Conceptual design and implementation of Salesforce projects

25th of November

Fabian Kramer

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CV

Fabian Kramer studied Information Management (B.Sc.) and Business Informatics (M.Sc.) at the University of Koblenz-Landau with the focus on conceptual design and implementation of IT projects. Already during his time as a working student he was responsible for the initialization and implementation of software projects.

Mr. Kramer was a part of mindsquare AG from 2018 until the end of 2020. In this time he has advised and supported numerous customers in the implementation and further development of Salesforce instances. As a certified Scrum Master and project manager he acted as internal and external main contact person in projects. His tasks included the coordination of nearshore and offshore resources.

In November 2020 Mr. Kramer founded the FK Solution Design GmbH, which he manages as managing partner. The companies goal is to optimize existing system landscapes, reducing data silos and connecting software systems. As a result, data can be used more efficiently and the processes lead time can be reduced.

Core competences

- Solution Design
- Consulting
- Requirements Engineering
- Project Management
- Nears- / Offshore Coordination

Branche experience

- Energy
- Food
- Automotive
- Delivery service
- Banking / Insurance

Availability

available from: 2022-09-01
capacity: 100%
willingness to travel: yes
location: EU

Certifications

SALESFORCE CERTIFIED — Administrator

SALESFORCE CERTIFIED — Advanced Administrator

SALESFORCE CERTIFIED — Sales Cloud Consultant

SALESFORCE CERTIFIED — Service Cloud Consultant

SALESFORCE CERTIFIED — Community Cloud Consultant

SALESFORCE CERTIFIED — Field Service Lightning Consultant

SALESFORCE CERTIFIED — Nonprofit Cloud Consultant

SALESFORCE CERTIFIED — Application Architect

SALESFORCE CERTIFIED — Platform App Builder

SALESFORCE CERTIFIED — Platform Developer I

SALESFORCE CERTIFIED — Data Architecture and Management Designer

SALESFORCE CERTIFIED — Sharing and Visibility Designer

SALESFORCE CERTIFIED — System Architect — Q4 2021

SALESFORCE CERTIFIED — Development Lifecycle and Deployment Designer — Q4 2021

SALESFORCE CERTIFIED — Integration Architecture Designer

SALESFORCE CERTIFIED — Identity and Access Management Designer — Q4 2021

PSM — PROFESSIONAL SCRUM MASTER

PRINCE2 FOUNDATION — ACCREDITED BY APMG-International

aws certified Cloud Practitioner

CPSA-F — Certified Professional for Software Architecture Foundation Level

COPADO CERTIFIED — COPADO FUNDAMENTALS I

COPADO CERTIFIED — COPADO FUNDAMENTALS I

COPADO CERTIFIED — Consultant

Flosum Certified — PROFESSIONAL ★

Flosum Certified — EXPERT ★ ★

Qualifications

- Salesforce domains: Sales-, Service- and Experience Cloud
- Managed Packages: Field Service Lightning, NPSP, Manufacturing Cloud, Flosum, Copado
- Salesforce coding: Lightning (Web) Components, Apex, Visualforce Pages
- Salesforce automation tools: Flow, Process Builder, Workflow Rules & Trigger
- Other Salesforce tools: ANT Migration tool, Dataloader, Workbench, SOQL, Gearset
- Collaboration skills: GIT, Bitbucket, JIRA, Confluence, SCRUM, Dev Ops
- Web design: Javascript, HTML and CSS
- Interface design: Dependency Injection, Rest- & Soap Services, Custom Endpoints, External Services

Branche	Start	Duration	Role**
Consulting Agency	02.2021	10m (ongoing)	RE, SA, PM, Developer
Non-Profit	02.2021	10m (ongoing)	RE, SA, PM, Developer
Consulting Agency	12.2020	6m	RE,SA,PM
Insurance	11.2020	3m	RE, SA

**PM = Project Manager; RE = Requirements Engineering; SA = Solution Architect, NC = Nearshore Coordinator; BA = Business Analyst

Branche	Start	Duration	Role**
Banking	05.2020	3m	SA, PM, RE
Energy	04.2020	7m	SA, NC, RE
Energy	04.2020	2m	Coach (Training)
Food delivery	10.2019	10m	SA, PM, RE, Admin
Chemical	07.2019	2m	SA, Developer
Food	05.2019	11m	SA, NC, RE, PM
Retail	05.2019	1m	Developer
Energy	01.2019	5m	Developer
Energy	11.2018	3m	Developer
Automotive	05.2016	27m	Working Student, PM, RE

**PM = Project Manager; RE = Requirements Engineering; SA = Solution Architect, NC = Nearshore Coordinator; BA = Business Analyst

References

Branche	Consulting
Start date (Duration)	02.2021 (10 months and ongoing)
Project type	Depends on project
Role	Requirements Engineering, Solution Architect, Project Management
Scope	- Supporting a consulting agency - Responsible for six end customer projects, involved in three more projects - Sales-,Service-, Field Service- and Experience Cloud Rollouts - Interface from SF to Shopware, SAP Business One, SAP R3 and Dell Boomi (Middleware) - Working with clients (Requirements Engineering, Consulting, Work package design) - Process automation with Flows and Triggers - Creating screen components (Screen flows and LWCs) - Code review - On hands classes and internal knowledge transfer sessions

References

Branche	Non-Profit
Start date (Duration)	02.2021 (9 months and ongoing)
Project type	Initial rollout
Role	Requirements Engineering, Solution Architect, Project Management
Scope	- Salesforce NPSP rollout - Data import (master data, funding history, communication history) - CSV and XML Import / Exports (Spooling Jobs) - Contribution receipt process - Campaign management - Interface to Fundraising Box - Process automation - On hands classes

References

Branche	Consulting
Start date (Duration)	12.2020 (6 months)
Project type	Depends on project
Role	Requirements Engineering, Solution Architect, Project Management
Scope	- Supporting a consulting agency in the field service area (App Exchange Partner) - Responsible for two end customer projects - Improving the managed package - Designing new features for the managed package - Working with clients (Requirements Engineering, Consulting, Work package design) - Moderating Presales workshop

References

Branche	Insurance
Start date (Duration)	11.2020 (3 months)
Project type	further development
Role	Requirements Engineering, Solution Architect
Scope	- Experience Cloud implementation - Data Model design - Form Assembly forms and connection - Process automation - Screen Flow design

References

Branche	Privat banking
Start date (Duration)	05.2020 (3 months)
Project type	Initial rollout
Role	Solution Architect, Project Manager, Requirements Engineer
Scope	- Designing a funding process - Process automation features - Data model design - DocuSign implementation - Conception of a customer community add-on - Epic and userstory definition for developers

References

Branche	Energy
Start date (Duration)	04.2020 (7 months)
Project type	further development
Role	Solution Architect, Requirements Engineer, Nearshore Coordinator
Scope	- Working together with Business Analyst in the "EPIC factory team" - Translating business requirements into epics and userstories - Responsibility for 8 nearshore resources from Romania - Implementing and maintaining SF Connect (External objects) - Responsibility for the interface between SF and SAP - Transforming SF processes and make them available for multiple backends (Dependency injection) - Concepting and implementing new Service Cloud features - Implementing Skill based routing (Omni-Channel)

References

Branche	Energy
Start date (Duration)	04.2020 (2 month)
Project type	training
Role	Coach

Scope	- Preparing and leading numerous on-hands training sessions in small groups (approx. 100 employees)
	- Topics:
	   - Sales Cloud Basics
	   - Lead to Order Process
	   - Activity and Collaboration Features
	   - E-Mail Templates, List Views und Merge Fields
	   - Reports und Dashboards
	   - Service Cloud Basics
	   - Experience Cloud Basics

References

Branche	Food delivery
Start date (Duration)	10.2019 (10 months)
Project type	further development
Role	Solution Architect, Project Manager, Requirements Engineer, Admin
Scope	- Acquisition of the client as key account (onboarded three more colleagues) - Stakeholder management + Connecting IT and business department - Key user training - Org cleanup and master data maintaining - Service Cloud implementation and rollout (D, CH, AT, NL, PL, IS) - NPS Survey implementation - Implementing logic for case routing and management (process harmonization and auto.) - Customer Community implementation → main contact point for over 5k driver - Reporting and KPI setup - Switch from Classic to Lightning Experience

References

Branche	Chemical
Start date (Duration)	07.2019 (2 months)
Project type	further development
Role	Solution Architect, Developer
Scope	- Designing a dynamic and multi criteria - / multi level approval process based on custom objects - Docking custom implementation to ProcessInstance

References

Branche	Food
Start date (Duration)	05.2019 (11 months)
Project type	further development
Role	Solution Architect, Nearshore Coordinator, Requirements Engineer, Project Manager
Scope	- First worldwide Manufacturing cloud rollout - Epic and userstory definition - Responsible for two nearshore resources from Poland - Switch from Classic to Lightning experience - Optimizing the Quote Process - Implementing a Product Configurator logic and process - Implementing a Customer Community

References

Branche	Retail
Start date (Duration)	05.2019 (1 month)
Project type	Initial rollout
Role	Developer
Scope	- Implementing a trigger framework - Writing apex code, test classes, visual force pages and lightning components - Deployment Management

References

Branche	Energy
Start date (Duration)	01.2019 (5 months)
Project type	Further development
Role	Developer
Scope	- Experience Cloud implementation - Deployment Management - Writing apex code, test classes, visual force pages and lightning components - Data Model adjustment - Implementing Rest Services - Experience Cloud branding with CSS - Document generator

References

Branche	Energy
Start date (Duration)	11.2018 (3 months)
Project type	Further development
Role	Developer
Scope	- Experience Cloud implementation - Deployment Management - Writing apex code, test classes, visual force pages and lightning components - Data Model adjustment - Data Visualization with Highcharts and Leaflet - Implementing Rest Services - Experience Cloud branding with CSS

References

Branche	Automotive
Start date (Duration)	05.2016 (27 months)
Project type	Initial rollout / further development
Role	Working Student, Requirements Engineer, Project Manager
Scope	- Implementing a Web-EDI third party into the SAP landscape - Implementing a Business Intelligence solution and connect it to numerous data sources - Implementing a long-term-supplier declaration via Adobe Interactive Forms - Concepting and developing a cloud service solution together with a strategic partner and digitalizing the Request for Quotation process (eRFQ) - Planning and implementing an Interface between eRFQ and SAP MM - Concepting and implementing a role-based security concept for eRFQ - Concepting and implementing a supplier self-disclosure process for eRFQ