

# Sourav Nema

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## Summary

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10+ years of work experience in Salesforce development and configuration

Experienced in

- Salesforce Project Development from scratch.
- Migration from Legacy Systems to Salesforce System.
- Customized application through APEX, Visual Force, Lightning Aura, Web Component, and JavaScript.
- Scaling up Functionalities of Orgs having Large Data Volumes by managing to limit related issues.
- Managing team and coordinate with ETL team, External Service Provider team, Release Team, Architect and Other development team to resolve the blockers.
- Conceptual knowledge of Statistics, Machine Learning and AI
- Deployment using change set and Copado DevOps.
- Fixing the high priority critical issues by quickly analysing debug tool (also using self-made debug tool visualize relations of methods, heap size, soqls)
- Follow best practises of salesforce development and implement oops methodology to develop reusable and manageable code.
- Data migration, data cleaning, and apply validations
- Creating UI of the application using lightning aura and web component.
- Configuring Sales & Service App, community, order management.
- Configuring Profile, Role, Sharing Setting, Workflow, Report, and Dashboard.
- Implementing Rest and SOAP Integration
- Presales activities like POC, creating capabilities document.
- Use vlocity tool to create flow and integration procedure.

## Skills

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**Apex** =: Trigger, Controller, Rest and SOAP, Debugging, Async Apex

**Lightning** =: develop aura and web component, customize lightning page, Event handling, create dynamic UI

**Visual Force** =: Dynamic Pages and Component, Email Template, Visualforce Remoting.

**Salesforce** =: Security and Sharing, data modeling, deployment, Data Migration, Reports, Community Setup.

**Sales Cloud** =: Order Management, Contract Flow

**Service Cloud** =: Knowledge and Article, Email to Case, Suggested Solution, Assignment and Escalation

**UI Tools** =: Salesforce Lightning, Visual force page, HTML, JavaScript, JQuery, CSS, Google map, Google chart, Debug chrome console.

**Productivity Tools** =: JIRA, Git, Copado, Vlocity CPQ.

*Other Interest*

**Programming Language** =: Python, Panda, Java

**Data Science** =: Concept of Machine learning, Deep learning

**AI & ML** =: Scikit Learn, Keras

**Statistics** =: Basic concept of Central Tendency, Probability, Sampling, Hypothesis test, and Regression

## Education

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Post Graduate Program in AI & Machine Learning  
Great Lakes | 10/2021

Accelerated Diploma Java Enterprise Application | Pune, Maharashtra  
Seed Infotech | 08/2010

Bachelor in Information Technology | Bhopal, Madhya Pradesh  
Rajiv Gandhi Technical University | 07/2009

## Experience

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**TELUS International | Greater Noida, Uttar Pradesh**  
02/2018 - Present

**Description:** The core functionalities of this system are available to check of product on client address, setting up Billing & Shipping Account Contact and Contract, Configuration of Product Promotion and Offer, Contract flow and Credit Check, Appointment management, order review, amendment, submission, and cancellation.

**Role: Module Lead**

- Joined as a first Salesforce resource and Setup Salesforce practice. This includes pre-sales activities, New Hiring, Training, showing Salesforce capabilities to clients. Integrate order management system with various external systems for predictive address search, product availability check on that address, Offer and Promotion detail, Order submission, billing detail, showing weather, getting appointment data.
- Optimize existing system to make it scalable for large volume of data using record filtering, put filter on trigger execution and recursion, Async apex, Pagination, minimize server call from the page.
- Developed Vlocity Omniscrypt, Integration procedure to create guided flow for order management.
- Discuss with various teams to resolve blockers.
- Requirement gathering, user story assignment, and code review.

**Fujitsu | Bangalore, Kamataka**  
03/2016 - 08/2017

**Project Name:** Order Management System

**Client:** Syngenta US

**Description:** Developed Syngenta Agriculture Order Management System

**Role:** Senior Software Engineer

- POC for salesforce community
- Customized Salesforce community and add lightning features.
- Created Lightning UI for order, Cancel Order, Transfer Order
- Managed navigation between components and pages.

**AurionPro | Pune, Maharashtra**  
10/2014 - 04/2016

**Project Name:** Knowledge & Solution Management

**Client:** Grays Online Australia

**Description:** Created categorized FAQ pages in their website. Implemented self-service portal.

**Role:** Software Engineer

- Configured Salesforce site and created FAQ pages using Salesforce Knowledge and Solution Library
- Created self-service community, where Customers can log in and raise the ticket. Based on the content of the ticket, user can get the proximate solution of their cases automatically.
- Used email service class suggested solution and visual force email template to reply email with suggested solution

**Project Name:** Loan Process Automation

**Client:** Capify UK

**Description:** Created flow of interactive screen for lead conversion and created different actions like sending email, creating task, calculate the different amount for loan qualification. Integrate Salesforce with an external system.

**Anxxus**

**05/2011 - 10/2013**

**Project Name :** Service Cloud Implementation

**Client :** APNO Australia

**Description:** Service cloud Implementation

Create Survey Application Service cloud console.

**Project Name:** Sales Cloud Implementation

**Client :** APNO Australia

**Description :** Revenue calculation, lead management ,Payment processing, Invoice generation using Conga Composer

**Project Name :** Influent Management

**Client:** Transport worker union Australia

**Description:** Manage union information like supporter and rivals transport companies, political parties, media. Manage Influent,show it on google map

**Project Name:** Asset Management System

**Client:** My Plates Australia

**Description** This Company provides vehicles plate in Australia. We have created an internal system that manages plate numbers in the client database and update data.

**Project Name:** Service Cloud

**Client:** Toys"R"Us

**Description:** Sentiment analysis using case subject and set priority,C ase management