GAURAV Kumar

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Results-driven Salesforce Architect with over 12 years of experience in Salesforce CRM, specializing in Salesforce Lightning development, Sales Cloud, Service Cloud, Experience Cloud, Omnistudio, integration, CPQ, Finance Service Cloud and large-scale project leadership. Proven ability to design and implement scalable solutions, automate processes, and drive improvements. Certified in Omnistudio with a strong foundation in Agile methodologies and DevOps practices. Possessing a comprehensive portfolio of **19 relevant certifications**. Expertise in leveraging Salesforce to transform government processes through regulatory compliance and citizen engagement. Excellent communicator and leader in cross-functional collaborations and training.

QUALIFICATION

Salesforce Expertise:
- Over 12 years of hands-on experience in Salesforce CRM and Force.com platform.
- Experienced Salesforce Architect with over 12 years of expertise in designing and implementing robust Identity and Access Management (IAM) solutions."
- 12 years of expertise in Salesforce Lightning development catering to sales cloud, service Cloud, Marketing Cloud, Experience Cloud, Health Cloud, Government Cloud Implementation.
- Skilled in Aura and Lightning Web Components (LWC) development.
- Experience working with Managed Packages for streamlined solutions.

Architecture and Integration:
- Successfully integrated Salesforce with various back-office systems using Rest API and SOAP Webservices.
- Familiarity with Continuous Integration and Continuous Deployment tools such as Maven and Jenkins.
- Proficient in version control using Bitbucket and GitHub.

Agile and DevOps:
- Strong understanding of Agile methodologies, Scrum, and SAFe framework.
- Experienced in Agile application development, fostering collaboration, and iterative improvements.
- Proficient in tools like Jira and Confluence for project management and documentation.

Project Leadership:
- Proven track record of contributing to and leading large to medium scale projects with a focus on Salesforce and related technologies.

Release Management:
- Proficient in release management tools such as Azure Devops, GIT, Copado, Auto-Rabit, ensuring smooth deployment processes.

Process Mapping and Improvement:
- Proficient in defining, analyzing, and mapping business processes, ensuring alignment with organizational goals.
- Leading workshops for process design and improvement, driving efficiency and effectiveness.

Order Management Expertise:
- Implemented Order Management solutions to automate and manage the order lifecycle, from capture through fulfillment and post-fulfillment service.

Training and Support:
- Conducted end-user training sessions and provided aftercare support, ensuring smooth adoption and usage of CRM solutions.

WORK EXPERIENCE

Senior Salesforce Architect   06/2023 – Till Now
Speridian (City of Covina, City of Bakersfield, City Of CSD)
  Role: Senior Salesforce Architect **Team Size**: 32
- Led OmniStudio(Vlocity) implementations tailored to government agencies.
- Worked on different cities project for the License and permitting process.
- Translated business requirements into technical designs and actionable plans.
- Successfully deployed Salesforce solutions for government agencies to streamline regulatory processes and enhance citizen engagement.
- Designed and implemented systems that digitize government operations, making services accessible and communication user-friendly.
- integrated Sales Cloud with third-party applications
- Worked on the complex architecture design for the salesforce system.
- Developed comprehensive architecture diagrams and solution blueprints.
- Led cross-functional teams, adhering to Omnistudio best practices.
- Provided training and mentorship on Omnistudio architecture.

Specialist Master (Technical Architect)   10/2020 – 06/2023
Deloitte (govt. of British Columbia, SOBEY'S, Edward Jones, Ministry of Natural Resource and Forestry)
  Role: Lead/Technical Architect **Team Size**: 25
- Designed and led the implementation of Omnistudio solutions tailored to client needs within government agencies.
- Collaborated with stakeholders to gather and analyze business requirements, translating them into technical designs and actionable development plans.
- Developed comprehensive architecture diagrams, data models, and solution blueprints to guide development teams.
- Loyalty management with Sobeys in the consumer industry.
- Management of scene card points with loyalty customers
- Led a cross-functional team of developers, analysts, and testers to ensure successful solution delivery.
- Utilized Omnistudio best practices to build scalable, maintainable, and high-performance solutions.
- Conducted regular code reviews and provided technical guidance to maintain code quality and adherence to architectural standards.
- Lead the implementation and management of Salesforce Finance Service Cloud, resulting in a improvement in customer service efficiency and increase in user adoption.
- Customized Service Cloud modules, including case management, knowledge base, and service console, to fit the company's service workflows.
- Manage a team of Salesforce developers, administrators, and analysts, fostering a culture of continuous improvement and professional development.
- Oversee the integration of Salesforce with other financial systems, ensuring seamless data flow and enhancing operational efficiency.
- Ensured smooth integration of Omnistudio OmniStudio with existing systems and third-party applications.
- Provided training and mentorship to junior team members on Omnistudio architecture and development best practices.

Salesforce Lead   08/2017 – 10/2020
Nagarro Software Pvt. Ltd
  Role: Lead/Technical Architect **Team Size**: 20
  - Collaborated with architects and business analysts to understand and document client requirements.
  - Implemented custom solutions with Experience Cloud and best practices.
  - Developed and maintained reusable components and templates to expedite development processes.
  - Assisted in the integration of Sales cloud solutions with other systems using RESTful APIs and SOAP web services.
  - Participated in code reviews, identified opportunities for optimization, and implemented performance enhancements.
  - Customized Sales Cloud features such as opportunity management, lead conversion, and sales forecasting to align with business processes.
  - Implemented Salesforce Einstein Analytics and Discovery for various clients,
  - Designed and deployed custom dashboards and reports using Einstein Analytics to enhance decision-making processes for senior management.
  - Ensured smooth integration with Legacy systems and third-party applications.

Senior Salesforce Developer   04/2016 – 08/2017
Fiserv India Pvt. Ltd
  Role: Senior Developer **Team Size**: 14
  - Collaborated with clients to understand their business needs and requirements, providing tailored Salesforce solutions to enhance their CRM capabilities.
  - Developed custom solutions utilizing Apex classes, Triggers, Controllers, and Controller Extensions, ensuring seamless integration with existing systems.
  - Designed and implemented Inbound and Outbound Web services, enabling real-time integrations to enhance data exchange efficiency.
  - Modified and optimized existing Apex code and Visualforce pages, troubleshooting issues, and ensuring optimal performance.
  - Build a complete custom CPQ for the client.
  - Developed and executed comprehensive test classes and methods, achieving maximum code coverage and high-quality production instances.
  - Assisted clients in configuring Salesforce administration settings, security protocols, and application support.
  - Provided insights and recommendations on Release Management, ensuring smooth deployment of enhancements and updates.
  - Utilized Salesforce Platform Developer skills to architect and build solutions aligned with client requirements.

Senior Salesforce Developer   09/2013 – 04/2016
360 Degree Cloud Pvt. Ltd, Faridabad,
  Role: Salesforce Developer **Team Size**: 8
  - Designed, developed, and maintained client-specific solutions using Apex classes, Triggers, Controllers, Visualforce Pages, and Lightning Component
  - Participated in design and UI/UX discussions to create intuitive and user-friendly interfaces.
  - Implemented Lightning Web Components (LWC) for responsive and dynamic user interfaces, enhancing the overall user experience.
  - Worked closely with integration teams to design and implement REST and SOAP integrations, allowing for real-time data synchronization between systems.

- Integrated Salesforce applications with external systems using Web Services/XML, ensuring efficient data exchange.
- Strong communication, collaboration and team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.
- Participated in Agile development sprints, providing timely updates, addressing challenges, and delivering high-quality solutions.
- Developed unit test methods for all the apex triggers & classes and tried to maintain 90% code coverage.

Software Developer   02/2013 – 09/2013
Techsan India Technologies Pvt. Ltd,
  Role: Salesforce Developer **Team Size**: 5
- Worked with the user groups for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to Salesforce.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Customized page layouts for Campaigns, Leads, Opportunity, Contacts, Cases and Accounts depending upon user roles, and groups.
- Developed various Custom fields, Objects, Tabs, and validation rules.
- Responsible for creation of users, roles, profiles and customization of reports and dashboards as per the client requirement.
- Utilized SOQL and SOSL queries to extract and manipulate data from the Salesforce database.
- Supporting strategic Salesforce initiatives-gathering, documenting, analyzing, and drawing conclusions regarding complex data and information.

EDUCATION

B. Tech in **Computer science**   **2008-2012**

ADDITIONAL SKILLS

- Salesforce CRM and Force.com platform
- Salesforce Lightning and Omnistudio Order Management System
- Integration (REST API, SOAP Webservices)
- JavaScript, HTML, CSS, Java application
- Agile methodologies (Scrum, SAFe)
- DevOps tools (Jira, Confluence, Bitbucket, GitHub)
- Large data volumes management
- Process mapping and improvement
- Release management (Copado, Auto-Rabit)
- Leadership and cross-functional collaboration