



Amit Dhawan



Enterprise Applications Developer

## Skills Summary

Over 16.5+ years of experience in Software Industry, am currently working as a Solutions / Technical Architect/ Senior Project Leader; I have extensively worked on SALESFORCE-Admin & Development Integration Consultant, .NET Framework, SQL Server and Web Services and have a good understanding and specialization in delivering .Net based solutions for Enterprise Applications, custom Windows based applications and Web Applications. I have designed, developed and delivered high quality software products and services according to the expectations of the end customer, and come with an excellent flavor for good communication skills.

## Highlights

- Over 7.5+ years of overseas experience working with American, European and Australian clients on MS Technologies. This includes work with the world's leading e-Retailers – Amazon.com and Bigstep.com; America's leading Broadcasting Channel Company, as an On-site Development Manager, Denver, Colorado; Banking Domain with First Magnus Financial Corporation, Tucson, Arizona; Networks Integration with Telcordia-Level3, Broomfield, Colorado; Travel & Tourist Domain with Visit Britain, London, UK & World Expeditions, Melbourne, Australia; IVVR with Gravity, Sydney, Australia.
- Onsite Engagement Manager
- Won the "BEST DEVELOPER AWARD-2009-2010" from Lions International Club, India.
- Have been working on SALESFORCE skill sets and getting hands on from writing triggers & classes to other forms of customization & configuration for last 8.5+ years.
- I have been training for the last 8+ years and have a very good success rate. I have trained teams from IBM, HCL, SAPIENT, MCAFEE, MODELN and many more corporate organizations, both domestic and overseas.

## Professional Summary

- Salesforce Skills: SFDC Apex Trigger, SFDC Approval Process, SFDC Content, SFDC Customer Portal, SFDC Email to Case, SFDC Email to Case OnDemand, SFDC Formula & Validation Rules, SFDC Google AdWords, SFDC General Configuration, SFDC Ideas, SFDC Mobile, SFDC Partner Portal, SFDC Offline Edition, SFDC Reports & Dashboards, SFDC Sites, SFDC Workflow, SFDC Visualforce, SFDC Google Apps, SFDC Salesforce to Salesforce, SFDC Service & Support, Data Cleansing, Data Migration - Design, SFDC Data Loader, SFDC Import Wizard, Custom Integration - Design, Custom Integration – Development.
- Hands-on on all SDLC's phases like Requirements study, Design, Development and Implementation and Maintenance stages of various projects.
- Involved in the Scope & Estimation for Software projects for few cases using FPA and Work Break Down techniques.
- Handled Migration Projects and Re-engineering Projects.
- Possessing sound knowledge in database management and backend programs (stored procedures, triggers, functions etc.).
- Working knowledge of design patterns with the ability to code to architectural documentation.
- Constantly strive towards improving the scalability and maintainability of the product by providing technical inputs wherever needed.
- Hands on with Design experience using UML based Object Oriented Designing, Design Patterns, Software Factories and Enterprise Application Blocks.
- Translation of business requirements into systems design.
- Experience of integrating applications with other existing applications.
- Strong knowledge in .Net (ASP.Net, VB.Net), C# - .Net Framework and OOAD & UML.
- Building reusable components and controls in e-Commerce (B2B and B2C) portals.
- Designing, coding, testing and debugging software's according to standards, policies and procedures.
- Hands on with preparing, reviewing of project technical documents/manuals.
- Served as the offshore liaison and single point of contact, obtaining necessary inputs and approvals.
- Contributed in the offshore resource staffing process.
- Participated in planning activities to get an overall understanding of project scope, timelines, resource needs, and deliverables, providing the vision and clarity to the offshore teams.
- Worked closely with onsite managers/ third party consultants in resolving issues and risks identified related to offshore project, in a timely manner.
- Active participation in Project Management activities-Allocation of tasks, communicating project status to all the stakeholders in a timely manner, tracking of project progression status, team management, knowledge transfer, Building appropriate traceability matrix thru delivery stages, Cost-benefit estimation and evaluation and participate in client facing meetings.
- Provide support for Deployment, Operations and Sales teams.
- Actively preparing proposals & scope documents for estimating, designing and development of software projects.
- Plan, monitor and execute product development and testing activity to ensure on time releases.
- Worked closely with QA team to ensure defect-free releases.
- Understand customers business challenges/goals and arrive at value added Technology Solutions, define Technology direction and Roadmap.
- Implemented Industry defined Best Practices in Design and Code.
- Project Delivery-Ensure Design and Code quality, Work with distributed teams for delivery and execution of Projects.
- Provided full life-cycle support in the design, development, and implementation of Microsoft SharePoint systems and applications, Installation and configuration of SharePoint sites, Intranet portal

Develop and deliver end user training modules, conducted training sessions at the company level.

- Architect and deliver highly reliable, scalable, maintainable and operable large-scale internet applications.
- Lead cross functional teams to ensure project success including managing the user experience and product fit.
- Mentored team members, identified manpower requirements and coordinated recruitment and training processes within the organization.
- Architected solutions, Configuration, Security, Performance, and Reliability & Scalability of various enterprise applications.
- Providing inputs for appraisal and suggesting areas for capability development for team.
- Worked with sector leads to create business sector specific solution blueprints & frameworks.
- Proactively looked at emerging technologies and sales pipeline and worked towards capability development of MS workforce- To assimilate & evolve best practices inform current engagements.
- Worked on technology frameworks geared towards reuse within and across business verticals - evolve & establish frameworks- To spearhead efforts towards training rollouts from technical perspective for in demand skills.
- Good understanding of Quality Systems processes, IT development processes and procedures and management methodologies.
- Handled assignments in Enterprise Solutions Architecting, Enterprise Integration and SOA.
- Research and development for new technologies / concepts. Contributing to Practice for creating/researching on next generation tools.
- Good understanding of software development methodologies, architectures and CASE tools.
- Performing the overall day-to-day project related activities to ensure that project delivery timelines are achieved with quality.
- Evaluating impact of software performance, and recommend changes to Developers.
- Ensuring requirements and acceptance criteria are satisfactorily captured and plan the execution strategy for the project.
- Project completion and production of the lessons learned report.
- Implement the release and build processes.
- Active participant in internal technical/project management meetings.
- Hands-on experience in application of formal lifecycle methodologies such as OOAD, structured analysis and design etc.
- Expert level knowledge and experience in Modeling (Data, Process and Information including techniques for normalization, optimization etc.): tools and techniques knowledge and implementation experience
- Hands on with SOA implementation.
- More than 3 years of experience as a consultant.
- More than 4.5 years of proven experience in design and development of client-server architecture.
- Practiced WATERFALL, ITERATIVE, AGILE-TDD and Rational Unifies Process (RUP) methodologies of SDLC.
- Experience of both Application based developments and Product development.
- Good communication, interpersonal, mentoring and conflict resolve skills.
- Good understanding on the Quality processes like CMM Level 5 and ISO. Implemented the same on various projects.
- Proactive, self confident and motivated, exceptional communicator, good leader and team player

#### Recorded Sessions

[http://www.4shared.com/zip/uKzk4ytr/400am\\_ist\\_salesforce-batch\\_081.html](http://www.4shared.com/zip/uKzk4ytr/400am_ist_salesforce-batch_081.html)  
[http://www.4shared.com/zip/TyUhcIVJ/400am\\_ist\\_salesforce-batch\\_091.html](http://www.4shared.com/zip/TyUhcIVJ/400am_ist_salesforce-batch_091.html)  
[http://www.4shared.com/file/JTLMJZu7/salesforce\\_trainers\\_-\\_amzur\\_18.html](http://www.4shared.com/file/JTLMJZu7/salesforce_trainers_-_amzur_18.html)  
[http://www.4shared.com/file/LJ6McEZJ/salesforce\\_session4.html](http://www.4shared.com/file/LJ6McEZJ/salesforce_session4.html)

#### Projects

##### Work Experience (more project details on reference)

##### **Real Estate Developers – APAC\_Senior Technical Architect/ Project Manager**

Real Estate Industry involves key issues such as BLOCKAGE OF POTENTIAL FUNDS/ WORKING CAPITAL, Reconciliation of CUSTOMER BALANCE, Approval and TRACKING of Internal Office Memos (IOMs), Ascertaining and RECORDING FINANCIAL IMPACT of IOMs and changes, Tedious ways to find Customer's requested INFORMATION, Reconciliation of FINAL Call Notice amount, Assured return: Timely issue of instruction to BANK. And what we implemented for them was a streamlined management of:

- Property
- Payment Plan
- Bookings
- Changes
- Contracts and Documents
- Leasing
- Facility
- Broker

- Analyzing Project Requirements, prepare SOW, Discovery Sessions.
- Estimate time and effort required for doing development.
- Change Management, Configuration Management.
- Preparing the Test Plan & Creation of High Level Scenarios.
- Perform Traceability Matrix between BRD and FSD activity.

- Team management, etc
- Client Interface, Training

#### **Vodafone – Automation Pricing Calculator – EMEA-Developer/ Technical Architect**

Vodafone Global Enterprise is Vodafone's specialist enterprise communications organisation that delivers managed communications to empower global businesses and to help them stay agile and competitive. Vodafone have defined a goal to create a Pricing Automation & SQT Tool for all over the world that will consolidate reference data and functionality onto the existing salesforce.com platform

- Analyzing Project Requirements.
- Estimate time and effort required for doing development.
- Writing APEX Code-Triggers & Classes.
- Customization of all 4 Vodafone Sandboxes according to client requirement.
- Configuration of Validation rules, Approval Process, Workflows etc.
- Review of FRS and Identified the Test requirements based on business requirements of the application.
- Preparing the Test Plan & Creation of High Level Scenarios.
- Perform Traceability Matrix between BRD and FSD activity.

#### **Economist – Order Processing Solutions – EMEA-Developer/ Technical Architect**

The Economist Group is the leading source of analysis on international business and world affairs. We deliver our information through a range of formats, from newspapers and magazines to conferences and electronic services. What ties us together is the objectivity of our opinion, the originality of our insight and our advocacy of economic and political freedom around the world.

- Analyzing Project Requirements.
- Estimate time and effort required for doing development.
- Writing APEX Code-Triggers & Classes.
- Creation of Custom fields and modification of standard objects according to requirements.
- Configuration of Validation rules, Approval Process, Workflows etc.
- Review of FRS and Identified the Test requirements based on business requirements of the application.
- Working in the capacity of Sr. QA handling the Project from QA perspective for independent Modules and mentoring team members.
- Preparing the Test Plan & Creation of High Level Scenarios.
- Preparing Test Cases &. Executing Test Cases.
- Performing Functional Testing, System Testing, Integration testing & Regression Testing.
- Perform Traceability Matrix between BRD and FSD activity.

#### **Halfords Cycle2Work (Phase 1&2)-Developer/ Technical Architect**

Halfords is the UK's leading retailer, on the basis of turnover, in each of the key product markets in which it operates, being: Car maintenance (including car parts, servicing consumables (such as oil), workshop tools and body repair equipment), Car enhancement (including in-car entertainment systems, cleaning products, accessories, interior and exterior car styling products, navigation systems and alloy wheels), Leisure (including cycles and cycle accessories and roof boxes, cycle carriers, child car seats and outdoor leisure equipment).

- Creation of Custom fields and modification of standard objects according to requirements.
- Configuration of Validation rules, Approval Process, Workflows etc.
- Review of FRS and Identified the Test requirements based on business requirements of the application.
- Traceability Matrix between BRD and FSD.
- Interacting with developers and attended meetings for status reports.

#### **Accomplishments/ Certifications:**

- Salesforce.com Certified Force.com Developer
- Salesforce.com Certified Force.com Administrator
- Microsoft Certified Professional Developer Enterprise Application, Microsoft
- Microsoft Certified Solution Developer, Microsoft
- Network Engineer Certification, Telcordia – Level 3, Network Engineer
- MCSD.NET, SSI LTD.
- Microsoft Certified Professional in Windows Open Structure Architecture I & II, Microsoft