Suresh Kumar Thakkar
Salesforce Certified Platform Developer I
Salesforce Certified Integration Architecture Designer
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Professional Summary:

- 7x Certified Salesforce Consultant with hands-on experience on Salesforce Development, Data Migration, Salesforce Integrations, App Building and Administration.
- Experience in Technologies like Salesforce, MuleSoft, Talend, Siebel CRM, Universal Customer Master, Oracle Data Quality, Oracle Policy Automation, E-business Suite, BPM and Fusion Middleware.
- Extensive consultant experience with many other successful projects like Scotia Bank, Globe and Mail, Ministry of Transportation, Vodafone UK, Barclays Bank, Ministry of Ontario (Family Responsibility Office), GE Healthcare, ING Bank and AVIVA RAC.
- Expertise in Data Architect, Upgrade, Middleware, Data migration, Business analyst, Installation, Configuration, Troubleshooting & Maintenance.
- Extensive Knowledge of cloud computing services such as SAAS, PAAS and IAAS.

Certification

- Salesforce Certified Integration Architecture Designer
- Talend Data Integration v7 Certified Developer
- Salesforce Certified Platform Developer I
- Salesforce Community Cloud Consultant
- Salesforce Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator
- Certified Accenture Technology Architect – TA Level
- Siebel CRM 8 Consultant Certified Expert
- Certified Oracle Database 11g: Administration I
- Certified Oracle Database 12c: SQL Fundamentals

Education

Post-Graduation Diploma in CRM Symbiosis Distance Learning University, India	2008
Bachelor's in computer engineering North Gujarat University, Gujarat, India	2005

Professional Summary

- IT Professional with Salesforce Development, Architect, Administrator on Force.com platform and Talend Development experience.
- Implemented, customizing and maintained Salesforce solutions.
- Extensive Knowledge of cloud computing services such as SAAS, PAAS and IAAS.
- Driven User Adoption Training to clients in configuring, customizing applications in Force.com platform for different user groups.
- Excellent Knowledge in SFDC Development task like Creating Apex Class, Lightning Component, Integration, Triggers, SOQL.
- Salesforce Integration with AWS Connect for IVR, Mulesoft for API Integration, Azure AD for Single Sing-on.
- Hands-on experience on Mulesoft Anypoint Sutdio, Anypoint Designer, Anypoint Exchange and Cloudhub.
- Excellent Knowledge in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows (Actions, Tasks and Events.), Process Builder, Reports & Dashboards.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
- Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects.
- Extensive experience using declarative features like Validation Rules, Workflows, Approval Processes, Escalation Rules and Sharing Rules for satisfying complex business process automations.
- Strong work ethics, excellent communication and inter-personal skills; accustomed to working in both large and small team environments.
- Extensive knowledge in understanding post go-live problems faced by organizations using Salesforce.

- In depth understanding of the sales cloud and service cloud automations using Salesfor7ce.
- Extensive experience in analyzing business requirements, entity relationships and converting them to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
- Experience in Data Migration from legacy systems to Salesforce using Apex data loader.
- Implemented, customizing and maintained Salesforce solutions.
- Hands-on experience on data migration tool like Dataloader, Data Migration Wizard, Talend.

Professional Experience:

Scotia Bank, Toronto, Ontario   **October 2019 till today**
Salesforce CRM Developer
- Currently using agile sprint methodology. Has Sprint kickoff meetings and assigns stories to the development Team and work based on story points. Every day we have daily standup meeting to track the progress of stories. Stories go from BA,DEV,QA,UAT, Production deployment path. End of sprint we have sprint review meetings. Providing estimation and statement for work for new project. Involved in study/analysis of business functional specification document. Gathering Business requirement and design discussion with Business stake holders.
- Configure and customize Salesforce Lightning application according to JIRA and Confluence stories. Defect resolution.
- We are using Gitlab and the developer has Visual Studio code integrated with GITLAB. Gitlab has an inbuilt CI/CD pipeline.
- All the deployments are happening using Gitlab CI/CD with minimal manual intervention. Gitlab is integrated with Salesforce using a connected APP.
- Created Lightning Flows in Salesforce and Created custom Lightning Components as per business needs.
- Defending Salesforce Object and work on business requirement on Data Model.
- Hands-on experience on writing Apex Classes, Apex Triggers.
- Created Apex Test classes for code coverage. Used Apex classes as apex action in lightning Flows to process complex business logic.
- Transformed complex business requirements in Salesforce Flows, Process builders.
- Implemented security model such as OWD, sharing rules and field level security.
- Deployment of salesforce metadata using Bitbucket, Ant, Jenkins.
- Implemented business requirement using Salesforce Business process Automation tools like process builder, lightning flows, workflows.
- Used ETL tool Talend data migration.
- Working in team-based environment.
- Experience with strong problem solving, reasoning and troubleshooting skills.

Global Mail-Stratus360, **Toronto, Ontario**   **April 2018 to September 2019**
Salesforce CRM Developer
- We have sprint stories assigned in Jira by the client Team. Two Team working parallel one is back-end(SAP) and Salesforce (Front End) to develop the code and integration. Development Team has to work on Jira stories and complete the stories in assigned stories.
- Gathering Business requirement and design discussion with Business stake holders.
- Configure and customize Salesforce Lightning application according to JIRA stories. Defect resolution.
- Integrate salesforce with Mulesoft provided Rest API using proxy classes.
- Created Lightning Flows in Salesforce and Created custom Lightning Components as per business needs.
- Fields Mapping and Define data migration Strategy. Migrating existing SAP data to Salesforce.
- Defending Salesforce Object and work on business requirement on Data Model.
- Implementing Single-Sing on using Azure Active directory.
- Hands-on experience on writing Apex Classes, Apex Triggers, Visualforce pages. Created proxy classes for API calls.
- Created Apex Test classes for code coverage. Used Apex classes as apex action in lightning Flows to process complex business logic.
- Hands-on experience on REST API configuration with SFDC. Created API proxy classes and used them in Flows and lightning components. Used tools like postman, advance rest connector to test REST URLs.

- Transformed complex business requirements in Salesforce Flows, Process builders.
- Hands-on experience on data migration using Data Loader and Bulk API.
- Implemented Salesforce CRM integration with Amazon Connect. Configuration of IAM, Lambda Function, Role and Policy in AWS.
- Deployment of salesforce metadata using gearset, Ant, Changesets.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.

Intelli - Cloudware Inc, Markham, ON   **April-2015 to March-2018**
Salesforce CRM Consultant
- Development of Salesforce environment, Customizing and implementing profiles, roles, security settings, sharing rules, applications, custom objects, custom fields, page layouts, workflow, validation rules, approvals, dashboards, reports, etc. Create documentation, maintain standardization and look for ways to continuously improve processes & procedures.
- Involved in study/analysis of business functional specification document.
- Implementing Single-Sing on using Azure Active directory.
- Implemented Salesforce CRM integration with Amazon Connect. Configuration of IAM, Lambda Function, Role and Policy in AWS.
- Automate calculations, data quality, and database updates to improve the user experience using formulas, validation rules.
- Maintained user accounts, sharing rules, user roles, user profiles, field level security, content folder rights, groups and list view rights.
- Design and developed various Custom Objects, Tabs, validation rules on the Fields, Page layout setup.
- Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Define reports, charts, and dashboards to track the status of Leads Lost and analyses how well the company manages Lost Leads.
- Implemented security model such as OWD, sharing rules and field level security.
- Worked on lead conversion processes and assignment rules.

Accenture/ Vodafone UK, Toronto, ON   **April 2010 to March 2015**
CRM Consultant
- Worked on Salesforce CRM Sales Application. Migrating existing Siebel CRM to Salesforce CRM.
- Configuration and Enhancement on Salesforce Account, Opportunity, Lead, Case Management modules.
- Customizing Page layouts, field level Security changes, creating new record types, creating new Tabs.
- Migrated existing customer Siebel CRM data onto Salesforce Service application.
- Implemented Triggers, SOQL Queries.
- We have sprint stories assigned in Jira by the client Team. Two Team working parallel one is back-end(SAP) and Salesforce (Front End) to develop the code and integration. Development Team has to work on Jira stories and complete the stories in assigned stories.

Ministry of Ontario (Family Responsibility Office)
- Fresh Implementation Development project.
- Worked as Application Administrator to configure Production and Non-Production Applications.
- Leading Team of 10+ folks.
- Severed 1000+ user-based application.
- Received ACE award "Excellence in Business Operations"

Barclays Bank UK Project
- Worked on Siebel CRM finance Application.
- Worked on Configuration of Objects, Fields, relationships, Security.
- Worked on Workbench Tool, Data Loader Tool.
- Served 500+ user-based application.
- Received propel award.