sales Cloud, Service Cloud, CPQ, HVS, Work to Integrations, Salesforce platform customizations using APEX, Flows etc.</li> <li>• Experience and expertise with WCAG AA standards.</li> <li>• Salesforce Lightning Design System (SLDS) and Visual force</li> <li>• Experience implementing wireframes and design solutions with Adobe Photoshop and InDesign.</li> <li>• Experience with APEX, SOQL, Creating Workflows, SDLC, Agile scrum.</li> <li>• Expertise in setting up environments for Salesforce public sector solutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Salesforce Certified Application Architect</li> <li>• Salesforce Certified Integration Architect</li> <li>• Salesforce Certified User Experience (UX) Designer</li> <li>• Salesforce Certified CPQ Specialist</li> <li>• Salesforce Certified Sales Cloud Consultant</li> <li>• Salesforce Certified Service Cloud Consultant</li> <li>• Salesforce Certified Community Cloud Consultant</li> <li>• Salesforce Certified Data Architecture and Management Designer</li> <li>• Salesforce Certified Sharing and Visibility Designer</li> <li>• Salesforce Certified Platform Developer 1</li> <li>• Salesforce Certified Platform App Builder</li> <li>• Salesforce Certified Advanced Administrator</li> <li>• Salesforce Certified Administrator</li> <li>• Salesforce Certified Business Analyst</li> <li>• Salesforce Certified Associate</li> <li>• Microsoft Certified Technology Specialist in BizTalk Server 2004</li> <li>• Oracle Argus Safety 7 Certified Implementation Specialist</li> <li>• Certified Scrum Master (Scrum Alliance)</li> </ul>
<b>EDUCATION</b>	
<ul style="list-style-type: none"> <li>• Bachelor of Technology – Mechanical Engineering, IIT BHU, India, 2003</li> </ul>	
<b>DETAILED EXPERIENCE</b>	
<p><b>Sep, 2021- Present, CoreSphere, LLC, Salesforce Senior Developer</b></p> <ul style="list-style-type: none"> <li>• Worked with multiple clients to implement Sales Cloud, Service Cloud, CPQ, Workato, Mulesoft Integrations etc.</li> <li>• Implemented APEX classes &amp; triggers, Flows, Omni Channel – Chat (Skill based routing) &amp; SMS Messaging (Digital Engagement), Salesforce Scheduler customizations, HVS etc solutions.</li> </ul>	

**Prashant Bajpai, Salesforce UI/UX Developer**

**Mar 2018-Sep 2021, TCS, Salesforce Solutions Architect, Developer**

- Implemented & Set Up NextGen Customer Service platform involving multiple geographies via Salesforce Service Cloud utilizing features such as Omni Channel Skill Based Routing, Open CTI (B+S Connect Adapter), Chat, Email to Case, Web to Case, Knowledge, Entitlement & Milestones, Macros, Survey etc. in a shared Org.
- Implemented Service Cloud application & Community Portal integration with an external cloud-based system for fulfillment of replacements & product complaints via MuleSoft interfaces. This involved near real time integration pattern utilizing Salesforce Platform Events.
- Built & implemented custom access management system using Salesforce Lightning Platform capabilities. This involved designing and building multiple MuleSoft integrations using REST and Bulk APIs.
- Enhanced existing custom Salesforce Lightning Platform application to increase User Experience and implemented new business processes.

**Aug 2012-Feb 2018, TCS, BizTalk Architect, Project Manager, Developer**

- Led multiple complex & large mission critical project implementations using Agile via Scrum.
- Projects involved onsite-offshore team coordination, Liaising with Business Groups and Partners across multiple geographies and delivery of various artifacts following stringent client validation process and controls.
- Provided technical leadership to BizTalk interfaces implementations and migration from BizTalk 2006 R2 to BizTalk 2010.
- Program management and ownership of delivery of multiple projects being executed at the same time.

**3. OFFER:**

The bidder offers to sell to the state of New Hampshire the commodities or services indicated at the price or prices quoted and in compliance with the requirements and specifications of the bid. **Please submit an itemized proposal according to the RFQ.**

The above sections is our offer to the State. We have presented 12 resumes for Salesforce Developer position (State to choose 6), 2 resumes for Salesforce System Analyst (State to choose 1), 2 resumes for Salesforce Trainer (State to choose 1), and 2 resumes for Salesforce UI/UX Developers (State to choose 1). Pricing for the candidates is provided in Financial Offer Document Separately.

**4. VENDOR CONTACT INFORMATION:**

Please provide contact information below for a person knowledgeable of and who can answer questions regarding this response.

(202) 421-8284

(301) 637-3216

Contact Person  
Number

Local Telephone Number

Toll Free Telephone

NH Bureau of Mental Health Services Housing Application Platform  
RFQ Number: 405-24  
January 10, 2024



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301-947-9648	sgupta@coresphere.com	CoreSphere LLC.
Fax Number Website	E-mail Address	Company
CoreSphere LLC.	18-476-8583	
Vendor Company Name	DUNS #	
10411 Motor City Drive, Suite 410 Bethesda, MD 20817		
Vendor Address		

Authorized Signor's Signature 

Authorized Signor's Title Managing Partner



**Bureau of Mental Health Services  
Housing Application Platform**

**IMS Technical Staff Augmentation – Financial Offer**

**January 10, 2024**

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
BUREAU OF PURCHASE AND PROPERTY  
25 CAPITOL STREET, ROOM 102  
CONCORD, NEW HAMPSHIRE 03301**

**Claudia.I.Roy@DAS.NH.Gov**

Submitted by:  
**CoreSphere, LLC**  
10411 Motor City Drive, Suite 410  
Bethesda, MD 20817  
Phone: 301-830-4035  
Fax: 301-825-8990  
www.CoreSphere.com

**coresphere**

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**CoreSphere, LLC is an Equal Opportunity Employer**

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## Table of Contents

1. OFFER: .....1

NH Bureau of Mental Health Services Housing Application Platform  
 RFQ Number: 405-24  
 Financial Offer  
 January 10, 2024

coresphere

Business name and address	CoreSphere, LLC 10411 Motor City Drive Bethesda MD 20817 Phone: 301-830-4035 Fax: 301-947-9648 www.CoreSphere.com
Name of company representative, alternate, and their associated business titles and contact information (inclusive of telephone numbers and email addresses)	Mr. Shailesh Gupta, Managing Partner <a href="mailto:SGupta@coresphere.com">SGupta@coresphere.com</a> Office: 301-637-3216, Mobile: 202-421-8284, Fax: 301-825-8990
Business Size for the company. Indicate if your firm is large or small, and include any applicable socio-economic status	SBA Certified Small Disadvantaged Business (SDB)

## 1. OFFER:

CoreSphere has presented 12 resumes for Salesforce Developer position (State to choose 6), 2 resumes for Salesforce System Analyst (State to choose 1), 2 resumes for Salesforce Trainer (State to choose 1), and 2 resumes for Salesforce UI/UX Developers (State to choose 1). Pricing for the candidates is provided in table below:

Position	Hourly Rate	12 Month Hours	12 Month Cost
Salesforce Developer 1	\$ 95.00	1840	\$ 174,800.00
Salesforce Developer 2	\$ 95.00	1840	\$ 174,800.00
Salesforce Developer 3	\$ 95.00	1840	\$ 174,800.00
Salesforce Developer 4	\$ 95.00	1840	\$ 174,800.00
Salesforce Developer 5	\$ 95.00	1840	\$ 174,800.00
Salesforce Developer 6	\$ 95.00	1840	\$ 174,800.00
Salesforce Trainer	\$ 90.00	920	\$ 82,800.00
Salesforce System Analyst	\$ 96.00	1840	\$ 176,640.00
Salesforce UI/UX Developer	\$ 130.00	920	\$ 119,600.00
	<b>TOTAL</b>	<b>14720</b>	<b>\$1,427,840.00</b>

We have estimated the number of resources and hours based on the following:

- Hours are based on 12 months per the RFP Amendment 2 and the Questions and Answers. Annual hours are based on 10 Public Holidays and 20 Vacation + Sick days per year
- Based on our experience typically UI/UX Developers are not needed fulltime. They establish wireframes, user experience guidelines, and other design elements and hand over the responsibility to the developers to implement in their development. Hence we have estimated this role to be 0.5 FTE
- Based on our experience typically Trainers are not needed fulltime throughout the project. They develop training plans, training materials and deliver training. They may be fulltime at certain periods for example delivering training with each release however on an annual basis we have estimated this role to be 0.5 FTE.

# New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

## SECTION A: CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

### ALTERNATIVE I - FOR CONTRACTORS OTHER THAN INDIVIDUALS

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by contractors (and by inference, sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a contractor (and by inference, sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each Agreement during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the Agreement. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of Agreements, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301-6505

1. The Contractor certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The Contractor's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the Agreement be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the Agreement, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

## New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

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- 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every contract officer on whose contract activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected Agreement;
  - 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
    - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
    - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The Contractor may insert in the space provided below the site(s) for the performance of work done in connection with the specific Agreement.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

# New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

## SECTION B: CERTIFICATION REGARDING LOBBYING

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and Byrd Anti-Lobbying Amendment (31 U.S.C. 1352), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES – CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

Programs (indicate applicable program covered):

- \*Temporary Assistance to Needy Families under Title IV-A
- \*Child Support Enforcement Program under Title IV-D
- \*Social Services Block Grant Program under Title XX
- \*Medicaid Program under Title XIX
- \*Community Services Block Grant under Title VI
- \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, loan, or cooperative agreement (and by specific mention sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, loan, or cooperative agreement (and by specific mention sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, see <https://omb.report/icr/201009-0348-022/doc/20388401>
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, and cbntracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

DS  
SG

## New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

### SECTION C: CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 12689 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

#### INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this Agreement, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. -The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this Agreement is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See <https://www.govinfo.gov/app/details/CFR-2004-title45-vol1/CFR-2004-title45-vol1-part76/context>.
6. The prospective primary participant agrees by submitting this Agreement that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties) <https://www.ecfr.gov/current/title-22/chapter-V/part-513>.

## New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

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9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

### PRIMARY COVERED TRANSACTIONS

11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. Have not within a three-year period preceding this proposal (Agreement) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. Are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (l)(b) of this certification; and
  - 11.4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

### LOWER TIER COVERED TRANSACTIONS

13. By signing and submitting this lower tier proposal (Agreement), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
  - 13.2. Where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (Agreement).
14. The prospective lower tier participant further agrees by submitting this proposal (Agreement) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

## New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

### SECTION D: CERTIFICATION OF COMPLIANCE WITH FEDERAL REQUIREMENTS

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

The Contractor will comply, and will require any subcontractors to comply, with any applicable federal requirements, which may include but are not limited to:

1. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR 200).
2. The Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
3. The Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
4. The Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
5. The Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
6. The Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
7. The Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
8. The Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
9. 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
10. 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.
11. The Clean Air Act (42 U.S.C. 7401-7671q.) which seeks to protect human health and the environment from emissions that pollute ambient, or outdoor, air.

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Exhibit D  
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## New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

12. The Clean Water Act (33 U.S.C. 1251-1387) which establishes the basic structure for regulating discharges of pollutants into the waters of the United States and regulating quality standards for surface waters.
13. Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) (41 U.S.C. 1908) which establishes administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.
14. Contract Work Hours and Safety Standards Act (40 U.S.C. 3701–3708) which establishes that all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5).
15. Rights to Inventions Made Under a Contract or Agreement 37 CFR § 401.2 (a) which establishes the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the Agreement. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of Agreements, or government wide suspension or debarment.

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this Agreement, the Contractor agrees to comply with the provisions indicated above.

## New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

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### SECTION E: CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this Agreement, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

## New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

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### SECTION F: CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$30,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$30,000 or more. If the initial award is below \$30,000 but subsequent grant modifications result in a total award equal to or over \$30,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any sub award or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique Entity Identifier (SAM UEI; DUNS#)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.  
Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

# New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

## FORM A

As the Grantee identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

1. The UEI (SAM.gov) number for your entity is: U7QGJ84HBNA7
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO                       YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C.78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO                       YES

If the answer to #3 above is YES, stop here

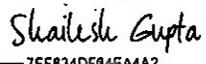
If the answer to #3 above is NO, please answer the following:

4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

Contractor Name: Coresphere, LLC.

Date: 3/25/2024

DocuSigned by:  
  
 Name: Shailesh Gupta  
 Title: Managing Partner

## New Hampshire Department of Health and Human Services

### Exhibit E

### DHHS Information Security Requirements

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#### A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss

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## New Hampshire Department of Health and Human Services

### Exhibit E

#### DHHS Information Security Requirements

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or misplacement of hardcopy documents, and misrouting of physical or electronic mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

#### I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

##### A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

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## New Hampshire Department of Health and Human Services

### Exhibit E

### DHHS Information Security Requirements

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2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

#### II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.

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## New Hampshire Department of Health and Human Services

### Exhibit E

### DHHS Information Security Requirements

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8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

### III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

#### A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, antihacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.

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### DHHS Information Security Requirements

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6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

#### B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and/or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

#### IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable; (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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## New Hampshire Department of Health and Human Services

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### DHHS Information Security Requirements

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3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent

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#### DHHS Information Security Requirements

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future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doiit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.

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### DHHS Information Security Requirements

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- d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

#### V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;

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## New Hampshire Department of Health and Human Services

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### DHHS Information Security Requirements

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4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

#### VI. PERSONS TO CONTACT

##### A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov B.

##### DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

# State of New Hampshire

## Department of State

### CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that CORESPHERE, LLC is a Maryland Limited Liability Company registered to transact business in New Hampshire on October 08, 2020. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 853049

Certificate Number: 0006625077



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 21st day of March A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan  
Secretary of State

### CERTIFICATE OF AUTHORITY

I, Maggie Wang, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of CoreSphere LLC  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on March 21, 2024, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Shailesh Gupta, Managing Partner (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of CoreSphere LLC to enter into contracts or agreements with the State  
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 3/21/2024

Maggie Wang  
Signature of Elected Officer  
Name: Maggie Wang  
Title: VP of Finance and HR







Charles M. Arlinghaus  
Commissioner

# State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street - Room 100  
Concord, New Hampshire 03301  
(603) 271-3201 [Office@das.nh.gov](mailto:Office@das.nh.gov)

52 *MAC*

Catherine A. Keane  
Deputy Commissioner

Sheri L. Rockburn  
Assistant Commissioner

December 20, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

## REQUESTED ACTION

Authorize the Department of Administrative Services to enter into an amendment to an existing contract (Contract #8002969) with Coresphere, LLC (VC#336219), Bethesda, MD, for salesforce professional services by extending the completion date from December 31, 2023 to December 31, 2024, with no change to the price limitation of \$10,000,000.00 effective upon Governor and Executive Council approval. The original contract (Contract #8002969) was approved by Governor and Executive Council on October 13, 2021, item #97.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

## EXPLANATION

As previously stated, the original contract (Contract #8002969) was approved by the Governor and Executive Council on October 13, 2021, item #97.

The Department of Administrative Services (DAS), through the Bureau of Purchase and Property (BoPP), issued request for information (RFI) 2024-370 on August 16, 2023, with responses due on August 30, 2023. This RFI reached 41 vendors through the NIGP electronic sourcing platform and one additionally sourced vendor. There were thirteen responses received providing updated pricing and identifying new opportunities in the market. Further assessment of responses received, determined that a one-year extension would be in the best interest of the

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council.

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State in order to prevent service interruptions for projects while building a new Request for Proposal (RFP) to solicit updated rates and improved services that will fit evolving industry needs.

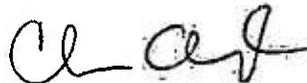
Upon approval, this requested contract amendment with Coresphere, LLC will allow continued support and services for the Department of Information Technology (DoIT) to support the strategic business objectives of State agencies; to create and sustain a secure and reliable information technology environment; and to ensure careful and responsible management of the State's information technology resources. Not providing this service would increase the probability of shortfalls in all agency-secured information technology environments that would likely create data breaches.

The current spend is \$0.00, and there are no additional funds requested as the current contract price limitation can support the one-year extension. There are no additional funds requested as the current contract price limitation of \$10,000,000.00 can support the one-year extension.

Contract financials	
Original contract price limitation	\$10,000,000.00
Less current spend on contract	\$0.00
Available balance in price limitation	\$10,000,000.00

Based on the foregoing, I am respectfully recommending approval of the contract amendment with Coresphere, LLC.

Respectfully submitted,



Charles M. Arlinghaus  
Commissioner



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
[www.nh.gov/doit](http://www.nh.gov/doit)

**Denis Goulet**  
*Commissioner*

October 31, 2023

Charles M. Arlinghaus, Commissioner  
Department of Administrative Services  
State of New Hampshire  
25 Capitol Street – Room 100  
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Brite Systems Inc., Spruce Technology, Inc., Deloitte Consulting LLP, Coresphere, LLC, MTX Group, Tech Mahindra Americas Inc., and Sapient Corporation d/b/a Publicis Sapient, as described below and referenced as DoIT No. 2021-081A.

The purpose of this request is to provide statewide Salesforce Professional Services and for the continued support and services for the Department of Information Technology (DoIT) to support the strategic business objectives of State agencies, to create and sustain a secure and reliable information technology environment, and to ensure careful and responsible management of the State's information technology resources.

The Total Price Limitation will not change and shall remain \$10,000,000, effective upon Governor and Executive Council approval through December 31, 2024.

A copy of this letter must accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/jd  
DoIT #2021-081A

cc: Rebecca Bolton, IT Manager

97 mlc



# State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES  
25 Capitol Street - Room 120  
Concord, New Hampshire 03301  
[Office@das.nh.gov](mailto:Office@das.nh.gov)

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Charles M. Arlinghaus  
Commissioner  
(603) 271-3201

Joseph B. Bouchard  
Assistant Commissioner  
(603) 271-3204

Catherine A. Keane  
Deputy Commissioner  
(603) 271-2059

August 23, 2021

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

### REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with Coresphere, LLC of Bethesda, MD (Vendor No. 336219), for an aggregate price limitation of \$10,000,000.00 among all awarded vendors, for Salesforce Professional Services. The term shall be effective upon Governor and Council approval and ending on December 31, 2023 with the option to extend for two (2) additional one-year extension terms.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

### EXPLANATION

The Department of Administrative Services, through the Bureau of Purchase and Property, and in collaboration with the Department of Information Technology, issued a request for proposal on February 3, 2021 with responses due on March 3, 2021. There were 11 compliant responses received.

It is the Department's intent to enter into contracts with the 10 highest scoring vendors where through a Request for Quote (RFQ) and Statement of Work (SOW) process the Department of Administrative Services, on behalf of a requesting State agency, will issue RFQ/SOW to all contractors. Each SOW will detail various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the highest scoring response. Project engagements under the agreements with a dollar value exceeding \$10,000 shall be brought before the Executive Council for approval prior to proceeding with the engagements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
August 20, 2021  
Page 2 of 2

As the State's experience and expertise with Salesforce matures, it will expand its Salesforce capabilities and services offered. The production Salesforce environment is centrally managed. The State has implemented an Enterprise Government Model that seeks to establish Standard Operating Procedures (SOP) and processes on the use of third party solutions.

Through the proposed contracts, the State anticipates improvements in the following areas: automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT environment.

Enabling these capabilities will often require the use of expert resources that can assist the State to efficiently design, govern, maintain and provide ongoing management of these platforms in a secure, responsible and effective manner. Contracting mechanisms that shorten the "time to value" are needed to procure resources to work with State agencies and IT staff to supplement existing constrained resources that are needed to provide the skills necessary for the State to excel in its Digital Government Initiatives. Based on the foregoing, I am respectfully recommending approval of the contract with Coresphere, LLC.

Respectfully submitted,



Charles M. Arlinghaus  
Commissioner



Division of Procurement Support Services  
Bureau of Purchase Property

Gary S. Lunetta  
Director  
(603) 271-2201

Bid Description	Salesforce Professional Srvc	Agency:	Statewide
Bid #	RFP 2425-21	Requisition: #	N/A
Agent Name	Paul Rhodes	Bid Closing:	3/3/21 @ 10:00 AM

Tech Mahindra	92.9
CoreSphere	90.9
Deloitte	87.1
MTX Group	86.0
22nd Century	82.6
Spruce Tech	82.5
Catalyst	80.0
Brite Systems	79.7
Publicis	
Sapient	79.5
Slalom	75.2
AquaLagoon	64.0



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[www.nh.gov/doit](http://www.nh.gov/doit)

**Denis Goulet**  
*Commissioner*

August 12, 2021

Charles M. Arlinghaus, Commissioner  
Department of Administrative Services  
State of New Hampshire  
25 Capitol Street  
Concord, NH 03301

Dear Commissioner Arlinghaus,

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into seven (10) contracts as described below and referenced as DoIT No. 2021-081.

The ten (10) contracts being requested are for:

1. Brite Systems Inc. of Indianapolis, IN
2. Catalyst Consulting Group, Inc. of Chicago, IL
3. Spruce Technology, Inc. of Clifton, NJ
4. Deloitte Consulting LLP of Concord, NH
5. Coresphere, LLC of Bethesda, MD
6. MTX Group of Albany, NY
7. 22nd Century Technologies, Inc. of Mclean, VA
8. Tech Mahindra Americas Inc. of Plan, TX
9. Sapient Corporation d/b/a Publicis Sapient of Boston, MA
10. Slalom, LLC of Boston, MA

This is a request to enter into a statewide contract with ten (10) vendors to allow agencies to release RFQ's/SOW's for Salesforce Professional Services. These contracts will provide a mechanism for agencies requiring assistance with ongoing and future projects. Currently, all applications are internally focused and used exclusively by State agency personnel; public data submission is currently done through web to case. It is anticipated that as the State's experience and expertise with Salesforce matures, it will expand its Salesforce capabilities and services offered.

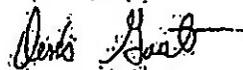
The total amount of the ten (10) contracts is not to exceed \$10,000,000, and shall become effective upon Governor and Executive Council approval through December 31, 2023.

Denis Goulet  
Commissioner

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF INFORMATION TECHNOLOGY  
27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
www.nh.gov/doi

A copy of this letter should accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,



Denis Goulet

DG/fk  
DoIT #2021-081

cc: Paul Rhodes, DAS