

Chandra Shekhar Ramshetti

Salesforce Technical / Solution Architect

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SUMMARY

Seasoned Salesforce Architect with 20 years of experience in Software Development and leading multiple development teams. Expertise with Cloud Computing in Salesforce and Web (Java, .Net), Windows applications, Database Development (MS-SQL server, Oracle, My SQL) on the domains such as CRM, Retail, Document Management System, Telecom and Energy, Grants Management System. Strategic technical proposal writer skilled in all phases of RFP response preparation for government and commercial solicitations. Notable history of teaching Computer Science subjects at Kakatiya University and a strong ability to learn and implement multiple technologies in a condensed time frame.

EXPERIENCE

CEMS/SPIN/VISTA (NHTSA, USDOT), VA, Technical Architect Sep'24- Present

- Architected and implemented a custom OData adapter to facilitate zero-copy data retrieval from Amazon RDS, enhancing data consistency and operational performance in Salesforce.
- Designed and delivered a barcode scanning solution integrated with Salesforce to streamline real-time data capture and processing.
- Provided architectural oversight, conducted code reviews, and enforced Salesforce best practices to maintain code quality, system reliability, worked on Experience cloud
- Collaborated with cross-functional teams, including business stakeholders and developers, to deliver high-quality, scalable solutions.

Fannie Mae Dus Horizon Gateway, VA, Senior Consultant May'24-Sep'2024

- Developed AI-driven agent bot using Salesforce's Agentforce platform to personalize loan offers and interest rates, leading to enhanced customer satisfaction and improved loan approval processes.
- Worked on Salesforce CPQ
- Developed and optimized Salesforce Flows to automate complex business workflows, resulting in increased efficiency and user satisfaction.

Disaster Credit Management System 2.0 (US SBA), VA, Solution/Technical Architect

Aug'18 – May'24

- Coordinate with business clients, support the application, and implement the process as per provided specifications.
- Implemented Salesforce Technical governance for team which includes Security, Data, Development, Customization, Release Management, Change Management, Monitoring & Reporting.
- Architected structures & integration using salesforce web service API that allowed Salesforce.com to interface with middleware (Biztalk Server), resulting in the seamless integration of salesforce data with various external systems and legacy systems.
- Prepared high-level estimates and project plan for implementation of the project.
- Managing technical debts and working with business and developers to allocate 10% of the team's capacity working on them every sprint.
- Demonstrating proof of concept to the leadership on new technologies/ideas to solve business problems.
- Define the processes for deployment for effective and quick deployment considering the complexity of organization, actively involved in deployment (change management) using Bamboo, BITBUCKET, ANT migration tool, VS Code, Eclipse Force IDE and Change Sets.
- Prepare the POC to demonstrate the solution and examine/define the capability and constraint it can bring to IT.
- Conducted Code Reviews to meet the software metrics and shared with team on Salesforce best practices.
- Designed strategies to support multiple teams of parallel development, deployment using CI/CD, Testing provisioned with different environments (developer Personal, System Integration, QA, Staging, UAT, Production).

EDUCATION

- PUNJABI UNIVERSITY, *Master of Technology* 2001-2003
- KAKATIYA UNIVERSITY, *Master of Computer Applications* 1995-1998
- KAKATIYA UNIVERSITY, *Bachelor of Science in Computer Science.* 1992-1995

CERTIFICATIONS

- Salesforce Certified System Architect
- Salesforce Certified Application Architect
- Salesforce Certified Identity and Access Management Architect
- Salesforce Certified Development Lifecycle and Deployment Architect
- Salesforce Certified Integration Architect
- Salesforce Certified Platform Developer II
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Sharing and Visibility Designer (SP19)
- Salesforce Certified Data Architecture and Management Designer (SP19)
- Salesforce Platform Developer – I
- Salesforce Certified Administrator 201
- Salesforce Certified Platform App Builder
- Apttus Quote-to-Cash Certified
- 70-316 MCP – Windows-Based Applications with C#.Net & MS Visual Studio.Net
- Brain-bench Certification in C

TECHNICAL SKILLS

- Salesforce
 - Sales Cloud
 - CPQ
 - Service Cloud
 - Force.com Platform
 - Community Cloud
 - AgentForce/Einstein Analytics
 - Data Cloud
 - Financial Service Cloud
 - OmniStudio
 - APEX
 - Lightning (LWC, Aura)
 - Visual Force Pages
 - SOQL, SOSL
 - AppExchange Apps
 - APEX Data Loader
 - Workbench
- Web Services (SOAP and REST API)
- OAuth 2.0
- AWS (RDS)
- Python

- Technical Proposal Writer - Drafted RFP responses for Government (USA Federal, State, and local government contact center), commercial solicitations. Adept at researching and pursuing new business opportunities and developing proposal content that fits the company brand. Demonstrated success leading the writing of complex technical information. Created technical diagrams, charts, and graphs to clarify proposal. Collaborated with cross-functional teams, to gather necessary information and data to produce successful proposals.

CNCS IT Modernization, DC, Technical Architect/Lead Developer Nov'15 - Jul'18

- Understand the application need and propose the end-to-end cloud solution including all the external/internal integration need, AppExchange product needed, or any tools needed to define scalable and efficient solution.
- Acted as SME for Web services Integration to design various integrations with internal and external applications using SOAP/REST, ETL processes and Synchronization processes.
- Prepare the POC to demonstrate the solution and examine/define the capability and constraint it can bring to IT
- Develop solution using capability of SFDC configuration/Visual Force/Apex/Lightning Components/Java script components based on requirements & involved in configuration of salesforce org, Community portal setup and AppExchange product.
- Define the processes for deployment for effective and quick deployment considering the complexity of organization, actively involved in deployment (change management) using AutoRabit, GITHUB, ANT migration tool, Eclipse Force IDE and Change Sets.
- Designed & Refactored Apex triggers using one trigger per object design pattern
- Conducted Code Reviews to meet the software metrics and shared with team on Salesforce best practices
- Authored Coding Development Standards for Salesforce.com Platform, put into effect best practices for version control and deployments by setting up salesforce development workflow with version control and deployment strategy
- Involved in Data Migration from Oracle to Salesforce using Informatica
- Involved in Development & Maintenance of Mule soft

IBOSS, INTERNAP, Atlanta, GA, Technical Architect/ Lead Developer Jul'15-Nov'15

- Implemented using Salesforce Sales cloud, Web Services, DBAMP, Oracle OMS

AARP, DC, Senior Consultant May'15-Jun'15

- Implemented Web Services (SOAP & REST) for Salesforce Integrations

RR Donnelly, Vienna, VA, Technical Architect Dec'14-Apr'15

- Worked on Service Cloud implementations of Case Management, Solutions modules

GE Power & Water (Risk Process), Atlanta, GA, Technical Architect May'14 - Nov'14

- Architected structures & integration using salesforce web service API with Oracle ERP

GE Energy, Atlanta, GA, Technical Architect Oct'12-May'14

- Responsible in providing implementation design to the team using Apex (Triggers, Classes), Visual force, Workflow Rules, Data Model & Security, Salesforce CPQ

Trade Information Exchange Application, P & G, Cincinnati, OH Apr'11 – Oct'12

- Designed and developed framework in salesforce to generalize dynamic popup to meet different requirements.

E-Notebook, Novartis (MA, US), Merck (NJ), Roche (San Francisco, CA) Sep'10 - Jan'11

Symphony Wireless Order Management, Comcast, Philadelphia, PA Aug'09 – Jun'10

APW Portal Cinemark (TX), Masergy (TX), Verizon (NY), CICIS (TX) May'08-Jul'09
 County Scans DFW Scan (Dallas, TX), Senior Developer Feb'08-Apr'08
 Buy Speed Online, Periscope Holdings, Inc (Austin, TX), Senior Developer Dec'07-Jan'08
 Scan and Index Tool, CICIS(TX), Senior Developer Mar'07-Nov'07

SICS (Sage India Catalog System), Sage Publications, New Delhi, India Mar'06 - Mar'07
 CREAM (Company Resource Express Administration Management) Sep'05 - Feb'06
 Kakatiya University, Assistant Professor Sep'99 – Oct'05

- Mulesoft 4.X
 - Cloud Hub
 - AnyPoint Studio 6.0.3
- Microsoft
 - . Net (2.0, 3.5)
 - C#
 - Visual Basic
 - Windows Forms
 - ASP.Net
 - SQL Server
 - BizTalk Server 2016
- Java/ J2EE
 - JSP
 - Struts
- C, C++
- Windows Apps
- Oracle
 - SQL, PL/SQL
 - Forms/Reports
 - Oracle Apex
- MySQL
- Web / Application Server
 - Apache Tomcat
 - Jboss
 - IIS
- Frontend Tools
 - Extjs
 - HTML
 - CSS
 - JavaScript
 - JQuery
 - AngularJS
- Tools & Utilities
 - Informatica
 - DBAMP
 - AutoRabit
 - Conceptwave
 - Eclipse IDE
 - Jitterbit
 - Checkmarx
 - ANT
 - SVN
 - GitHub
 - Jira
 - Jenkins

DOMAIN KNOWLEDGE

- Loan Origination System
- CRM
- Retail
- Document Management System
- Telecom (Billing)
- Grants Management System
- Energy