**RESUME**

D Sudarshana Sarma [Email - dsarma009@gmail.com](mailto:Email%20-%20dsarma009@gmail.com)  
Salesforce Developer, Hyderabad Mobile No- 9620414372

**PROFILE SUMMARY:**

* Having 5+ years of experience in **SFDC Developer/Admin, Lightning and Vlocity**.
* Building custom apps using custom objects, approval processes, workflow rules, validation rules, Process Builder, formula fields, record types, page layouts, etc.
* Experienced in Administration setup like Manage Users, Security Controls and Data Management.
* Implemented Sharing rules and Permission sets at object, field, and record level for different users at different levels of organization.
* Worked on Data migration tolls Apex Data loader and Import wizard.
* Implementation and customization of customer Salesforce solution projects that involve the **Sales Cloud (CRM), Service Cloud, Communities** to ensure scope and customer expectations are met.
* Knowledge of Development/Coding standards and **best Practices in Apex** and governor limits
* Enterprise implementations of complex SFDC applications, with **reports**, workflow, working with several SFDC objects
* Experience in migrating Salesforce configuration changes from Sandbox to Production environments using Changes Sets or any Deployment tool.
* Experienced with **Apex and Visualforce page** which customer required.
* Experienced in Salesforce **Lightning Components, Events and SLDS**
* Basic Knowledge on Lightning Framework and Lightning Design System
* Quality related tasks like **code reviews, unit tests t**o ensure that the feature is delivered with highest quality
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem solving skills.
* Capable of **rapidly learning new technologies** and processes, and successfully applying them to projects and operations.
* Trains/mentors other practitioners on Salesforce development practices, as needed

**CERTIFICATIONS:**

* **Salesforce Certified Administrator**
* **Salesforce Platform Developer I**
* **Vlocity Platform Developer**
* **Sales Cloud**

**TECHNICAL SKILLS:**

Salesforce Technologies : Apex, Triggers, SOQL, SOSL, Classes, VF, CSS Salesforce Tools : Data Loader, Workbench, Import Wizard, ANT

**EDUCATION:**

* Bachelor of Science (M.P.C) from Andhra University in 2008.
* MBA Distance education from Sikkim Manipal University in 2012

**PROFESSIONAL EXPERIENCE**:

* Working as a **Salesforce Developer** in **Accenture** since **Aug-2017**

**Project** – **Cigna(Service Center)** (Feb-2020 to Present)  
**Technologies** – Vlocity, SFDC  
**Role**- SFDC Developer  
  
**Description:** As per the current Einstein system, Customer Service Representative need to handle the cases which are raised by the member using Microsoft Dynamics. Now we are transforming the Einstein functionality into Salesforce as some functionalities are not possible for Dynamics.  
Member can Call or Email to CSR and ask for his Case related queries. CSR can search a case based on Member Id, Client Id and Case Number.

**Responsibilities:**

* Creating the **Case routing rules** and routing to particular queue based on scenarios
* Customization of the case routing rules using batch class
* Working on the Email functionalities **using quick action default handler interface**
* **Created a Interaction Launcher for Case, Member and client search for CSR for Incoming and Outgoing calls**
* Working on the **Vlocity Omniscripts, Dataraptors, Vlocity Cards and Templates**
* Doing **code review** and maintain the proper code quality
* Following the **Best practices** while designing the code
* Created custom objects, tabs, field dependencies and record types as per the business requirements.
* Acting as a mentor for the team when in need for any technical challenges and addressing them in time.
* Participating in technical approach discussions and share inputs wherever is required
* Using **ANT & Copado** for Deployments

**Project** – **Cigna(HealthSprings)** (Jan-2019 to Jan-2020)  
**Technologies** – Vlocity, SFDC  
**Role**- SFDC Developer  
  
**Description: US** based company wants to Enroll the application based on the available medical policy and generate the leads as customers in their application in Lightning Platform. Leads can be collected from various sources Like Campaigns, databases collected from external vendors etc.

**Responsibilities:**

* Worked on the Sales cloud, Service Cloud and communities
* **Creating the Lightning components as per the requirements**
* Customized the Automatic **conversion of Lead** to Accounts, Cases and Opportunities
* Developed and configured various Reports for different user profiles based on the need in the organization related to Leads generation
* Track Field History to identify the case owners who handled the customer's enquiries/complaints
* Loading the data of different objects based on the business requirements using Dataloader or Workbench
* Created custom objects, tabs, field dependencies and record types as per the business requirements.
* Design the enrolment of application creation through Lead object using **Vlocity**
* Deployment from sandbox to production using **ANT**

**Project – Anthem** (Jun-2018 to Dec-2018) **Technologies –** Vlocity, SFDC **Role-** SFDC Developer

**Description:** Anthem is a provider of Health Insurance Company. Anthem’s mission is to improve the health of the people it serves. Anthem, Inc. (NYSE: ATH) is an Indiana-domiciled publicly traded company that, through its subsidiary companies, provides health care benefits to more than 12.5 million people. Anthem is the fourth largest publicly traded health benefits company in the United States and an independent licensee of the Blue Cross and Blue Shield Association.

**Responsibilities:**

* Building Complex and Reusable Components in **Vlocity**.
* Optimize and improve the overall runtime of **Omniscripts, DataRaptors and Vlocity Integration Procedures using best practices.**
* Writing web services which can be consumed by other External Systems for data exchange securely.
* Writing Unit test cases with proper scenario and best practices.
* Building different reusable components and libraries to support common functionality and features
* Periodically check code quality and share the feedback with the area where code optimisation required..
* Meeting timelines and Business expectation.

**Project- Nufarm** (Sep-2017 to Apr-2018) **Technologies –** SFDC **Role-** SFDC Developer

**Description:** Nufarm offers a diversified product portfolio that includes herbicides, insecticides, fungicides and plant growth regulators that can be used in a variety of markets. Nufarm has a fully-equipped research laboratory in North Carolina & formulation plant in Illinois to respond quickly to customer needs.

**Responsibilities:**

* Worked on the standard functionalities like Account, Contact, opportunity and Leads.
* Creating reports based on the given targets.
* Worked on the batch classes, SOQL queries based on the reports.
* Worked on the triggers for converting lead to account and contacts
* Created web to lead form for auto lead conversion using HTML.
* Creating Workflows, Apex Classes for auto lead conversion.
* Involved in each and every scenario of testing in auto lead conversion.
* Worked closely with onshore/offshore development teams to ensure quality and on time delivery.

**Process Specialist (Salesforce Administrator Role)- Infosys Apr-2014 to Apr-2017**

**Project- CSC   
Technology-** Salesforce

**Description:** CSC (Corporate Security and Compliance) Audit application deals with the regular audit done by the auditors yearly, bi-yearly, etc. The discrepancies’ in the SOP (Standard Operating Procedure), WI (Work Instruction) and Policy documents are captured as Audit findings. Root cause for those findings is figured to propose the recommendations. Reports and dashboards are generated to have clear picture of the audit application

**Responsibilities:**

* Experienced in administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions
* Importing data which is provided in CSV file into custom object using Data Loader
* Worked on Test cases and Test coverage
* Handled client technical queries
* Deployment from the sandbox to production Environment using change set
* Creating Public Groups, Queues, Permission Sets, Profiles, Users and Security Settings based on role hierarchy

**Process Specialist – Infosys BPO Feb-2009 to Feb-2014**

**Project- Infy HR  
Technologies –** SAP **Role-** Process Specialist

**Responsibilities:**

* Currently handling a team of 20 members to ensure efficiency in process operations & assisting the Manager with closing changes in documentation with the client
* Handling Pre-Recruitment and Post-Recruitment activities
* Member of Database Team – Maintaining Candidates database as per client’s requirement in SAP
* Meeting the defined Turnaround Time (TAT) for Recruitment activities in SAP
* Providing Coaching and feedback to team members to enable them to improve their performance to raise individual and organizational capabilities
* Manage team and ensure quality and productivity targets are met
* Ensure that all agents in their process know their goals and how they are linked to the organizations quality policy
* Regularly organizing huddles to update the product and process changes
* Checking the candidate interview process in SAP and give update to the recruiters about the candidate status
* Sending reports to the top management and maintaining the agreed SLA & thereby focusing on maximizing Customer Experience while optimizing costs
* Creating and sustaining an environment that fosters development opportunities and motivating the employees for enhancing the existing performance levels
* Planning targets, monitoring numbers and achievement of overall targets on a daily, weekly & monthly basis in adherence to the pre-set standards.
* Coordinating team meetings & driving the mentoring initiatives to increase process knowledge and subsequent productivity
* Ensure to delivery of specific assigned SLA’s like CSAT Survey/ Feedback through team
* Preparing training calendar for the team & providing refresher training to the fresher’s cum lateral members
* Preparing offer letters for the shortlisted candidate’s with client’s approval & dispatching the same to CnB team