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Vikram Nanda

VIKRAM NANDA

Senior Staff Engineer

TECHNICAL SKILLS

* Apex Classes
* Triggers
* Asynchronous Apex
* Lightning Web Components (LWC)
* Aura Components
* SOQL & SOSL
* Integrations
* Platform Events
* Visualforce Pages
* Visualforce Components
* Reports & Dashboards
* Workflow and Approvals Process
* Lightning Flows
* Process Builder
* Einstein Bots
* OWD, Roles, Sharing Settings
* Profiles & Permission Sets
* Validation Rules

TOOLS

* Visual Studio Code
* Salesforce DX
* GIT
* Force.com
* Apex Data Loader
* Workbench
* ChangeSets
* SOAP UI
* Postman

LANGUAGES

* Apex
* Visualforce
* JavaScript
* HTML
* CSS

AWARDS

* 'The Brightest Mind' award in Nagarro
* A-team award in Nagarro
* Accenture Celebrates Excellence (ACE), for individual contribution
* HCL - SPRINT Achievers Award for outstanding performance.

SUMMARY

* Certified Salesforce Application Architect with 13+ years' experience in Salesforce CRM Platform Development, SDLC, Einstein OCR, Release Management, Agile Methodology.
* Technical leadership in solution design, application development, integrations and deployment using Apex, Lighting Components, Visualforce, Triggers, Asynchronous Apex, SOQL, SOSL, Salesforce OOB features.
* Hands-on experience in developing robust solutions that can be scaled up with minimal changes on SFDC Configurations like Custom Metadata, Custom Settings, Custom Labels, User Interface, Page Layouts, Tabs.
* In depth knowledge of Sales Cloud, Service Cloud, Experience Cloud, Public Sector Cloud etc.
* Expertise in source controlling repositories like GitHub, Gitlab and Git branch structure for release management and resolving the conflicts between the branch commits and provide instant resolution for merging the branches.
* Active engagement as a Team Lead to supervise and mentor several team members and ensure implementation of best practices in delivering the products and solutions.

CERTIFICATIONS

Salesforce Certified Application Architect
Salesforce Certified Data Architect
Salesforce Certified Sharing and Visibility Architect
Salesforce Certified Experience Cloud Consultant
Salesforce Certified Tableau CRM and Einstein Discovery Consultant
Salesforce Certified App builder
Salesforce Certified Platform Developer I
Salesforce Certified Platform Developer II
Salesforce Certified Administrator
Copado Certified Administrator

WORK EXPERIENCE

Nagarro   June 2019 – Present
Senior Staff Engineer (Associate Architect)

Projects handled:

Project name	**Public Sector Solutions Implementation**
Client	Software company
Duration	Mar 2023 - Present
Description	Project involves implementing Public Sector Solutions on Gov Cloud
Technology Stack	Public Sector Solutions, OmniStudio Components, Apex, flows, Lightning Components (Aura/LWC)
Responsibilities	• Designed and solutioned the implementation of Public Sector Solutions.
	• Guided and assisted the team of Tech leads and developers in understanding client requirements.
	• Analyzed business requirements and translated them into technical specifications.
	• Evaluated and recommend appropriate Salesforce products, features, and customizations.
	• Led and designed the plan for data migration
	• Design and implement integrations between Salesforce and other systems (e.g., ERP, CRM, legacy systems).
	• Document the solution architecture, design decisions, and implementation details.

Project name	**Service Cloud Implementation**
Client	Software company
Duration	Jul 2022 – Mar 2023
Description	Project involved implementing Salesforce Service Cloud and Experience Cloud
Technology Stack	Service Cloud, Apex, flows, Lightning Components (Aura/LWC)
Responsibilities	• Designed and solutioned the implementation of Service Cloud and Experience Cloud

• Guided and assisted the team of developers in understanding client requirements and executing the development process
• Led and designed the plan for data migration
• Conducted thorough code reviews
• Developed apex classes, flows, and lightning components to fulfill customer requirements as needed

Project name	**Constituent Management Platform for Non-Profits**
Client	Salesforce AppExchange premier partner
Duration	Jun 2019 – Jun 2022
Description	Project involved implementing the functionality performed by third party webservice, within salesforce to save cost.
Technology Stack	Apex, Visual Force, Lightning Components (Aura)
Responsibilities	• Designed and provided solutions for implementing functionalities through third-party web services within Salesforce
	• Participated in Salesforce security reviews of the managed package
	• Responsible for ensuring data correctness, reliability, and adherence to rules and standards
	• Developed apex classes, batch classes, and Lightning components to meet customer requirements as needed

RSystems International Ltd   October 2017 – June 2019
Project Leader

Projects handled:

Project name	**Events and Association Management Platform**
Client	Salesforce ISV
Duration	Jul 2018 – Jun 2019
Description	Project involved customization over the managed package functionality.
Technology Stack	Apex, VisualForce, Lightning communities, Lightning Components
Responsibilities	• Developed apex classes, VisualForce pages, and Lightning components to meet specific customer requirements.
	• Developed Test Class with positive and negative test cases to achieve more than 85% code coverage.
	• Utilized a package framework for coding, distinguishing it from typical Salesforce coding practices
	• Assisted and guided the team of developers in comprehending client requirements and executing the development process
	• Involved in collaborating with developers and administrators to optimize data architecture and performance

Project name	**Health Care Management System**
Client	CRM development company
Duration	Oct 2017 – Jul 2018
Description	Project involved the development a healthcare management system for Cancer patients and was developed to track the Patient journey over a period of 18 months (dose cycle).
Technology Stack	Apex, VisualForce, Lightning communities, Lightning Components
Responsibilities	• Developed apex classes, VisualForce pages, and Lightning components to meet specific customer requirements
	• Developed Test Class with positive and negative test cases to achieve more than 85% code coverage.
	• Utilized a package framework for coding, distinguishing it from typical Salesforce coding practices
	• Assisted and guided the team of developers in comprehending client requirements and executing the development process
	• Involved in collaborating with developers and administrators to optimize data architecture and performance

Accenture Solutions Private Limited   July 2015 – June 2017
Application Development Senior Analyst

Projects handled:

Project name	**Reporting Tool**
Client	Insurance company
Duration	Mar 2016 – Jun 2017
Description	Project involved the development of a tool for tracking and reporting of insurance plan drafting process. Plans were insurance documents that were created for customers in a separate third-party tool.
	The salesforce tool was developed to be used to track the work done and then prepare reports and dashboards for the management.
Technology Stack	Apex, VisualForce, Salesforce point and click tools like Process Builders, flows, workflows, validation rules
Responsibilities	• Led project requirement gathering, analysis, and feasibility studies
	• Conducted POCs to assess the viability of utilizing Salesforce's point-and-click tools for system development
	• Contributed to project solution conceptualization and estimation
	• Assumed responsibility for application architecture design and technical deliverables.

Project name	**Customized Insurance Plan Generation Tool**
Client	Insurance company
Duration	Jul 2015 – Mar 2016
Description	Project involved the development of a tool for creation of insurance plans for customers.
Technology Stack	Apex, VisualForce, SOAP webservice
Responsibilities	• Worked on various requests that came in from business to modify and update their current functionality which involves creating and updating of visual force pages, classes, triggers etc.
	• Created web service in apex for a critical business process integration.
	• Performed deployments to higher environments and live production environment.
	• Guided and helped junior team members.

HCL TECHNOLOGIES LTD   June 2010 – July 2015
Software Engineer

Project name	**Developer Support**
Client	CRM company
Duration	Feb 2012 – Jul 2015
Technology Stack	Apex, VisualForce,
Description	Project involved resolving customer's issue related to Salesforce Developer and Integration
Responsibilities	• Debugging the Apex code to find the root cause of the errors and provide a resolution to fix the errors.
	• Checking for Best Practices followed in code development so that it does not affect the Governor Limits.
	• Handling deployment related requests (Force.com Migration Tool, Force.com IDE or Change sets, Fiddler, SOAP UI Tool, SAML tracer, Workbench, Data loader)
	• Handling API Integration issues: SOAP API, REST API, Single Sign On.

EDUCATION

- Master of Computer Applications from Guru Gobind Singh Indraprastha University, Delhi – 2010
- Bachelor of Science (Honors) in Mathematics from Delhi University - 2006