



Suramya Dubey

Salesforce Developer

An independent and self-motivated 10x Salesforce, 1x Vlocity, 4x COPADO certified engineer with proven & demonstrated strengths in interpersonal relations and product development gained during my career. Enthusiastic about working with company or research group to develop, design, test and plans. Demonstrated track of record of completing projects on time within budget limits.

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SKILLS

Service Cloud

LWC

Apex Specialist

WorkBench

VS Code

COPADO

DataLoader

Agile Framework

Team Management

Field Service Cloud

Project Lifecycle Management

System Administration

Process Improvement



EDUCATION

Bachelor of Technology

Banasthali Vidyapeeth

07/2013 - 07/2017

Jaipur, Rajasthan

Courses

- Completed Graduation from well-renowned organisation for women education in Electronics & Instrumentation.
- Volunteer and actively participated in National Service Scheme.



WORK EXPERIENCE

Salesforce Technical Consultant

Deloitte USI

08/2022 - Present

Gurgaon,

Achievements/Tasks

- 5 years of experience in Software Development Life Cycle (SDLC) which involves Requirement Gathering, requirement analysis, design, development, implementation and enhancement of projects.
- Worked with confidential Health care and confidential MRM system as Salesforce Developer, POC for deliverables.
- Delivered applications with lesser defects and mentoring associates in COPADO process, scrum process functionally and technically.
- Experience in Salesforce.com Apex classes, Apex triggers, complex SOSL & SOQL queries, DML statements and following best practices.
- Experience in building re-usable Lightning components and using Lightning framework.
- Created many Email Templates and mail merge templates and was involved in doing mail merge for different standard & custom objects in Lightning Experience.
- Process knowledge of CRM processes like Sales, Marketing, customer service & support, business processes, and recommended solutions to improve their processes using salesforce.com
- Involved & interacted with various business sales and marketing for gathering the requirements for CRM implementation & project estimation timelines on regular basis.
- Worked on prioritise tasks across all their patient's needs with Health cloud.



Senior Application Development Analyst

Accenture, Pune

09/2021 - 07/2022

Pune, Maharashtra

Strategic Accenture customer leveraging Salesforce/Vlocity platform for various business lines including digital cable television provider, telecommunications, and home automation services

Achievements/Tasks

- Working on Optimization and Scheduling of Service Appointment and creating customized Gantt view for Dispatchers by utilizing LWC.
- Closely worked on Service Territories, Service Resources, Resource Absences, Work Order, Work Order Line Item, Operating Hours, Time slots, Skills, etc.
- Implemented Trigger Framework, Test Data Factory, Constant class, Mocking in Test classes by following all the standards and best practices.
- Implemented scalable solution by using Batch Apex for automatic assignment of Skills to Service Resources and Work Order.
- Closely involved in Implementation & Strategy planning of Copado for CCRM.
- Requirement Gathering for new modules from the client and onshore and creation of relevant documents such as Business Requirement Documents, Deployment Logs, Technical Manifests by following business and Accenture standards.
- Meetings with oracle team to understand legacy system and capture concerning areas in the application and proposing suggested improvements from legacy system.
- Proposed and successfully implemented KT session to improve the team work in deployment through COPADO. Enabled SSO and Multi-Factor Authentication for Client org.

Application Development Analyst

Accenture, Pune

05/2021 - 09/2021

Previously COX used to follow normal process for validating WorkOrder information from Salesforce to ICOMS system manually.

Achievements/Tasks

- Decreased manual intervention by 60% by introducing an automatic validation through integration between Salesforce and ICOMS.
- Analyze and estimate the enhancement/development requests. Design, Development, Unit Testing and Demo of the modules.
- Development of complex enhancements including decomposition, Apex Triggers, Batch Classes, Orchestration Plan/Plan Definition, Orchestration Item/Orchestration Item Definition, Integration Procedures by following code standards for all deliveries.
- Deployed changes to further environments using VS Code, Git & Jenkins. Meetings with end user to capture concerning areas in the application and proposing suggested improvements.
- Debugging the existing code for known issues and providing solutions.

System Engineer (Salesforce Developer)

Tata Consultancy Services

02/2020 - 05/2021

MyDupont application is main digital commerce business that takes its base from B2B commerce package in Salesforce. It is divided into 3 sub divisions namely Safety and Protection, Transportation and Industrial, Electronic and Communications. It is highly customized applications with integrations with SAP, Open Text, Adobe Exchange Manager (AEM).

Achievements/Tasks

- Business facing side of project dealing all technical issues related to shopping cart.
- Done enhancements/improvements in classes/js files related to business requests.
- Having troubleshooting sessions with end users for login issues. Tracking login of users related to different BU's through SSO.
- CMIR Product upload and CC Admin related Activities.
- Enabling Customer community users & Portal Users and maintaining access related responsibilities and enabling 1 contact to multiple Accounts.
- Worked on communities, multiple storefronts and Service cloud implementation and Custom Page labels for Internationalisation purpose.

Assistant System Engineer

Tata Consultancy Services

11/2019 - 02/2020

Previously Dupont used to follow normal process of creating SFAR (Access Requests) and Team needs to work on those SFAR's manually but now I have made this process automatically end to end.

Achievements/Tasks

- SFAR (SFDC Access Request): Leading SFAR application that is used to handle user access for standard and custom CRM objects, login access and active user sync up within different instances.
- Meetings with end user to capture concerning areas in the application and proposing suggested improvements.
- Debugging the existing code for known issues and providing solutions.
- Gathering of requirement for new modules from client and creation of relevant documents such as Business Requirement Documents, Deployment Logs, and Technical Manifests etc.



WORK EXPERIENCE

Assistant System Trainee

Tata Consultancy Services

01/2019 - 11/2019

Dupont is a science-based company with expertise ranging from high-performance materials through to agriculture products in areas such as food and nutrition, health care, safety and security, construction, electronics and transportation. Headquarters in Wilmington, DE, USA.

Achievements/Tasks

- Admin Support for 3 of the CRM's involved in Dupont.
- Enhancing and maintaining the existing functionalities for Sales Cloud, Service Cloud.
- User access management through SFAR (currently Automated) Resolving the B2B commerce issues and CRM issues raised by users in admin support.
- Performing refresh activities of sandboxes.

System Trainee

Aptron Solutions

07/2017 - 12/2018

Achievements/Tasks

- Created user roles and profiles, security controls and shared settings.
- Made new feature enhancements on Service Cloud console view and developed some custom UIs.
- Worked on large Salesforce CRM implementations including-Improving Sales process, Partner Portal Implementation, Orders and Discounts, Integration and legacy systems etc.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.



CERTIFICATES

Salesforce Certified Administrator

Salesforce Certified Advanced Administrator

Salesforce Certified Platform App Builder

Salesforce Certified Platform Developer I

Salesforce Certified Sales Cloud Consultant

Salesforce Certified Service Cloud Consultant

Salesforce Certified Einstein Analytics and Discovery Consultant

Salesforce Certified Experience Cloud Consultant

Salesforce Field Service Lightning Consultant

Salesforce Sharing & Visibility Designer

Salesforce Certified OmniStudio Developer

Copado Administrator

COPADO Developer

COPADO Consultant

COPADO Robotic Testing



HONOR AWARDS

First Female Mentor of COPADO

COPADO

Star Performer of the Month

Accenture Pvt. Ltd.

Selected in top25 in Accenture Ideathon

Accenture Pvt. Ltd.

2x Best Team Award

Tata Consultancy Services

Pinnacle Award: Rising Star of Year

Accenture Pvt. Ltd.

SHE Scholarship

State Government(U.P)