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|  |  | **PRASAD SURAVKAR Salesforce Consultant** |
| EDUCATION:BITS Pilani University, 2016- 2020M tech in Computer Science Pillai College of Arts,Commerce and Science,Navi Mumbai2013- 2016Bsc in Computer ScienceCONTACT:Receiver8655992666A close up of a sign  Description automatically generated<https://www.linkedin.com/in/prasad02393>Emailprasad02393@gmail.com |  | PROFILE6x Certified Salesforce and 1x ServiceMax CertifiedConsultant with overall 4.2 years of IT Development experience including Salesforce Configuration and development. Previous duties include development and administration of SFDC org for a 1500+ user base. Expertise in Lightning Aura Component, Apex, Visualforce and Service Cloud. Working experience with Force.com platform, Classic to Lightning Migration on Service Cloud and managed packages such as ServiceMax and Zuora.TECHNICAL EXPERTISE* Overall Understanding and Experience of **Salesforce Architecture** and **platform**.
* Hands-on Experience on **Lightning Aura Component,,Apex,Visualforce Pages and ServiceMax.**
* Expertise in writing Apex code in the form of **Apex Class, Trigger, Batch Class, Scheduler Class, Test Class and Future Method** with Salesforce best practices.
* Good knowledge of **Salesforce CLI** and **SFDX** to **create, test and deploy components** from **Visual Studio** as well as knowledge of Salesforce **Workbench** and **Data Loader**.
* Functional knowledge of **Service Cloud**, **Community Cloud** and **AppExchange**.
* Good with software development fundamentals like **data structures**, **OOPS**, **RDBMS**, and **design patterns**.
* Experience in merging code through version control using **Git** and creating stories and deploying changes using **ANT and Change Sets**.
* Experience working on different **managed/unmanaged packages** such as **ServiceMax, Zuora,Sprinklr**.
* Experience with Agile development methodologies such as **SCRUM** using **Azure DevOps** and **Rally**softwares.
* Experience working on different Integration such as **SAP**, **Zuora**, **Sprinklr**, **CI(Cast Iron)** with Salesforce using **SOAP/RESTand Bulk Api’s**.
* Hands On Knowledge of different Web Experience languages such as **Javascript, HTML ,Css and asp.net**
* Excellent **problem solving** and **troubleshooting skills**, with a **solid customer-service orientation**and **offering solution to client’s business Challenges**.
* **Strong communication and inter-personal skills** with the ability to work well in a dynamic team environment.
* Ability to maintain a **detail-oriented approach** while **multitasking** in a fast-paced environment.
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## WORK EXPERIENCE

#### WIPRO LIMITED, PUNE-Associate Consultant,



**Philips XcellentCare(April 2019 – Present)**

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* Set up **custom organizations, configure layouts, custom fields, user access and content.**
* Building functionality - This includes writing **apex code, creating Salesforce Triggers, creating automated process using flows, process builder and workflows,**

creating**Visualforce pages** and more based on **customer/business requirements**.

* Developed **unit test class** for **Apex classes** and **Triggers** to meet minimum 90% of code coverage and following **best practices** to improve code coverage.
* Implementation of **Schedule Class** and **batch integration** with Salesforce and other legacy systems such as **Cast Iron, Zuora using REST/SOAP Api’s**.
* Performing **Unit Testing, System Testing and performing review** of Test Scripts.
* Managing **deployment and release activities** using different deployment tools such as **Visual Studio, Ant and Change Set**.
* Working in **Agile –Scrum Methodolgies** using **Azure Devops** Tool.
* **Leading one of the Project Module**, working with the Client directly, worked in a team **of 6+ resources**.
* Analyze and understand **functional/business requirements** and convert them **into solution in form of configuration/customization** for salesforce.

**Philips R2R ONEMS/SERVICEMAX OPERATIONS(2017-2019) **

* Working on **World’s No. 1 CRM technology** Salesforce
* Experience on working with **Standard Salesforce Objects** such as **Accounts,Contacts,Products,Assets,Cases,Work Order and Price Book**
* Configuration and Customization of **Servicemax App** as per Business requirement.
* Closed **long pending issues**, proposed and applied changes, handled the **load of incidents** in the **specified SLA time** and never received escalation from client and users.
* **Write and debug Apex and Visualforce**, **troubleshoot current customization of the application to find the bug**and provide the expected Solution.
* Performing **Deployment activities** in each release cycle using different migration tools .
* Have been **appreciated several times by business users and Service Managers** for quick response and resolution for the issues raised.

**ACHIEVEMENTS**

* **Trailhead Ranger.**
* Completed **4**Trailhead **Superbadges.**
* Received **Pat on the Back award** for Excellent performance.
* Received **Team upto Win Award from Philips** for showing up the TeamWork in Project Activities.
* Got **client appreciations for Classic to Lightning Migration**.
* Got **Appreciation from Project Management** for solving **highest number of Tickets** in fiscal year 2018-2019

**DECLARATION**

I hereby, declare that the information furnished above is true to the best of my knowledge.

Thanks & Regards Date:

Swarnapriya Nayak

# **TECHNICAL SKILLS:**

* Salesforce Configuration
* Salesforce Customization
* Automated Process Tools

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| ❖ Apex Development |  |
| ❖ Lightning Component |  |

* Visualforce
* Service Cloud
* Zuora

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| ❖ ServiceMax |  |

**Hobbies:**

❖ Music

❖ Workout

❖ Cooking

❖ Traveling

❖ Cricket

**CERTIFICATIONS**

* Salesforce Platform Developer I
* Salesforce Administrator
* Salesforce Advanced Administrator
* Salesforce Platform App Builder
* Salesforce Service Cloud Consultant
* Salesforce Field Service Lightning Consultant(FSL)
* ServiceMax Certified Administrator

**PERSONAL DETAILS:**

**DOB:** 02nd March 1993

**GENDER**: Male

**MARITAL STATUS**: Single

**PASSPORT**: Available

**LANGUAGES**: English, Hindi, Marathi