SANKARAN NEPOLEAN

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CERTIFICATIONS HELD

☑ Salesforce Architect (ongoing)	✓ **Salesforce Evangalist**
☑ Platform Developer I & II	✓ **Blog & Youtube Channel on Salesforce**
☑ Advanced Dev 501 / Adv Admin 211	✓ **Public Speaker in Salesforce Community**
☑ Dev 401 / Admin 201 / App Builder	✓ **All Dev Trailhead Badges Earned**
☑ Sales/Service Cloud Consultant	✓ **Ranger (Highest) level in Trailhead**
☑ Community Cloud Consultant	✓ **Contributor in Github**

SUMMARY

- **Salesforce Tech Lead(9x certified)** with **15+ years** of industrial experience in challenging projects in **Abbey(Santander), Autotrader, Citrix, Ericsson and Motorola**.
- Core architectural experience in **Salesforce**(**force.com, Sales Cloud, Service Cloud, Marketing Cloud**), **Heroku, Financial Force** platform for **last 8 years** with various projects providing end to end solutions in salesforce on both **Desktop & Mobile**.
- Developed **Proof of Concept**(POC) Prototypes using **Apex, Visualforce, Lightning, Web Components** & standard web technologies like **Html, CSS, Javascript** to show case to business stakeholders.
- Collbarated with **Business Analysts**, Stackholders to capture requirements and prepare design and **Technical Specification** to meet customer requirements in allocated budget.
- **Managed** salesforce projects of various sizes along with a team to steer the project to success within **estimated timeframe** and resources.
- Evaluated/traiaged **bugs**/**enhancements** from **Support** to design and deliver the Optimal solution without affecting the business execution.
- Provided design and development approaches that can be **scaled** with less future costs and without inheriting any **technical debt**.
- Created a roadmap a development plan for **updates** and **migration** to Salesforce **Lightning**, taking into account the core client/business requirements
- Built solutions providing Security, **Authentication**(Single Sign On), **Performance** optimization, **Mobile** solutions that complies with IT Standards and **compliance**.
- Handled **data** architecture work to manage **master** data for company across systems.
- Experience working with different thrid party systems like **Finance**, **Payment**, **Billing**, **ERP** for **Integration**
- Hands on experience in following **Agile (Scrum), Waterfall** methodologies for product development.

PROFESSIONAL EXPERIENCE

DURATION	EMPLOYER	ROLE	SKILLS	LOCATION
Apr'2021-present	**E.on**	Salesforce Lead Developer	Apex, Lightning, Mulesoft, API, CI/CD, Bit2Win	**London**
Aug'2020-Apr'2021	**Nomura Asset Management**	Salesforce Lead Developer	Apex, Lightning, Javascript, API, BoardEx, Box API, LDAP	**London**
Jul'2020-Aug'2020	**Cloudshift Group**	Salesforce Lead Developer	Apex, Lightning, Javascript, API, Mulesoft, Talend, RAML	**London**
Mar'2019-Apr'2020	**INTO UP**	Salesforce Lead Developer	Apex, Visualforce, SKUID, Lightning, Javascript, API, Financial Force	**London**
Jun'2018-Mar'2019	**Investec Asset Management**	Lead Salesforce Consultant	Lightning, Web Components, Apex / Visualforce, Javascript	**London**
Jan'2018-Jun'2018	**INTO UP**	Salesforce Lead Developer	Apex, Visualforce, SKUID, Lightning, Javascript, API, Financial Force	**London**

Nov'2017-Dec'2017	**Westbrook**	Salesforce Consultant	BA, Lucid Chart, Apex / Visualforce / Lightning, Javascript, SDLC	**London**
Apr'2016-Oct'2017	**INTO UP**	Salesforce Lead Developer	Apex, Visualforce, SKUID, Lightning, Javascript, API, Financial Force	**London**
Aug'2015-Feb'2016	**Education First**	Salesforce Lead Developer	Apex, Visualforce, SLDS, Lightning, JQuery, Github, Box API, Financial Force	**London**
Aug'2015-May'2015	**Haven Power**	Salesforce Lead Developer	Apex, Visualforce, JQuery, XML, HTML 5, Ajax, Google API, Agile, Trello	**London**
Mar'2014-Mar'2015	**Autotrader / Tquila**	Senior Salesforce Developer	Apex, Visualforce, JQuery, XML, HTML 5, Ajax, Eclipse IDE, Agile, Trello	**London, Manchester**
Aug'2012-Mar'2014	**Thales**	Salesforce Developer	Apex, Visualforce, Javascript, HTML 5, CSS, SQL, Agile, CVS, Jenkins	**Cambridge**
Jan'2005-Jul'2012	**Santander / Citrix / Motorola**	Salesforce / C++ Developer	Apex, Visulaforce, HTML 5, XML, Ajax, Javascript, SOAP	**UK, Sweden, Ireland**

PROJECTS INVOLVED

o <u>**E.on**</u>   **NextBestAction**

Global utility company uses salesforce for sales, service and marketing. For sales & service compaign Einstein Next Best Action was rolled out in Phase1 and complex business requirements planned to be rolled out in Phase2. I played Lead developer in designing and implementing the solution.

Roles: **Team Size: 10**

➢ **Einstein Next Best Action** recommendations were designed using custom objects & workflow to meet business requirements.
➢ Built a complex flow in **Flow Builder** to meet a business requirement for sales recommendation.
➢ Designed and developed an **integration** interface using **REST callouts API** for another Salesforce instance within the organization which acts as MDM for customer records.
➢ Developed Apex classes and lightning components(**Aura & LWC)** along with test suites.
➢ Conducted code reviews to improve the **code quality** on existing code base & implemented the fixes in timely manner.
➢ Enhanced CI/CD using **Gitlab CI** with **Jira** Integration.
➢ Implemented **Bonus feature integrated** with **CPQ** product called **Bit2Win.**

o <u>**Nomura Asset Management**</u>   **Brexit, Conflict Check Management**

Leading investment bank rolled out salesforce for sales and service team on 2019 as phase I. In phase II, few critical features were developed and released successfully and I was Technical lead in the team driving the project to success.

Roles: **Team Size: 10**

➢ **Brexit** requirements translated to technical spec and design was proposed.
➢ Developed Apex classes and lightning components(**Aura & LWC)** along with test suites.
➢ Conducted code reviews to improve the **code quality** on existing code base & implemented the fixes in timely manner.
➢ Implemented conflict check feature for **Complaince** team to improve the data security across different systems within Nomura network.
➢ Integrated with Quantesa, BoardEx systems for **Master Data Management(**MDM) and along with **Box** through Box API.

o <u>**Cloudshift Group**</u>   **Preferenece mgnt, TIPI**

One of fast growing platinum partner in Salesforce and Mulesoft platforms in the market. They predominately serve clients in Real estate and Automobile industries. I was given the opportunity to work for a project with TIPI. Online Rental platform.

Roles: **Team Size: 10**

- ➢ Designed API specification in **RAML** and collaborated with client to finalize the spec to meet the business requirements.
- ➢ Developed the API interface in **Apex** using custom API following the best practices along with test classes.
- ➢ Built a community in **Community cloud** for partners to manage the customer orders and invoices.
- ➢ Worked in **Talend integration** to orchestrate a flow to fetch salesforce data and inegrate with RightMove system in an scheduled job.

- o **INTO Univ Partnership**   **Lightning Migration , SLC**
  Globally recognized University Partnership company had Sales, Marketing, Service cloud for their business across Asia, Europe, America. The assignment was to simply from workflow from Prospect to Alumini with highly automated solutions for reducing human error & saving costs. Also had a chance to incorporate SKUID package to transform standard pages to Custom SKUID pages for Business Needs.
  Roles: **Team Size: 40**
  - ➢ Architectured, Designed & Implemented end to end Life Cycle workflow for an Prospect to Alumini with custom **Apex, Visualforce, Javascript**. Also **intergrated** with different **external** system to give seemless experience.
  - ➢ Carried out an detailed report migration on **Lightning Platform Upgrade** based on What features were used & how it's been used.
  - ➢ Since Lightning was found to be not suitable, we adopted **SKUID** framework for UI. I designed & built pages by transforming standard UI to custom UI as Business required using **Javascript, CSS3, HTML5**.
  - ➢ Complex issues like **restructuring triggers, reassuring data security through roles, handling large datasets, UI performance and aesthetics, running out of fields in custom objects** were handled and solved in efficient ways.
  - ➢ Prepared **Technical Specification** to discuss with **business stakeholders** to decide on feasible solutions to meet customer needs within **alloted budget**.
  - ➢ Designed some **Batch & Scheduled jobs** for maintainance & **survillance** of force.com platform and **managed** technical team to deliver the projects.
  - ➢ Proposed solutions to Custom code in **Financial Force** App along with the providers directly to install custom solutions for the Client.
  - ➢ Liased with **ISV** to **integrate** their **managed** packages with Native Custom Code, by implementinig Consumers for their Services exposed.
  - ➢ Designed two way **integrating** solution using **REST API** between salesforce instance and an Enterprise App within the Company, as well as third party.
  - ➢ Developed strategies for **Continous Integration** using tools like **TaskRabbit**, etc and **Integration** with other systems within the organisation.

- o **Investec Asset Management**   **Lightning Migration**, **Preferences**
  Investec is a specialist bank and asset management company, providing a diverse range offinancial products and services to a growing international client base. My responsibility was to plan, design and build solutions for Salesforce lightning migration.
  Roles: **Team Size: 15**
  - ➢ Conducted **Technical Review** with different business teams to discuss any potential issues in performation lightning migration from classic.
  - ➢ Identified impacted **Visualforce pages** and **Javascript buttons** which needs migration, along with cost estimation to be presented to stakeholders.
  - ➢ Implemented **lighning components** in Aura Framework to increase the productivity of Sales and Service teams. Most of the components would be embededded in record pages and home page.
  - ➢ Prepared **Design Specification(TDS)** document for various features implemented along with mentoring a team of developers to ensure that project goes as per plan.
  - ➢ Built a solution to **track users login history** for the management so that a trending report could be generating from the login behaviours of user.
  - ➢ Designed and built a **custom Service Level Indicator(SLA)** tracking tool, as the statard milestone feature is not flexible enough for the business use case.
  - ➢ Assisted project manager with identifying **User stories and Bug fixes** for specific weekly sprint. And also provided accurate estimated effort for project planning.

- ➢ Built a POC using **GearSet** product for **Continous Integration** to bring visiblity and auditablity for the changes going into production.
- ➢ Proposed innovate **Product Ideas** to help business utilize salesforce more effectively and at reduced running cost. For example, proposed a custom solution that replaced RollupHelper which is a paid product.
- ➢ Liased with **Talend** integration team to manage the integration points to **salesforce and pardot.**
- ➢ **Qlikview** is used for internal reporting on data from different systems. So, worked with them to peridically export data to their systems.
- ➢ Conducted full **Security Review** on existing profiles and teams in salesforce and prepared a extensively detailed report for potential issues and steps for mitigation.
- ➢ Handled a **transitioning** of technical knowledge from a thrid party service provider to inhouse development team very smoothly.
- ➢ Assisted in **hiring** a salesforce developer for permenant position by preparing interview assignment and involving in evaluation process. Also, conducted several training sessions to bring the candidate upto speed with client's expected level.

Sample screenshots, documents, code snipplets available on request.

- o **Westbrook International**   **StartupLoans, Pentland**
  Westbrook provides Salesforce consultancy and implementation solutions for wide range of customers from different industries across the globe. I was part of Technical Architecture team based in London Office. I have been involved with Architecture review project for StartupLoand and Greenfield project for Pentland Brands.
  Roles: **Team Size: 20**
  - ➢ Conducted **workshops** to collect requirements from different business stackholders by presenting demos and quick prototypes (**Apex, Visualforce, Lightning**). Used **eleements.cloud** app for requirement gathering.
  - ➢ Architectured entire Salesforce CRM to meet business needs following best practices and provisioning **continous improvement** to face business changes in future.
  - ➢ Prepared **Business Requirement Specification** (**BRS**) from the requirements collected and participated in review meetings to negotiate and convince the requirements with IT stackholders.
  - ➢ Responsible for preparing **Technical Design Specification** (**TDS**), **Solution Design Document** (SDD) to provide a blueprint for development team for building the solution.
  - ➢ Designed **Integration Specification Document (ISD)** showing integration orchestration between SAP and Salesforce on Account, Contact, Order, Product Interface using **SAP Process Orchestrator**.
  - ➢ Used **Jitterbit live middleware** for one of the clients as they want to design an integration hub to collect different IT systems from one place.
  - ➢ Proposed **Data migration** and **Deployment strategies** for complex implementation involving different environment and consulting partners.
  - ➢ Conducted **Security Audit review** on Salesforce Org to document potential security flaws in area like Identity management, Network access, Data privacy, General Data Protection Regulation (**GDPR**), etc.
  - ➢ Liased with third party vendors to design solution for clients with top rated Appexchange apps like **MapAnything**, **AdobeSign**, **SurveyForce** etc.
  - ➢ Managed and **mentored** group of developers to resolve the technical issues faced in the **build** phase of the project. Also, conducted code reviews and **UAT** before rolling out to production system.ß

  Sample screenshots, documents, code snipplets available on request.

- o **Education First**   **Hult**
  Top Management School had their Salesforce Sales and Serivce Cloud running for almost 10 years. The assignment was to solve complex problems in existing systems and to build couple of Global Application with Multilingual and Multicurrency Support delivered in

Shorter deadlines through leading an mid level Salesforce Developers. Also to spin off new Salesforce instance for their sister concern.

Roles: **Team Size: 25**

- ➢ Working with **Business Analysts** to discuss the complex issues they had through various conferences and meeting notes.
- ➢ Complex issues like **restructuring triggers, reassuring data security through roles, handling large datasets, UI performance and aesthetics, running out of fields in custom objects** were handled and solved in efficient ways.
- ➢ Carried out an detailed report on **Lightning Platform Upgrade** based on What features were used & how it's been used.
- ➢ Architectured an **Complex Custom Responsive Dashboard** using Visualforce, Apex, Jquery, **mobile SDKs (saleforce1)** for the top level Management Execs.
- ➢ Designed and Implemented some **Batch & Scheduled jobs** for maintainance & **survillance** of force.com platform.
- ➢ Built Database Schema for **Student Information App** which is one of their divisions in Global market.
- ➢ Worked in writing Custom code in **Financial Force** App along with the providers directly to install custom solutions for the Client.
- ➢ Headed a project for data archival using **Box API** both in force.com and Enterprise platform.
- ➢ Developed two way **integrating** solution using **REST API** between salesforce instance and an Enterprise App within the Company, as well as third party.
- ➢ Built an **salesforce** instance from **scartch** in a week's time with excellent feedback from the client.
- ➢ Developed strategies for **Code deployment(Ant, Github), Continuous Integration**(**Jenkins**) and Integration with other systems within the organisation.

- o **Haven Power**   **NHH**
  Top 5 Electricity provider to Commercial Industries in UK. I was brought into Salesforce development team as Salesforce Subject Matter Expert to guide & architect a integration in Javascript to Apex/Visualforce to adapt to Summer 15 Salesforce release.

  Roles: **Team Size: 5**

  - ➢ Working with **Business Analysts** and **project managers** on technical requirements to Speed things up in development process.
  - ➢ Designed few **Webservices** for both callouts and callin model for price lookup Integration.
  - ➢ Proposed lot of System/Integration **tests** for existing codebase to assist with regression test & UAT.
  - ➢ Designed and Implemented some **batch jobs** for maintainance in the **automated business process**.
  - ➢ I have done lot of **UI performance customizations** through **Jquery/Visualforce** and **HTML** 5.
  - ➢ Also I have assited users with issues around third party apps like **Postcode anywhere, mailchimp**, etc
  - ➢ Propesed **Github** for source control and Scheduled some data migrations from development to deployment.
  - ➢ Used **Changesets** and third party systems like **workbench, ANT** to deploy the changes from one organization to another.

- o **Autotrader** (Apex, VisualForce, Jitterbit, Ajax, Oracle)   **Singleview**
  Leader in Digital Automobile Trading industry using Salesforce.com for marketing, sales and service cloud. I was part of App Development simplifies the sales process by providing seamless integration with different third party systems which improves efficiency of signing up new opportunities. Also it delivers reporting for different levels of group members instantly.

  Roles: **Team Size: 20**

  - ➢ Customization of **Salesforce Standard UI** using **Visualforce, Apex** and Client side scripting technologies like **Javascript**, **Jquery**, etc.

- Working with **Business Analysts** and other consultants on technical requirements and best practices.
- Designed/Developed **single sign-on** feature integrating salesforce and singleview system.
- Carrying out **data integration** development using **XML/XSL** for the company gateway system between **Oracle** instances and Salesforce.com
- Designed and Implemented utility tools for maintainance jobs in the **automated business process**.
- Used **Changesets** and third party systems like **workbench, ANT** to deploy the changes from one organization to another.
- Configured **Jenkins** for continuous integration from development to deployment.

o **Thales** (HTML 5, CSS, APEX, Visualforce)   **OneView**
It is working for a sales team in leader in Security Industry. Development and support for SFDC Application for Sales, Service and Marketing CRM systems
  Roles: **Team Size: 50**
- Engaged to **consult** the business on the Salesforce.com platform and develop specific functionality using **APEX** and **Visualforce.**
- Writing **APEX classes/triggers/Visualforce** portal based application for external vendors to use**.**
- Engaging in complex APEX and Visualforce work with particular attention to **transaction volumes** and management of org governor limits**.**
- Developed bespoke Salesforce Chatter and other social features using the **Chatter API.**
- Integrating with existing **Python/Django** running Python 2.7 as a promotions tool inside the business**.**
- Rolling out France and Spain releases of the system with **localisation** and **business process support.**

o **Santander (Abbey)** (force.com, ecllipse)   **EasyAdmin**
Working for one of Top Retail Bank in the world as a Salesforce Developer on Developing the tool to simplify the admin tasks for support team.
  Roles: **Team Size: 10**
- Developing code only functionality with **APEX triggers** and **classes**..
- Written for multi lingual transnational deployment for well known publishing company.
- **Code reviewing** development teams output prior to deployment**.**
- **Fixing** and recommending **technical** fixes at Visualforce and APEX class level**.**

Consistent C++/Java/Python Developer work history between 2005 – 2010 (details upon request)

EDUCATION

Bachelor of Engineering in Computer & Science
Anna University (2001 – 2005)
Graduated date: May 2005
Percentage   : 82.5 %

MBA – Project Management
Alagappa University   (2005 – 2007)
Graduated date: May 2007
Percentage   : 75 %