




ADITYA SURESH

Salesforce Omnistudio Developer



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com

Overall, 10+ years of experience in CRM, Energy Sector, Cyber Security, Telecom, System Administrator & 4+ years of experience in the Salesforce Platform as a Salesforce Admin/Vlocity Developer.

Ability to handle multiple projects simultaneously with the highest degree of accuracy, solution-oriented & Time-Management.

Professional Project Management Specialist with experience working with teams to accomplish short- and long-term project goals. Managed budgets and monitored project costs. Focused Project Manager adept at planning, directing and maintaining continuous operations in various departments. Applying creative and analytical approach to operations for continuous process improvement. Skilled at identifying or anticipating problems and providing solutions. Excels through mentoring, training and empowering team to excel in performance.



Certifications

2022-09

- Salesforce Administrator

2022-12

- Salesforce OmniStudio Developer

2023-03

- Salesforce Industries CPQ Developer

2023-04

- Salesforce OmniStudio Consultant

2022-10

- Trimble Developer Security-DEVSEC003

2016-08

- Certified Ethical Hacker

2012-06

- CCNA



Competencies

- Salesforce.com, Salesforce Administration



- People, Project, Cost Management



- Jira, Cloud VOIP Service, MDM, Security



- Ucaas, Paas, Saas, Ccaas



- Ticketing system



- Data Raptor, Integration Procedures, Flexcards, Omniscripts



- CRM and Salesforce proficiency





Work History

2020-03 - Current

● Salesforce Omnistudio Developer

Trimble Information Technologies India Pvt Ltd, Chennai

Overall, 4+ years of experience in the Salesforce Platform as a Salesforce Admin/Vlocity Developer.

Profile Summary:

- Worked on implementing Web-Lead functionality for capturing leads from Telecom industry.
- Building Apps & Functionalities in SFDC platform, facilitating the users in Pre-Production, Production and Story Distribution.
- Worked as Salesforce Developer for Telecom clients, delivered the best UI Experience using the Salesforce tools declarative features like Validation rules, Workflow rules, Approval processes, Process builder for satisfying the Complex business process.
- Worked on Salesforce Profiles, Roles, Sharing rules to for the security of the business process for the different roles.
- Worked as Salesforce Omnistudio developer for Telecom client, delivered the best UI experience for the client using the Salesforce Omnistudio tools Omniscript, Integration Procedure, Data Raptor and Guided Selling.
- Experienced in Vlocity EPC catalog, which includes creation of Products, configuring the price, defining products and offers in the Shared Catalog (EPC); building reusable pricing components to support simple and complex pricing strategies; creating promotions and discounts to override or adjust product offers for a limited time; using Rules to ensure the right products are available to eligible customers at the right price in the right configuration; and constructing OmniScripts that guide users intelligently through the purchase process.
- Played a major role towards Trimble India Scale & Connect 2025.

Skills : Omnistudio, Omniscripts, Flexcards, Data-Raptors, Integration Procedures, Salesforce Vlocity.

2018-07 - 2020-03

● Salesforce Administrator

Trimble Information Technologies India Pvt.LTD, Chennai

- Responsible for multiple tenants as global salesforce administrator
- Migrated Trimble Chennai users from Salesforce Classic Call center to Salesforce Maestro, Along with it completed Site migration for multiple European Sites tenants & APAC Site.
- Designed and developed analytical data structures.
- Handled salesforce CRM implementation with 8x8/Incontact call Server in coworking space domain to make drive in to full Automation for generating proposal sending Rental Agreement to prospect through salesforce getting signed to have new contract generation for New,Renewal,Expansion where all process flow of entire concern with support of SFDC Lightning with End to End operation in salesforce.
- Experience in designing objects and creating Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes.
- Created Profiles, Roles & Permission Sets for users in the organization across multiple tenants.

2015-08 - 2018-07

- Batch & Patch updates, Scheduling reports and dashboards to customers on monthly basis for company license products cost management.
- Experienced in Application downtime management, High priority tickets, Critical and Incident Management
- Having basic knowledge in Apex Classes, Apex Triggers, DML operations, SOSL/SOQL & LWC.
- Well, Experience in Deploying in SANDBOX-PRODUCTION in Salesforce through 8x8 & call center queues.
- Strong Analytical and Problem-Solving Skills, good presentation skills and effective team player with excellent communication skills.

Skills: CRM,Integration, Salesforce.com Development · Organizational Development, People Management, Salesforce Administrator.

Telecom Engineer II

Trimble Information Technologies India Pvt Ltd, Chennai

-SPOC for APAC & India region & an Independent contributor to the project.

- Responsible for service operation and support of the company's internal & external cloud-based VoIP & SIP systems Review and test installations for compliance with quality control standards.
- Ensure correct employee and problem diagnostic information are entered and maintained in Jira ticket system
- Responsible for identification and repair of any faults associated with supported services in shortest time possible with least disruption for users.
- Configure and Troubleshoot Panasonic SIP Phones (VM, Call Routing, Call Flow, FWD, Creation,Termination) - Configure and Troubleshoot 8x8 VO/VCC,Incontact phones -Configure VM, ACD, Auto Attendant, Configure Scripts, Call Routing, Creating/Modifying Schedules,Scripts, UAC.
- MDM - Apple Business Manager, Google MDM (Elevated Admin access) -Handled India/US/Canada Mobile Purchase
- Worked with multiple stakeholders and vendors for IoT, Cloud VOIP services, SIP services, Mobile carriers such as : 8x8, Nice Incontact, Vodafone, Bell Canada, AT&T, Verizon, T-Mobile, Jio, Airtel, Tata, Trini-Telecom,Bose, DecibelPixel.
- Define and document procedures for telecommunication system maintenance

Major Accomplishments :

Migrated hundreds of users from T-Mobile to AT&T/Verizon for better scalability and cost reduction project.

Saved about 3.5 Million \$ in total to the company for removing unused 8x8, Goto Meeting,Zoom, licenses.

For India Project : Changed the mobile & data card to set a universal plan for Trimble India which saved a total of Rupees : 40,000 INR every Quarter for the company. Trimmed around 10,000 USD by updating firmware in all the conference rooms to get better video clarity and audio during the conference.

2012-02 - 2015-07

Associate System Engineer

GAVS Technologies, Chennai

- Ticketing Tool: Manage Engine Service Desk Plus, BMC Service desk express and CA service desk ticketing tool
- Skills: Configuration Management
- Monitoring Tool: Solar Winds, HP BAC and site-scope tool
- Malware Tool: Nessus malware scanner
- Email Block/Unblock tool : Barracuda Spam Firewall
- Email : Outlook/G-mail
- VOIP Tool : CUAC, Cisco Jabber, Experience : Client: Advanced, - RefuSol Pune (Duration: 2 Weeks)
- Visited Pune to reap KT on Firewall, Printers, Pune Network, Infrastructure, Shared drive access
- JAMF Casper Tool management, Monitoring Global Network, User Administration (Windows 2008/2012), Re Image, Data Migration, Mailbox & Distribution list Management (EMC 2010), Mac & Windows Operating System Troubleshooting, Windows, Linux and Mac Operating systems Network Troubleshooting.

Specialization Industry:

Operating Systems: Red Hat Enterprise (5, 6), Centos (5, 6), Ubuntu, Windows (xp, 7, 8), Windows 2003, 2008, 2012.

Software: JAMF, altiris, Cisco IP Phone, ShoreTel IP Phone, pxe boot, kick start, Unix scripting, DNS, DHCP, NFS, FTP, LVM, Raid , Secure Shell (SSH), NIS, OpenLDAP, OpenSSH, YUM, NMAP, TCP Wrappers, SAMBA, Apache, Microsoft Office (Word, Excel, PowerPoint), Open Office.

Network: TCP/IP, Subnetting, DNS, DHCP, Switching concepts - VLANs and VTP, Etherchannel, STP.

Routing protocols: Concepts of Static, Dynamic and Default Protocols.

VPN Technologies: Concept of DMVPN, GRE.

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Education

2007-05 - 2011-04



B.TECH: Computer Science Engineering

BHARATH UNIVERSITY

2004-01 - 2007-04



HSC: High School



Languages

- English
- Tamil
- French
- Telugu



Hobbies

- Traveling, Gym, PC Gaming, Performer.