Jai Surana

Salesforce Consultant

- 918769659238/919079172181
- jai.surana1995@gmail.com
- India

SUMMARY

4+ years experienced Software Engineer highly skilled in software development, testing, documentation etc. across the complete development life cycle of Salesforce. Adept at end to end software design & development including requirement gathering, documentation, infrastructure setup, coding & unit & integration testing. Handling complex project management & coordination work very efficiently to deliver results.

KEY SKILLS

Salesforce.com   Lightning

Admin Customisation   Apex

Visualforce   Integration

Web Services   Deployment

Agile Methodology

Automation

TECHNICAL SKILLS

- **Software / Platforms:** Salesforce.com, Force.com
- **Programming Skills**: Apex, Visualforce, Lightning, Triggers, Webservices, Integration, Javascript, HTML/CSS
- **Others**: Automation Tool Salesforce, Deployment, Agile Methodologies , Salesforce Admin Setup

CERTIFICATIONS

- Salesforce ADM-201 Certified
- Salesforce Platform Developer 1
- Salesforce Platform Developer 2
- Salesforce Service Cloud Consultant
- Salesforce Field Service Lightning Consultant
- Salesforce Einstein Analytics Consultant
- Salesforce Certified Application Builder
- JLPT N-5 Certified

PROFESSIONAL EXPERIENCE

Customer Success Engineer

Aug '20 - Present

Salesforce.com

Hyderabad,India

- Assist third-party developers to troubleshoot their integration with salesforce.com APIs, Apex, Visualforce, and implementation of other salesforce.com developer products.
- Write sample code, client libraries, and contribute to Open Source projects
- Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the developer community
- Resolve customer service issues and skillfully manage complex customer service problems.
- Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
- Assist with the design and delivery of products and other technical training.
- Maintaining the security and integrity of the application software.

Associate Consultant

Mar '17 - Aug '20

Appirio - A Wipro Company

Rajasthan,India

- Meeting with project managers to determine CRM needs.
- Developing customized solutions within the Salesforce platform.
- Designing, coding, and implementing Salesforce applications.
- Creating timelines and development goals.
- Testing the stability and functionality of the application.
- Troubleshooting and fixing bugs.
- Writing documents and providing technical training for Salesforce Staff.
- Maintaining the security and integrity of the application software.

EDUCATION

Swami Keshvanand Institute of Technology, Management & Gramothan

Aug '13 - Jun '17

Information Technology [B-Tech]

Rajasthan, India

Total Aggregate 75.62%.

ACHIEVEMENTS

- Awarded with Silver Lining Special Engagement Award in 2018.
- Awarded Best Solo Singer in State Level Competition in New Delhi during 2009.
- Representative of the Rotary Club during School Level.

ADDITIONAL INFORMATION

- **Languages**: English, Japanese, Hindi