

Surya Prakash Thotakura

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Objective:

To work for a growing organisation that would provide me plenty of opportunities to use my knowledge, work experience and absolutely positive attitude to play a constructive role in its progress and enable me to constantly hone my skills to become a competent and dependable leader.

Professional Summary:

- ❖ **4+ years of IT experience in Salesforce Technology.**
- ❖ **6x** Salesforce certified professional. Trailhead Ranger.
- ❖ Received "**Spot Award**" from HCL Technologies.
- ❖ Strong Knowledge on **Salesforce Administration** and **Development**
- ❖ Good Communication and Interpersonal Skills.
- ❖ Compete at **managing responsibilities** in a **high volume atmosphere.**
- ❖ Skilled at **interacting with customers** of all **socioeconomic backgrounds.**
- ❖ **Smart as well as Hard worker, quick learner** and ability to adapt to various responsibilities.
- ❖ Prepared for **UPSC - Indian Engineering Services** from Oct 2017 to November 2019.

Technical Skills

- ❖ Knowledge on Salesforce CRM concepts and Force.com instances.
- ❖ Hands on experience in **Creating Custom objects, Custom fields, Relations** and **Customising Standard objects and Layouts.**
- ❖ Hands on experience in Salesforce Automation concepts like **Creating Formula, Validation rules, Workflows, Process Builder, Approval Process and Lightning Flows.**
- ❖ Hands on experience in customising **Profiles, Permission sets, OWD, Role Hierarchies** and **Sharing rules** for system security design.

- ❖ Hands on experience in writing **Apex Classes, Triggers** and **Visualforce pages**.
- ❖ Hands on experience in customising **Standard** and **Custom objects** using **Controllers** and **Extensions**.
- ❖ Hands on experience in **DML** operations, **SOQL** and **SOSL**. Capable of writing and debugging SOQL queries of standard and custom objects.
- ❖ Hands on experience in writing various Asynchronous processes like **Batch Apex** and **Schedule Apex**.
- ❖ Hands on experience on Data Loader and Data Import Wizard.
- ❖ Hands on experience **Salesforce Lightning: Lightning Web Components and Lightning Aura Components**.
- ❖ Hands on experience on writing Test Classes.
- ❖ Hands on experience in using technologies like Javascript, HTML, CSS, JSON.

Work Experience:

Company: EPAM Systems Pvt Ltd (Apr 2022 - till date)

❖ **Project: PENDO**

Description: Pendo is a product-analytics app built to help software companies develop products that resonate with customers. The app allows software makers to embed in their products a wide range of tools that can lead both to a better product experience for users and new insights for the product team.

Roles: Salesforce Developer.

Key responsibilities:

- Worked on Salesforce CPQ.
- Used Agile Accelerator for capturing user stories and for capturing story status.
- Worked on LeanData.
- Worked on Salesforce - Seismic integration.
- Developed Flows.
- Developed Apex Classes.
- Used Blue Canvas for Deployments.

❖ **Project: LOOKERS PLC**

Description: Lookers is one of the top three motor vehicle retailers in the UK. Lookers represent multiple vehicle manufacturers, selling a huge range of car

types. They also operate a number of used car trade centres and service centres from hundreds of locations throughout the UK.

Roles: Salesforce Consultant.

Key responsibilities:

- Worked on Service Cloud.
- Used Agile Accelerator for capturing user stories and for capturing story status.
- Implemented Salesforce Scheduler.
- Implemented High Velocity Sales (HVS).
- Implemented Chat (LiveAgent) along with Einstein Bot.
- Knowledge on Copado for deployments.
- Developed Flows
- Developed Apex Classes
- Developed Lightning Web Components

Company: HCL Technologies Pvt Ltd (Dec 2020 - Apr 2022)

❖ **Project: CUMMINS**

Description: Cummins is an American multinational corporation that designs, manufactures, and distributes engines, filtration, and power generation products. Cummins also services engines and related equipment, including fuel systems, controls, air handling, filtration, emission control, electrical power generation systems, and trucks. The main aim of this project is to automate Dealer Onboarding process for new dealers who need to sell or service Cummins products.

Roles: Salesforce Consultant.

Key responsibilities:

- Created Custom Objects, Custom Fields, Formulas, Record types and Validation rules.
- Created Lightning Flows to automate various business requirements.
- Created Profiles, Users, Permission sets and Role Hierarchy.
- Created Security Enhancements using OWD.
- Created Matching Rules and Duplication Rules.
- Created Apex classes and Test Classes, Triggers and Visualforce pages.
- Created Apex Classes and Apex triggers for process automation.
- Created Lightning Web Components to meet business requirements.
- Developed Email Service to automate certain tasks.
- Created Approval Process to obtain various business approvals.
- Created Reports and Dashboards.

Company: Jarvis Business Solutions Pvt. Ltd (Dec 2019 - Nov 2020)

❖ Project: IBS

Description: IBS is a company which provides improved software products for Hospitality and Airline services. The main aim of this project is to develop an application for both Hospitality and Airline services in Salesforce.

Roles: Salesforce Developer.

Key responsibilities:

- Created Custom Objects, Custom Fields, Formulas, Record types and Validation rules.
- Created Process builder for process automation flow.
- Created Profiles, Users, Permission sets and Role Hierarchy.
- Created Security Enhancements using OWD.
- Created Matching Rules and Duplication Rules.
- Created Outlook Integration using Lightning Sync.
- Created Apex Classes and Apex triggers for process automation.
- Created Lightning Aura Components.
- Created Reports and Dashboards.

❖ Project: BFSPL

Description: Blue Fence Systems Private Ltd. has been in business of fire safety, personal safety products, Industrial tapes and adhesives etc. It is Distributor / Channel Partner of various safety products from leading market vendors. The main aim of this project is to connect Blue Fence with various clients and to increase its Business.

Roles: Salesforce Developer.

Key responsibilities:

- Performed enhancements for the project according to the client requirements.
- Created Custom objects and customised them according to client requirements.
- Created relations between different objects.
- Created Formulas and Validations rules.
- Created Public Groups, Queues, Permission Sets, Profiles, Users and Security Settings based on role hierarchy
- Created Apex Classes, Test classes, Apex Triggers and VF pages to meet client's requirement.
- Imported data using Data Loader.
- Created Reports and Dashboards.

❖ **Project: Jarvis Sales and SSP**

Description: Jarvis Business Solutions aims to progress its business and maintain its relationship with clients and leads in a more structured way. The main aim of this project is to develop an application to maintain information about the company Leads and Client information and to automate the Sales process and also provide service to the people in the company to solve their technical queries in the form Cases. This application is a console developed app and related to Salesforce Service Cloud.

Roles: Salesforce Administrator and Developer.

Key responsibilities:

- Created Custom objects and fields.
- Customised standard objects.
- Created relations between custom and standard objects.
- Created Formulas and Validations.
- Created Process Builder to automate various functionalities.
- Created Service Console App.
- Created and Customised Live web chat.
- Created Apex classes.
- Created Test classes.
- Created Visualforce pages.

Company: Accenture Solutions Pvt. Ltd. (Nov 2016 - Sep 2017)

❖ **Project: MHR**

Roles: Application Development Associate.

Responsibilities:

- Trained in Salesforce.
- Configured User Interface, Page layouts, Tabs, Custom fields, Custom objects and Reports.
- Experience in creating Roles, Profiles, Workflows and Validation rules.
- Re-structured custom objects, created relationships between objects to better suit the organisation's business needs.
- Knowledge on writing test cases.
- Executed Test case as per the clients requirement.

Education

MVSR Engineering college,Osmania University - 2012 to 2016

BE in Mechanical Engineering with an aggregate of 82.8 percent.

Nri Junior College/MPC - 2010 to 2012

Board of Intermediate Education- 96.5 percent.

St.Ann's High School/2010

Board of Secondary Education- 92.5 percent