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Professional Summary

A successful Developer with proven ability in providing value adds in understanding current systems and making requirements based on SFDC strengths. Has 7+ Years of experience in IT industry and hands on experience on Salesforce.com/Force.com CRM, Service Max and nCino for clients.

* 5+ years of experience in salesforce.com (SFDC) CRM platform as a developer and administrator for clients.
* Having 3+ years of experience as a Salesforce developer and 2+ years of experience as Salesforce administrator.
* Have good Configuration, Customization and support experience on Salesforce.com CRM.
* Expertise in Visual Force, APEX Classes, APEX Triggers, Lightning components and APEX Testing.
* Proficiency in administrative tasks like creating profiles, roles, users, Approvals, Workflows, Reports, Dashboards, Workflow rules, Validation rules, and Process builders.
* Has Administration, Configuration and Implementation experience on nCino.
* Has Administration, Configuration and Implementation experience on Service Max.
* Proficient in-Service Max SFM Transactions, SFM Wizards and Service Max Mobile Implementations.
* Involved in Unit Testing and Test Coverage of Apex classes and triggers.
* Experienced in deployments of Apex and VF pages across DEV, Test and Production instances.
* Ability to adapt and learn quickly, Self-Motivated and a Team Player.

Experience Details

* Working as a Consultant in Deloitte since Apr’2019 to till date.
* Worked as Sr. Software Engineer in Tech Mahindra since Dec’2014- March’2019.
* Worked as Associate Developer in Press mart Media Limited since Sep’2012-May’2014.

Technical Skills

* Programming Languages : Salesforce, Force.com, Apex, Lightning
* Managed Packages : Service Max, nCino
* Tools : Ant, Jira, Service now

Educational Qualification

 Bachelor of Technology from Jawaharlal Nehru Technological University, Hyderabad.

Certifications

* Salesforce Certified Platform-1 Developer.
* Salesforce Certified Platform App Builder.

Project Details

**Project :** SANTANDER COMMERCIAL LOS

**Company :** Deloitte

**Client :** Santander Bank

**Role :** Salesforce Developer

Domain : Banking

Technologies : Salesforce ,nCino,Lightning

**Description:**

The Santander Group is a group of global retail and commercial banks with over 102 million customers and over 14,000 branches – more than any other bank in the world. Santander is one of the top five financial brands in the world.

The purpose of this project is to build a Commercial LOS for its commercial loans, which can increase visibility to cost in the Services organization and enable the business to track performance and give leverage on increasing customer satisfaction.

**Roles & Responsibilities:[ Developer]**

**[Apr 2019 – Till Date]**

* Understand the requirements (both functional and non-functional) by going through the specifications and inputs from business analysts.
* Estimate, prioritize, plan, and coordinate testing activities.
* Customized Profiles, Roles, created custom fields, page layouts, and search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created Routes, Route Groups, Screens, Screen Sections and Field Configurations in Ncino.
* Designed and developed Apex Classes, Apex Triggers, and Lightning Components for various functional needs.
* Worked with standard objects, Custom objects business processes and field-level security.
* Prepare and submit daily status reports to supervisor and provide timely updates on the tasks assigned.
* Involved in Deployment and Data Migration activities.
* Involved in unit testing.

Project Details

**Project :** ONE KYC IMPLEMENTATION

**Company :** Tech Mahindra

**Client :** Suez Water Technologies & Solutions

**Role :** Salesforce Developer

**Technologies :** Salesforce, Service Max

**Description:**

As a strategic business partner, SUEZ offers the most comprehensive set of chemical and equipment solutions and services available, helping our customers manage and optimize their water resources and process challenges across industries and municipalities.

**Roles & Responsibilities:**

* Understand the requirements (both functional and non-functional) by going through the specifications and inputs from business analysts.
* Customized Profiles, Roles, created custom fields, page layouts, and search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked with standard objects, Custom objects business processes and field-level security.
* Designed, developed Apex Classes and Apex Triggers for various functional needs.
* Designed and developed ServiceMax SFM Transactions, SFM Wizards and ServiceMax Mobile Configuration.
* Involved in Deployment activities.
* Involved in unit testing.

Project Details

* **Project :** FPLES: BEXM IN SALESFORCE
* **Company :** Tech Mahindra
* **Client :** FPLENERGYSERVICES, INC
* **Role :** Developer
* **Technologies :** Salesforce, Lightning

**Description:**

FPL Energy Services, Inc. (FPLES) is a national company with local roots in the communities it serves. Headquartered in south Florida, FPLES is a subsidiary of NextEra Energy, Inc. and a leader in providing customer solutions for the toughest energy challenges.

FPL Energy Services (FPLES) is growing rapidly and recognizes that to sustain its growth, it will require improved documented processes and procedures as well as an effective manner to access the information. Implemented using the Salesforce Knowledge Management and/or Document Management capability based on the requirements and design of the FPLES Business Excellence Model (BExM).

**Roles & Responsibilities:**

* Worked on Creation of Knowledge Articles, Data Categories.
* Worked on Workflow rules, Approval Process.
* Worked on User, Profiles, roles creation.
* Worked on various custom reports and dashboards for different user profile.
* Worked on Apex Classes, Triggers to automate the business.
* Developed Lightning components.
* Involved in unit testing.

Project Details

**Project :** GE RENEWABLE ONE VISION

**Company :** Tech Mahindra

**Client :** GE

**Role :** Salesforce Administrator.

**Technologies :** Salesforce, Service Max

**Description:**

GE Power is a world energy leader providing equipment, solutions and services across the energy value chain from generation to consumption. Operating in more than 180 countries, our technology produces a third of the world’s electricity, equips 90% of power transmission utilities worldwide, and our software manages more than 40% of the world’s energy.

ServiceMax offers on-demand solutions that automate operational planning such as workforce optimization, advanced scheduling and dispatch, parts logistics, inventory and depot repair, and installed base entitlements.

**Roles & Responsibilities:**

* Understand the requirements (both functional and non-functional) by going through the specifications and inputs from business analysts.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Provided support to 150 Salesforce users worldwide and acted as the primary point of contact for end-user support.
* Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels
* Designed and developed ServiceMax SFM Transactions, SFM Wizards and ServiceMax Mobile Configuration
* Prepare and submit daily status reports to supervisor and provide timely updates on the tasks assigned.
* Perform specific tasks as per the ""Go-live"" implementation plan with guidance from supervisor.
* Document and share own leanings from the project.
* Involved in Database de-duping and cleansing.
* Involved in Migration Activities using Ant Tool and Changesets

Project Details

**Project :** PML SALES AUTOMATION

**Company :** Press Mart

**Client :** Press Mart

**Role :** QA Engineer

**Technologies :** Salesforce

**Description:**

 Pressmart is online paper publishing media. It is a comprehensive digital delivery Platform. Application implementation involved in typical business processes of Marketing, Sales and Support services. Application extensively customized to track sales pipeline to closures, helps to improve sales profitability. Application extended to develop custom Forecast, helps management in Visualization of team and Individual performances. It helps Finance team to track billing over different Business units’ project deliverables.

**Roles & Responsibilities:**

* Understand the requirements (both functional and non-functional) by going through the specifications and inputs from business analysts.
* Create test cases based on the defined test strategy for the assigned module.
* Prepare scripts to create test data as required and populate test data to ensure that the test environment is setup for the assigned module in a timely manner.
* Execute test cases as planned for the assigned modules.
* Prepare and submit daily status reports to supervisor and provide timely updates on the tasks assigned.
* Perform specific tasks as per the ""Go-live"" implementation plan with guidance from supervisor.
* Document and share own learning’s from the project.
* Participate in manual test case preparation on a need-basis

Personal Details

* Date of Birth : 20.07.1987
* Sex : Male
* Mobile : (+91) 9908885539
* E-mail Id : susmileu@gmail.com

Date:

Place: Hyderabad (Anji Reddy)