

SUVIKRAM DUVVURU

SENIOR SALESFORCE CONSULTANT

PROFESSIONAL EXPERIENCE

Capgemini, Senior Consultant

Education, Experience & Sales Cloud, India | Feb 2021 – to date

Salesforce Administration/Development:

- Collaborated closely with stakeholders to understand business requirements and effectively translate them into technical requirements for the development team.
- Planning and documenting comprehensive technical specifications for features or system design, ensuring a clear roadmap for development and implementation
- Designing, building, and configuring scalable applications to meet business process and application requirements.
- Collaborating with cross-functional teams to align technical solutions with business goals and deliver effective and impactful Product.
- Salesforce best practices for implementing and managing release processes for configuration and code through all environments.
- Implemented KPI for business using salesforce reports and Dashboards.
- Actively worked on Data migration and Data quality management
- Developed and enhanced the managed package solution using LWC, Aura and Apex
- Hands on experience with Manage package configuration such as Fonteva and 3d party apps like MailChimp, Blackthorn and Stripe
- Actively follows salesforce and managed package release calendar to mitigate the impact on existing product and added value to org optimization.

Release Management:

- As a release manager worked closely with developers & stakeholders to guide and troubleshoot issues in lower environments and maintained proper coordination between teams to promote and deploy changes into sandboxes and production instances
 - Responsible for ensuring the stability of Salesforce platform, environments, and releases/Hotfixes.
 - Contributed to migrate project deployment lifecycle from ANT Migration Tool to CI/CD deployment using Gearset.
 - Migrating classic(mdapi) code base to salesforce source code DX version and implemented PMD & Tosca into project
 - Actively worked on CI/CD configuration from scratch and added inputs to Enhancement of existing deployment lifecycle.
 - Support development teams with build failures.
 - Hands on experience with sandbox management
- Environment: Salesforce , Stripe, Mailchimp, Fonteva, Gearset, GIT, SFDX



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Idgha road, Devastanagalu
varthur, Bangalore 560087 India

SKILLS

Languages

Telugu (native)

English (proficient)

Hindi (conversational)

Kannada, Tamil (Beginner)

System Skills

Microsoft Windows

Mac OS X

Linux

Driving license

Full

SOFT SKILLS

Flexibility

Team spirit

Time management

Willingness to learn

Organized

Adapt

Leader

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TECHNICAL SKILLS

CRM Applications:

Salesforce.com Sales Cloud,
Service Cloud, Education Cloud,
Experience Cloud

Concepts:

Salesforce Data Management,
SFDX, Security Management,
Process Automation, salesforce
Administration, Development,
Agile methodology

Salesforce DX:

Force.Com Plugin, Scratch Orgs,
Unlocked package, Salesforce
CLI

CI/CD tools:

ANT migration tool, GitLab,
Gearset, GitHub, Azure Devops,
Bitbucket, Copado, Team City,
SourceTree, SFDX

Web Technologies :

JavaScript, Apex, HTML5, XML,
CSS

Cloud Technologies :

Salesforce, Azure

Other Technologies:

JIRA, workbench, Own Backup,
OneLogin, Tableau, MS Excel,
Fonteva, Ring lead, MailChimp,
Informatica, Stripe, Pardot,
Source Tree, Sonar cloud, Apex
PMD, Figma, Miro, Blackthorn

Salesforce.com:

CRM, Force.com, Apex,
Triggers, Apex Data loader,
Visualforce, SOQL, Lightning
Design system, Lightning Web
components, REST, SOSL,
Objects, Aura, Page Flow,
Profile and Permission sets

IDE

VS Code, Eclipse, Force
IDE, Welkin, Code Builder

PROFESSIONAL EXPERIENCE

Ecap & Sol Inc, Application Developer

Project1: Global Audit Managment

Banking/Insurance Sales & service cloud, USA | Sep 2018 – Dec 2020

- As a SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs.
 - Worked with Organization Wide Defaults, sharing rules to implement record-based sharing.
 - Worked on Workflows, validation rules etc.
 - Developed APEX triggers, Classes, Test methods, Visual Force & Aura pages to implement the Custom functionality.
 - work is to enhance their application and fix the bugs if any existed.
 - Administered Salesforce.com setup, which involved modifying roles and profiles.
 - creating/modifying dashboards/reports
 - Worked on Customer portal and Partner portal.
- Environment: Salesforce.com, SFDX

Project2: LTE Operations

Telecommunications sales & service cloud, USA | Oct 2016 – Aug 2018

- As a SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs.
 - Worked with Organization Wide Defaults, sharing rules to implement record-based sharing.
 - Worked on Workflows, validation rules etc.
 - Developed APEX triggers, Classes, Test methods, Visual Force & Aura pages to implement the Custom functionality.
 - work is to enhance their application and fix existing bugs.
 - Administered Salesforce.com setup, which involved modifying roles and profiles.
 - creating/modifying dashboards/reports
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- Environment: Salesforce.com, SFDX

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CERTIFICATIONS

Salesforce

- **Application Architect**
- **CPQ Specialist**
- **Tableau CRM and Einstein Discovery Consultant**
- **Data Architect**
- **Certified Administrator**
- **Advanced Administrator**
- **Sales Cloud Consultant**
- **Identity & Access Management Architect**
- **Sharing and Visibility Architect**
- **Platform App Builder**
- **Platform Developer I**

Copado :

- **Fundamentals I**
- **Fundamentals II**

Others :

- **Connected Manager Program by Harvard**

PROFESSIONAL EXPERIENCE

Dendrite IT solutions, Software Developer

Manufacturing Sales Cloud, India | Jul 2013 – Dec 2014

- Facilitated interview sessions to identify Business rules and Requirements and then documented in a format that can be reviewed and understood by the whole team.
- Provided mockup visuals to speed up requirements visualization.
- Full life cycle development, including design, testing, documentation, implementation, and maintenance.
- Designed and built a dashboard involving KPIs and trend charts to depict Client's overall business needs.
- Built, published customized interactive reports and dashboards, report scheduling.
- Participated in regular Technical Reviews, Defect review and walkthrough meetings with important project & business stakeholders throughout the project life cycle.
- Environment: Tableau, salesforce, Excel

EDUCATION

Masters in computer science (3.73/4) | Aug 2015 – Jun 2016
Silicon Valley University, San Jose, USA

Masters in computer engineering | Jan 2015 – Aug 2015
Fairleigh Dickinson University, Teaneck, USA

Bachelor of Technology in Electronics & Communication Engineering (70/100) | Sep 2009 – May 2013
Jawaharlal Nehru Technological University, Anantapur, Andhra Pradesh, India