**SUNIL KUMAR**

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**PROFESSIONAL SYNOPSIS:**

Having around 4+ years of experience on SalesforceCRM Platformin various stages of Software Development Life Cycle (SDLC) including development, enhancements, deployment, Configuration and maintenance of standalone object-oriented enterprise applications.

* Experience in Configuration, Implementation and Support of sales force CRM based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Having sound experience with **Sales Cloud, Service Cloud** and **Community Cloud**
* Knowledge on **CPQ (Configure Price Quote), FSL (Field Service Lightning)** and **CLM (Contract-Life Cycle-Management).**
* Created the Validation Rules, workflows, Approval Process for automated lead routing.
* Leading, guiding day-to-day **production support.** Staying in the client location connecting with business users for better requirement gathering.
* Experience with service cloud functionalities like  **Omni Channel** and **live Agent**.
* Provided **Support to end users** to their queries and concern regarding SFDC with 800+ users spanning across multiple functional areas (sales, customer service, account management)
* **Interaction with client** on daily basis for requirement gathering
* Creating Custom Apps, **Custom fields, Profiles, Roles, OWD, Permission Sets, Applying Sharing Rules**, **Validation Rules, workflows**, **Process Builder**, **Approval processes**, **Knowledge Articles**
* Experience in Creating **Email Templates.**
* Experience in Deployments using **change sets.**
* Experience working with **Data Loader & Import Wizard** and **Dataloader.IO** Sandbox environments.
* Knowledge in integration by using the **REST API** with other system.
* Having sound Knowledge in **Visual Flows**, **Reports** and **Dashboards.**
* Designed and developed **Visualforce Pages** and **Apex Triggers** for various functional needs for the application.
* Worked on **lightning record pages** to differentiate the UI for business processes and
* Knowledge on UI Side like **HTML, CSS, and Bootstrap.**

**WORK EXPERIENCE:**

* Working as functional consultant at TLC Group of Management.
* Worked as a Salesforce Consultant at Smaartt Digital Consulting.
* Worked as a Salesforce Administrator at Navixel Solutions Pvt Ltd.
* Worked as a Salesforce Developer/Admin at Tekbon .

**CERTIFICATION:**

* Salesforce Certified **Platform Developer I**.
* Salesforce Certified **Administrator.**
* Salesforce CPQ Specialist.

**SKILL SET:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Sales Cloud, Service Cloud, Community Cloud, Triggers, SOQL, Visual Force Pages, Workflows, Dashboards, Lightning. |
| **Salesforce Tools** | Developer Console, Change Sets, Data Loader, Conga Composer, Force.com Platform (Sandbox and Production), Docu Sign, FSL (Field Service Lightning), CPQ(Configure Price Quote) |
| **Languages** | Apex, HTML, CSS, SOQL, SOSL |
| **Operating Systems** | Windows XP/Windows 7, Windows 8. |

**PROFESSIONAL SUMMARY:**

**Project 1**

**Client : TLC Group of Management**

**Role : Functional Consultant**

**Environment : Sales Cloud, Service Cloud.**

**Description:**

TLC Relationship Management (P) Ltd. is a multichannel services company with customized tech products and solutions. We are the leading company to market and manage innovative, high quality, customized customer acquisition and engagement programs to provide long term revenue generating platforms for almost every large Indian and International hotel chain.

TLC compliance and statuary audits are managed by a Big Four global accounting firm and our technology Platforms are rated at the very top by both Gartner and Forrester. We follow the highest standards of Information Security and our operations have ISO 27001 certification.

**Roles & Responsibilities:**

* Created workflow rules and defined related tasks, time triggered tasks, email alerts.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Involved in Generating different Reports and Dashboards.
* Involved in designing, development and testing of the given requirement using Visual Force Pages.
* Deployed the existing business data using data loader in order to create the custom reports and dashboards
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Experience in Data management.
* Created Visual flows.

**Project 2**

**Client : Masdar (Zayed Sustainability Prize)**

**Role : Administrator**

**Environment : Sales Cloud, Community Cloud (Lightning)**

**Description:**

Masdar is planned city project in Abu Dhabi. Zayed Sustainability Prize is by recognizing pioneering solutions and technologies that can change the world, the Zayed Sustainability Prize, has rewarded innovators and visionaries whose achievements have furthered the global proliferation of innovative, impactful and inspirational sustainability solutions. The mail goal of the Zayed Sustainability Prize project is to provide users to answer to their questionnaires and to track the application and its related data.

**Roles & Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution document and technical design document as per business requirement.
* Designed the Organization Profiles, Roles and Security Settings as per the requirement.
* Created of custom objects, custom fields, formula fields as per the Requirement.
* Worked on Process builder, workflows and other content of intermediate

complexity.

* Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
* Provides day-to-day CRM user support.
* Creating Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
* Updated the existing data using Data loader in Salesforce.
* Managed security using Roles, Profiles and access rights for users.
* Configured custom reports, build Scheduled dashboards for analyzing data.

**Project 3:**

**Title : Global Village, Dubai**

**Environment : Sales Cloud, and Community Cloud.**

**Role : Salesforce Admin.**

**Description:**

Global Village is the world's leading multicultural festival park and the region's first family destination for culture, shopping and entertainment. Millions of people are come to visit the seasonal attraction and shopping extravaganza held in the cool winter months. The attraction around 25 pavilions. Each showcase a country or regions handicrafts, Merchandise, and cuisines. Countries represented in 2018/19 include India, Egypt, Morocco, Turkey, China, Thailand etc.

**Roles & Responsibilities:**

* Creating a Custom Applications with Objects, Tabs, Record types, Page layouts.
* Creating Custom Profiles, Permission sets, Roles and Role Hierarchies.
* Involved in Generating different Reports and Dashboards.
* Created Custom Email Templates, Gantt Charts, Custom labels, Custom settings.
* Created Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
* Involved in designing, development and testing of the given requirement using Visual Force Pages,

**Project 4:**

**Client : Sika Construction Equipment -Pricing Application**

**Role : CPQ Administrator /Conga Composer Integrator.**

**Environment : Sales Cloud, Service Cloud (Classic)**

**Description:**

Hyundai Construction Equipment is one of the largest Construction Based Company. The company is also a leading Products and Installations of Construction Equipment under the Brand Hyundai Solutions and products. The main goal of this project is to provide to Quote rates, Configure, Margins, Discounts on Products to the customer in Market

**Roles & Responsibilities:**

* Having sound knowledge on CPQ objects like Quote, Product, Price rules, and order process management.
* Created knowledge articles to provide the information on the various products.
* Knowledge in Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates.
* Created Workflow Rules, Process Builder, Tasks, Email Alerts and Custom Email Templates to suit the needs of the application.
* Deployed the existing business data using data loader in order to create the custom reports and dashboards
* Managed security using Roles, Profiles and access rights for users.
* Created email templates using Visual force for the clients and customers.
* Integrated the Conga Templates for Document Generation.
* Worked on Docusign.

**Project 5:**

**Client : Sika Canada Inc.**

**Role : Salesforce Administrator.**

**Environment : Sales Cloud, Service Cloud**

**Description:**

Sika Canada (Commonly known as sika constructions) is one of the largest construction-based company. The company is also a leading products and installation of construction equipment under the brand sika solutions and products. The main goal of this project is to provide quote rates, Configure, Margins, Discounts to products to the customer.

**Roles & Responsibilities:**

* Having good knowledge in objects used in quote to order process especially.
* Knowledge in product setup, Product Options, Product Configurations &rules, Pricing, Discounting and Quote Templates.
* Updated the existing data using data loader tool.
* Created Visualforce pages to override the UI standard pages, apex controllers, Test classes for the code coverage.
* Configured custom reports, Dashboards for analyzing data.
* Integrated the Conga Templates and Docu sign by using the third-party applications for the app Exchange
* Having experience on Salesforce.com (Reports, Users Creation, Process Builder,
* Workflows, Dashboards)
* Creating Workflow Rules, Tasks, Email Alerts, email templates with different types and Components to suit to the needs of the application.
* Involved in designing, development and testing of the given requirement using Visual Force Pages, Triggers as per the requirement.

**Project 6:**

**Client : Markel Corporation, USA.**

**Role : Salesforce Administrator / Developer.**

**Environment : Sales Cloud (Classic)**

**Description:**

Markel Corporation is an American multinational insurance company. If the Client registered the insurance policy for the customers, it would process that registration form

by verification and immediately give the temporary policy holder ID to the user. After submission of registration form the admin will process to verify that details registered by the

customer and sanctioned the insurance policy.

**Roles & Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Created technical design document and functional design documents as per business requirement.
* Involved in developing visual force pages and Apex classes as per the requirement.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Created Apex Classes, Test Methods and Workflows.
* Created Page Layouts to organize fields, custom links, and other components on record pages.
* Implemented various advanced fields like Pick list Fields, Custom Formula Fields and defined Field Dependencies for custom pick list fields.

**Educational Qualification:**

* Completed B. Tech in Electrical and Electronics Engineering from JNTUK in 2014.

**Personal Skills :**

* Competitive and goal-oriented approach towards work.
* Good Communication and interpersonal skills.
* Quick learner, Good team player and Self-motivated.

**Personal Details:**

* Father’s Name : Krishna
* Date of Birth : 28-08-1990
* Nationality : Indian
* Languages known : English, Telugu, Hindi

**Declaration:**

I hereby declare that all the above information is true to the best of my knowledge and belief.

(Sunil Kumar G)