



PROFILE

6x Certified Salesforce and 1x ServiceMax Certified Developer with overall 4.5 years of IT Development experience including Salesforce customization and development. Previous duties include development and administration of SFDC org for a 1500+ user base Expertise in Lightning Aura Component, Apex and Visualforce. Working experience with Force.com, Service Cloud, ServiceMax and Zuora.

CONTACT

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DATE OF BIRTH:

02nd March 1993

PASSPORT:

Available

CERTIFICATIONS

- ❖ Salesforce Platform Developer I
- ❖ Salesforce Administrator
- ❖ Salesforce Advanced Administrator
- ❖ Salesforce Platform App Builder
- ❖ Salesforce Service Cloud Consultant
- ❖ Salesforce Field Service Lightning Consultant(FSL)
- ❖ ServiceMax Certified Administrator

ACHIEVEMENTS

- ❖ Trailhead Ranger
- ❖ Completed 4 Superbadges
- ❖ Received Pat on the Back award for excellent performance.
- ❖ Got client appreciations for Lightning transition of KM application from Salesforce Classic.
- ❖ Got Appreciation from Project Management for solving high number of Incidents in fiscal year 2018-2019

PRASAD SURAVKAR

Software Engineer - SFDC Developer – Salesforce Consultant

SUMMARY

- Hands-on Experience on Lightning Aura Component, Apex, Visualforce Pages and ServiceMax.
- Expertise in writing Apex code in the form of Apex Class, Trigger, Batch Class, Scheduler Class, Test Class and Future Method with Salesforce best practices.
- Good knowledge of Salesforce CLI and SFDX to create, test and deploy components from Visual Studio as well as knowledge of Salesforce Workbench and Data Loader.
- Functional knowledge of Service Cloud, Community Cloud and AppExchange.
- Good with software development fundamentals like data structures, OOPS, RDBMS, and design patterns.
- Experience in merging code through version control using Git and creating stories and deploying changes using ANT and Change Sets.
- Experience working on different managed/unmanaged packages such as ServiceMax, Zuora, Sprinklr.
- Experience with Agile development methodologies such as SCRUM using Azure DevOps and Rally softwares.
- Experience working on different Integration such as SAP, Zuora, Sprinklr, TW with Salesforce.
- Excellent problem solving and troubleshooting skills, with a solid customer-service orientation.
- Strong communication and inter-personal skills with the ability to work well in a dynamic team environment.
- Ability to maintain a detail-oriented approach while multitasking in a fast-paced environment.

WORK EXPERIENCE

Wipro Technologies, Salesforce Admin/Developer

- 📅 Sep 2016–Present 📍 Pune, MH
- Working on World's No. 1 CRM technology Salesforce.
- Set up custom organizations, configure layouts, custom fields, user access and content.
- Building functionality - This includes writing apex code, creating Salesforce Triggers that cannot be done declaratively, creating Visualforce pages and more based on customer/manager requirements.
- Developed unit test class for Apex classes and Triggers to meet minimum 90% of code coverage and following best practices to improve code coverage.
- Leading Project Module, working with the Client directly, worked in a team of 6+ resources.
- Have been working on ServiceMax App for a leading HealthCare Client.
- Closed long pending issues, proposed and applied changes, handled the load of incidents in the specified SLA time and never received escalation from client and users.
- Have been appreciated several times by business users and Product Owners/Managers for quick response and resolution for the issues raised.

Responsibilities:

- Leading one of the Project Module along with other Junior Developers and QA.
- Analyze and understand functional/technical requirements and convert them into solution in form of configuration/customization for salesforce.

HOBBIES

- ❖ Music
- ❖ Workout
- ❖ Cooking
- ❖ Traveling
- ❖ Cricket

SKILLS

- ❖ Salesforce Configuration
- ❖ Apex Development
- ❖ Lightning Component
- ❖ Visualforce
- ❖ Service Cloud
- ❖ ServiceMax
- ❖ Zuora
- ❖ Communication
- ❖ Problem-solving
- ❖ Teamwork
- ❖ Customer service
- ❖ Disciplined and Dedicated

LANGUAGES KNOWN

- ❖ Hindi
- ❖ English
- ❖ Marathi

EDUCATION

- **Post Graduation - Masters - Birla Institute of Technology and Science, Pilani**
2016 – 2020
 - **Graduation - Bachelors - Pillai College of Arts, Commerce and Science, Navi Mumbai - Mumbai University**
2013 – 2016
 - **HIGHER SECONDARY CERTIFICATE -Computer Science, BARNS JUNIOR COLLEGE, PANVEL**
2011
 - **SECONDARY SCHOOL CERTIFICATE, BARNS HIGH SCHOOL, PANVEL**
2009
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