

# Surgaya Khundrakpam

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## PROFILE SUMMARY

- A professional with overall 11+ years of core development experience in the capacity of Solution Architect and Technical Lead.
- Actively working with business stakeholders and product managers to design the components and architect underlying systems.
- Engaged with customization development program for various projects in Salesforce Lightning Community Cloud and Service Cloud as well as providing out of the box solution as per the requirement of the client.
- Designed and developed salesforce application using managed package to launch on AppExchange.
- Provided reliable solutions to variety of system requirements that involved third party system integrations and ensuring client satisfaction in the process.
- Experienced in Salesforce Applications – Design, Architect, Data-Modelling, Integration, Configuration and Customization.
- Understanding the business criticality, commitment and focus on the right priorities to develop solutions in a timely fashion by providing close to precise effort estimation.
- An effective communicator with technical, reasoning, and analytical skills.

## EXPERIENCE

- **IQVIA RDS** Jan 2020 – Dec 2022
- **Persistent Systems Ltd.** Feb 2017 – Jan 2020
- **AnyoneHome IT Services.** June 2014 – Feb 2017
- **CueLogic Technologies** Nov 2012 – Nov 2014
- **DB Xento Systems.** Nov 2011 – Nov 2012

## EDUCATION

- 2012: Master of Computer Application, Pune University

## CERTIFICATIONS

- Salesforce certified Platform Developer 1
- Salesforce certified Marketing Cloud Email Specialist
- Salesforce Certified Sharing and Visibility Designer

## SKILLS

Development and Deployment of Salesforce Projects, Design, Architecture, Data-Modelling Lightning Framework, Inbound and outbound Salesforce Integrations, Knowledge of Salesforce platform, Apex, SOQL, App Builder, Managed Package, Salesforce APIs

### Other

Javascript, SQL, Core PHP, Version Control System (Git,SVN,BitBucket), AutoRabit, , Amazon S3 Bucket, Azure DevOps, JIRA, Confluence, MS Excel.

# PROJECTS

## 1. Salesforce App development using managed package for a Healthcare Domain

CRA Central application is designed to help Clinical research associates and all the managers to access calendar for site visits, Contact reports, Site visit reports, scheduling virtual visits, assigning tasks and e-signing the visit documents.

Worked as individual contributor with the capability of Lead and Architect.

I have worked closely with Product Architect and Business analyst to do the refinement of user stories. Performed the complete code review and provided review comments to make code efficient.

Prepared high level design documents with given use cases by product team. Developing in CI/CD environment and deploying code with Salesforce Scratch Org and Gitlab.

## 2. Salesforce customization with Lightning Web Component for a Clinical Trials Domain

Feasible service provider(FSP) project is a customized application of clinical trials app specially designed for managers and admin users.

Application allows to schedule different site visits by Direct line managers (DLM) and CRA Managers.

I have worked as an individual contributor to design different reports and customized application on demand.

Worked on legacy data migration and Provided user friendly executable and app set up steps for the clients.

## 3. Salesforce application development using Sales Cloud for real estate domain

**Showpro** is a Property management software application which provides wide variety of products and services along with customer services for the residents through its versatile features. The application allows property search, leasing, selling, service request and management for both single family and multifamily homes.

I was responsible to understand the existing system and guide the team to build the new features. To deploy the built features to production environment, I have also cleared HIPPA compliance certificate to do deployments of components.

## 4. Salesforce service cloud customization and Integrations with various Multifamily Vendors systems for US Rental Industry

This project was about to customize Salesforce service cloud for onsite agent and customer care agents. It involved implementation of custom visual force pages for all agents with large data handling and complex inbound integration with 20+ Multifamily Vendors like Yardi, ResMan, Entrata etc. Implementation done using Apex batch and schedulers to pull data on defined frequencies from external systems. Generate complex reports and dashboard as per requirements for Property managers.

I was responsible to write apex class, design lightning aura components and write apex schedulers and batchapex class.

## 5. Salesforce service cloud customization for employee review process.

360 degree review system is developed for the internal use of the company. This system initiates the review automatically as soon as the employees enters the review cycle. Auto generated e-mail will be triggered to the reviewers and the employees itself.

I was responsible to write apex class, design visualforce page and write batch apex class.