Name: SudhinThomas

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**SUMMARY:**

* Having 10 years of I.T experience with 4 years of strong experience in SFDC as Admin for various business domains.
* Experience with Sales cloud, Service cloud, Knowledge articles & Communities and worked on functional and application design.
* Participated in BRD walk-through calls and functioned as a part of cross-functional team that addresses strategic business issues involving CRM and Sales/Marketing operations.
* Extensive experience in customization, configuration, integration, Eclipse IDE, Apex, Visual Force and integration tools like Apex Data Loader.
* Experience working with Confidential Dev & Full copy Sandbox, and production environments.
* In-depth understanding of CRM business processes that include Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management and merging management.
* Extensive experience in Confidential Setup, Configuration, Customization, Administration, Data Migration and Integration tools like Apex Data Loader etc.
* Provided support services, including user administration, user training, data management and application configuration
* **Having good knowledge with Vlocity**  Communications is a suite of digital BSS applications built natively on the **Salesforce** platform.
* Having good knowledge with Vlocity Communications includes Sales, Marketing, Service, Retail, EPC, CPQ, Contract and Order Management applications.used for CRM
* Having good knowledge with Lightning Web Components uses core Web Components standards and provides only what's necessary to perform well in browsers supported by Salesforce
* Designed and Configured applications using Salesforce Automation (SFA)
* Good Knowledge on Service Now and Single sign-on (SSO/SAML)
* Extensive experience in creating Roles, Profiles, Page Layouts, Record Type, and Assignment rule Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow.
* Proficient in designing of Custom objects, Custom components, Custom fields, Role based page layouts, Custom Tabs, App Exchange Package & Custom Application, Sandbox data loading and for implementing web services in the application for access to data from different users.
* Strong exposure to security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
* Involved in various stages of Software Development Life Cycle including analysis, requirement gathering, architecture design, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications
* Strong knowledge and working experience in Software Development Life Cycle (SDLC) methodologies such as Agile, SCRUM and waterfall model.
* Excellent interpersonal skills, proven team player with an analytical bent to problem solving and delivering under high stress environment.
* Good analytical and communication skills and ability to work independently with minimal supervision and also perform as part of a team.

**TECHNICAL SKILLS:**

**Salesforce.com:** Salesforce CRM, Apex Triggers, Apex Classes / Controllers, Visual Force Pages/Components, Apex Web Services, SOSL, SOQL, Case Management Custom Objects Reports, Dashboards, Workflow and Approval.

**Custom Integration:** Field updates reports, Custom objects, Custom settings, Custom labels, Tabs, Account management, Contact management, Email services, Security controls, AppExchange, Package & Custom Application and Sandbox Data loading.

**Force.com Tools:** Force.com IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, Salesforce Workbench, Force.com, Data.com Dupeblocker, Apptus,and Excel Connector.

**Web Technologies:** HTML, WSDL, XML, Java Script, JQuery, DOM, SOAP, REST, API and AJAX.

**Certification:**

Oracle Certified Professional, (OCP) 8i and 9i DBA

**PROFESSIONAL EXPERIENCE:**

**Client:Horizon Blue Cross Blue Shield of New Jersey September 2018 to Present**

**Role: Salesforce Administrator**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Having good knowledge with Vlocity Communications includes Sales, Marketing, Service, Retail, EPC, CPQ, Contract and Order Management applications.used for CRM
* Having good knowledge with Lightning Web Components uses core Web Components standards and provides only what's necessary to perform well in browsers supported by Salesforce
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various Confidential Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Velocity built using Lightning Web Components, a modern JavaScript programming model for building applications on the Salesforce Platform.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Created and used Email templates in HTML and Visual Force.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Confidential, checking for the correctness of the data.
* Worked with Confidential team to make application certified.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDES.
* Help users with Chatter teams/Groups and follow application as well.

**Environment:** SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Eclipse IDE, Subversion.

**Client: Softworld, Inc. Burlington, MA, April 2015 –August2018**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* The overall road-map looks to merge and integration of all business functions from marketing to sales to customer service and support
* Due to the phased approach of the project, different parts of the business will realize the full benefits of the new application at varying times
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force Pages to develop custom business logic
* Developed and configured Dashboards, Reports and Report Folders for different user profiles based on the need in the organization
* Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users
* Designed & Deployed the Custom objects, Custom tabs, Validation rules, Auto-Response Rules, Page layouts, to suit to the needs of the application
* Used Workflows to govern data flow across various objects
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
* Configured Workflows and Approval processes to enhance business logic
* Created new sandboxes and deployed Components and Data from one environment to another and managed sandbox refreshes

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Workflows, Data loader

**Client:NORTHWELL HEALTH SYSTEM,GardenCity,NY January2012–March 2015**

**Role: Ultrasound Technologist**

**Responsibilities:**

* Use M-mode, color Doppler, tissue Doppler and 2-D echo. Apply stress echo, definition contrast echo, and EKG. Assist in TEE. Interpret echo reports with cardiologist. Assist in treadmill stress test. Perform pulse volume recording (PVR). Place and remove Holter monitor. Use AllScript EHR. CRW for reporting.
* execution. Assisted managers in coordinating and executing shipments.

**Client:GLOBALINFOTECH SOLUTIONS,Floral Park, NY June 2008 –August 2011**

**Role: Database Program Trainee**

**Responsibilities:**

* Worked on SQL server 2008 database and production database. Migrated and set up Oracle for production. Upgraded patch on production servers. Set up multiple HA environments and database and maintained database and synched. Set up and configured web access to OEM console including email and paging services. Resolving Oracle errors and bugs and debugged and fixed bottlenecks. Monitored performance and tuned databases. Maintained security by monitoring activities and implementing backup and recovery strategies. Wrote packages, functions, and procedures. Designed and documented bulk data loading.

**Education:**

* Master of Science (MS), Healthcare Informatics, Adelphi University, Garden City, NY
* Master of Computer Applications, Madurai Kamaraj University, India
* Bachelor of Science, Kerala University, India
* Salesforce Certified Administrator ADM (201)
* Oracle Certified Professional, (OCP) 8i and 9i DBA