**Suresh Kumar. G | Technical Lead**

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**Professional Summary:**

* **Having 5+ years’ experience in Salesforce ,SQL, and cloud technologies.**
* Exposure in building applications in both Salesforce Classic & Lightning.
* Worked on CPQ-Callidus and steel brick quotes.
* Experienced in L2/L3 Application Support and clearing issues on Application.
* Training on Salesforce CRM and Application build.
* Having exposure on Development and Deployments.
* Exposure on Salesforce Sales Could Process and Lead management.
* Worked on SQL Queries and PL/SQL code
* Knowledge in Amazon Cloud Services and its features (EC2, VPC, EBS, AMI, snapshots, Auto scaling, IAM, RDS, SNS, RDS, ELB, Cloud Watch etc.)
* knowledge in setting up EC2 instances, security groups and Setting up databases in AWS using S3 bucket.
* Created S3 buckets and implemented the policies for Pre-prod and Prod environments.
* Configured IAM Roles and security groups.
* Good knowledge in AWS Database services like RDS, Dynamo DB, redshift
* Experience in creating AMIs
* 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 are assigned in ServiceNow tool.

**Work Experience:**

* Working with **HCL Technologies from Oct 2015 to till date**

**Education:**

* Bachelor of Engineering in Computer science and Engineering with 60% aggregate from Visakha technical campus, Visakhapatnam (2009-13).

**Technical Skills:**

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| --- | --- |
| Salesforce Technologies | Salesforce Admin ,worked on Objects, fields, profiles, roles, Security & Sharing Model, Data Management, Automated process like Workflow Rules, Process Builder, Report & Dashboard customization. |
| Trail Head Score | Rank: Adventurer, Badges: 10, Points: 5200 |
| Technologies/Tools | HTML,CSS,AEM,GIT |
| Data Base  | CRXDE Lite, SQL  |
| Operating Systems | Windows 7, Windows 8 |
| Cloud technologies | Amazon web sevices(AWS), Salesforce |

**Project # 1:**

Project Title **:** PANW

Client : PaloAlto Network, United State

Role : Admin

Team size : 11

**Description:**

Palo Alto Networks, Inc. is an American multinational cybersecurity company with headquarters in Santa Clara, California. Its core products are a platform that includes advanced firewalls and cloud-based offerings that extend those firewalls to cover other aspects of security. The PANW services are maintained by HCL. ServiceNow is sued to track different types of Incidents, Service Requests and CRs. Sales Cloud, Service Cloud & Marketing Cloud are the major part of the project maintained in Salesforce System.

**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 and Visualforce pages, , Custom Metadata, Standard & Custom objects, Connected Apps, SOQL, Data loader.
* Customization – Apex Triggers, Apex Classes, Vf Page .
* Experience in from switching classic to lighting.
* 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
* Worked on CPQ-Callidus and Steelbrick quotes like error resolving, submissions, assigning permissions, collision errors, fixing serial numbers and Authcodes.
* 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 are assigned in ServiceNow.
* 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.

**Project # 2:**

Project Title **:** Intel circuit portal

Client : Intel

Team size : 6

**Description:**

Intel Corporation is an American multinational corporation and technology company headquartered in Santa Clara, California that was founded by Gordon Moore and Robert Noyce. It is the world’s largest and highest valued semiconductor chip makers based on revenue, and is the inventor of the x86 series of microprocessors, the processors found in most personal computers (PCs).

**Roles & Responsibilities:**

* Handling the root cause of the issue and fixing the issues within the SLA target.
* Handling customer raised incidents and service request in Service now for L2&L3 Support.
* Handling incidents effectively on time with perfect solution, responding to customers queries, sending emails without SLA Breach.
* If any incident requires other team involvement then assigning the issue to the correct team and doing the necessary follows up with them until the issue is fixed.
* Responding immediately for critical issues and supporting on call number.
* Proactively monitoring Service now queue, log files and server utilization to avoid major issues.
* Monitoring GSA Server and accepting/rejecting UAR validation.
* Customer communication and monitoring the applications.
* Checking all broken links in report and communicating to the user to fix that issue.
* I also maintain good communication with the customers as well as with users too
* VAP cloning also, to assist the L3 team on weekends I extend my support on weekends when ever any issues raises on , works with DEV team and resolves the issues
* Manages the reports regularly on weekly basis
* Developed the templates, page components and custom components like global navigation, slide menu, keyword search, header, footer, and spotlight.
* Worked on the workflows.
* Monitoring the logs, Running the VAP over the weekends
* Having the knowledge on packages, workflows, crxdlite

 **Environment**: AEM, CRXDE Lite, New Relic. Service now