



Suresh Kumar.G

Current Organization: TEKsystem Global Services Pvt. Ltd

Designation: Senior Software Engineer.

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Profile Summary

- Total **8.4 years** of experience **6 years** of experience in the Salesforce.com CRM, **Salesforce Administration**.
- **2 years** of experience as a Salesforce Development (**Apex, Triggers**).
- **2 years** of experience as a **Salesforce CPQ Specialist**
- **4 years** of experience as a **Salesforce Manual tester**(Test cases, Preparing documents)
- Proficient in SFDC Administrative tasks like (**Workflows, Email Alerts, Validation Rules, Formula Fields, Creating Profiles, Permission sets, Users, Page Layouts, Record types, Relationship between objects, Custom objects, Custom fields,**)
- Advanced Admin Skills (**Lightning Flows, Screen flows, Schedule-triggered flows, Record-triggered flows, and lightning Email templates, Data management, Problem solving**).
- Experience in SFDC **Configurations/Customizations** as Administrator and Developer.
- Having Experience in **Sales cloud, Service Cloud**.
- Knowledge on **Health Cloud**
- Have experience in writing **SOQL and SOSL** queries.
- Implemented **Security and Sharing Rules** at object, field, and record level for different users at different levels of organization.
- Have worked on **Lightning experience**.
- Having Experience in **DocuSign, Qualtrics, Formstack tools**.

- Worked in generating **Reports, Dashboards**, customized reports and analyzing the data in Salesforce.
- Good work experience in designing of custom settings, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, **Dashboards**.
- Ability to adapt and learn quickly, Result Oriented, Highly Motivated. Eager to learn new technology, methodologies and a Team Player.
- Good understanding of Software Development Life Cycle (**SDLC**), **Agile** and **Scrum** Methodologies.

Technical Skills

- Salesforce administration and customization
- Salesforce Advanced Admin (Lightning Flows, Data management)
- Salesforce: Apex Classes, Apex Triggers
- Sales Cloud, Service Cloud
- Configuration (Validation Rule, Custom Objects, Fields, Relationships, Roles, and Profiles, Page Layouts)
- Tools: Workbench, Data Loader.
- Migrated workflows and Process builders into flows.
- DocuSign, Qualtrics, Formstack tools.
- Deployment using Copado Release Management, Change Set
- Database Management (SOQL & SOSL),
- Ticketing Tools: Service Now, JIRA, Trello,

Active Certifications:

- Salesforce Certified Admin.
- Salesforce Associate Certified
- Platform App Builder Certified
- Salesforce CPQ Specialist

Awards and Recognitions:

- HCL
- 2x SPOT Award from TEKsystem

- Multiple Recognition from Clients.

Qualification:

- B-Tech in CSE from Visakha Technical Campus, Visakhapatnam in 2013.

Work Experience:

- Worked with HCL Technologies from Nov 2015 to May 2021.
- Worked with MaxVal IP Services from May 2021 to September 2021.
- Working in TEKsystem Global Services from September 2021 to till date.

Projects Executed

TEKsystem Global Services Pvt. Ltd, Bangalore, Karnataka (India)

Duration: From Sep 2021 (Currently working here)

- **Project 1:** IMAJN Homes Architecture.

Overview: Building and maintaining Transaction Management Application in Salesforce to handle the business of the real state start up "Sparrow Now". This involved Multiple UI Components, Apex classes and customization, 50 + integrations with third party API Providers for Rent Estimation etc., Integrating BOX, DocuSign, and Formstack with Salesforce.

Roles and Responsibility:

- Designed and developed Flows (Screen flows, Record trigger flow) workflows and Process Builders to automate the business processes.
- Extensively worked on Salesforce objects as well as creating new objects.
- Developed custom Objects, Fields, and validation rules, Page Layouts, Search Layouts and Tabs.
- Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
- Used Data Loader for insert, update and export of data from Sales Force Objects.
- Worked with data loader tool to load data into salesforce.
- Created Reports and Dashboards.
- Developed validation rules, Page Layouts, Search Layouts and Tabs.
- Worked on Email alerts and Email templates
- Worked on DocuSign (DocuSign helps organizations connect and automate how they prepare, sign, act on and manage agreements.)
- Worked on Own backup. Configure backups for any number of production orgs or sandboxes
- Having Knowledge on Triggers and Classes.

- Provided hands-on technical governance on all aspects of production support.
- Performed functional, regression, and integration testing of Salesforce applications,
- Monitored and reported on test progress and results, providing valuable insights and recommendations for improvement
- Provided technical support and troubleshooting for Salesforce applications, resolving critical issues within tight deadlines and maintaining high levels of customer satisfaction.

- **Project # 2:** Penn Engineering SF offshore c.

Overview: Penn Engineering® has grown to become the premier engineered fastening, installation and wire protection resource worldwide. Our global footprint enables us to manufacture our products in the regions where they consumed with a network of in-house technical engineering experts at every location.

Roles & Responsibilities:

- Designed and developed workflows and Process Builders to automate the business processes.
- Extensively worked on Salesforce objects as well as creating new objects.
- Developed custom Objects, Fields, and validation rules, Page Layouts, Search Layouts and Tabs.
- Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
- Used Data Loader for insert, update and export of data from Sales Force Objects.
- Worked with data loader tool to load data into salesforce.
- Created Reports and Dashboards.
- Developed validation rules, Page Layouts, Search Layouts and Tabs.

MaxVal IP Services, Bangalore, Karnataka (India)

Duration: From May 2021 – Sep 2021

- **Project # 1: Symphony.**

Roles & Responsibilities:

- Walkthrough the product functionalities to the clients
- Monitoring the JIRA tool.
- Interacting Clients directly for support and services on symphony product.
- Collaborating with the team to work on issues to meet SLA.
- KT sessions to the new Joiners.

HCL Technologies Ltd., Bangalore, Karnataka (India)

Duration: From Nov 2015 – May 2021

- **Project # 1: PANW SCHEDULE & MANAGED SERVICES**

Overview: Palo Alto Networks, the global cybersecurity leader, is shaping the cloud-centric future with technology that is transforming the way people and

organizations operate. Our mission is to be the cybersecurity partner of choice, protecting our digital way of life.

Roles & Responsibilities:

- **SFDC Administration** - SFDC User Management, Roles, Profiles, Security, Creating Reports and Dashboards.
- **SFDC Configurations/Customizations** - Page layouts, tabs, custom objects and fields, validation rules, etc.
- Configuring Page layouts, Validation rules, Workflow rules, Approval Process, Formula fields, Apex Classes, Triggers, Custom Metadata, Standard & Custom objects, Connected Apps, SOQL, Data loader.
- Customization – Apex Triggers, Apex Classes, Vf Page.
- User onboarding and off boarding.
- Worked on various salesforce.com standard objects such as Accounts, Contacts, Cases, Reports
- Creating approval processes, validation rules and sharing & security rules.
- Worked on org-wide default, sharing settings, record types and page layout
- Creating Dashboards and Reports for data monitoring
- Creating Permission sets and Queues.
- Experience in Data Loader
- Resolving partner portal issues.
- Involved Daily & Weekly Reviews and meetings
- Requirements gathering from onsite team, development and parallel POCs
- Technical Analysis on Requirements received from Client side.
- Preparing technical design document and submitting to client.
- Daily status update to onsite counterpart and internal management.
- Expertise in Incident, Change, Release and Problem Management activities.
- For ticket monitoring, we are using service now tool, for incident, service request, problem etc.
- Handled all kinds of Incidents like Incidents that assigned in Service Now.
- Analyzing Business Requirement and preparing action plans to process the same.
- Provided hands-on technical governance on all aspects of production support.
- Involved in providing weekly reports to customers on various issues.
- Discussing with customers in weekly calls to understand their issues and business Impact on them. Based on their requirements discussing on the feasibility for providing solution.