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## **Name: Suneel P**

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**Senior Vlocity/Salesforce Developer**

***PROFESSIONAL SUMMARY***

* **Salesforce developer** with 11+ Years of IT experience that includes 5+ years of experience in **Salesforce.com CRM Platform** and 6 years of experience in developing applications using Java/J2EE technologies.
* Experience in **Development**, **Administration, Configuration, Implementation, Lightning,** and Support of Salesforce platform.
* Proficient in Salesforce Administrative tasks like creating and managing **Users, Roles, Profiles, Page Layouts, Email Services, Approvals, Workflows, Process Builder, Flows, Validation rules, Reports, Dashboards.**
* Experience in implementing Security/Sharing rules, configured permission sets, Field-level Security, Record level Security, Profiles, Roles, and resource monitoring at different hierarchical level of Organization.
* Expertise in SFDC Development using **Lightning Web Components (LWC), Aura Component Framework, Apex Triggers, Apex Schedular, Batch Apex**, **Visual Force Pages, Controllers.**
* Experience in Data loading/Migration using Data Import Wizard, Excel Connector, Workbench and Apex Data Loader.
* Experience in customizing standard objects such as Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns and Dashboards.
* Experience in developing applications using **Omniscripts, Integration Procedures, Dataraptors, Vlocity Cards & Layouts.**
* Ability to write complex SOQL queries across multiple objects within the SFDC database.
* Experience on Salesforce CRM platform worked on different environment of SFDC such as **Sales Cloud, and Service Cloud, Experience Cloud, Salesforce CPQ**.
* Extensive experience in Web-to-Lead, Web-to-Case, and Email-to-Case in Lead and Case Management.
* Experience in writing batch classes, Schedule Apex, Http callouts, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes.
* Experienced in web technologies like **Html, Xml, CSS, JSP, Ajax and Java Script**.
* Expertise in J2EE technologies **Servlet**, **JSP, Struts, Spring Framework, Hibernate** and **JSF.**
* Experience in developing and deploying **REST** Web Services.
* Expert in Core Java with strong understanding of OOPS, Collections, Multithreading and Exception handling.
* Experience in using Design Patterns like MVC, Front Controller, Business Delegator, Service Locator, Singleton, Data Access Objects (DAO), Data Transfer Object etc.

***EDUCATION***

* **Bachelor of Technology** in **Electrical and Electronics Engineering** from SVCET affiliated to **Jawaharlal Nehru Technological University**, Hyderabad.

***EXPERIENCE SUMMARY***

* Working as Senior Salesforce Developer in **Deloitte** Hyderabad from Nov’2021 to till date.
* Worked as Senior Salesforce Consultant in **Geek Soft Consulting Pvt Ltd**, Hyderabad from Mar’21 to Aug’21.
* Worked as Senior Software Engineer in **Synopsys India Pvt Ltd**, Hyderabad from Apr’11 to Jan’ 2021.
* Worked as Associate Consultant in **Polaris Software Labs** **Ltd**., Hyderabad from Oct’10 to April ‘11
* Worked as Technical Associate in **Tech Mahindra Ltd**., Bangalore from May’10 to Oct’10.

***TECHNICAL EXPERTISE***

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| --- | --- |
| **SFDC Technologies** | Standard objects, Process Builder, Workflow & Approvals, Flows,  Apex Classes, Apex Triggers, Visualforce Pages, Asynchronous Apex  Reports, Dashboards, Sales Cloud, Service Cloud, Salesforce CPQ, Vlocity |
| **Lightning Experience Development** | Lightning Web Components (LWC), LDS, Lightning Aura Framework, Lightning Design System, JavaScript Controllers, Server-Side Controllers. |
| **Build/Version Control Systems** | Ant, Maven, SVN, GIT, GIT HUB, Bitbucket, Jenkin |
| **J2EE Technologies** | Java Beans, Servlets, JSP, JDBC, JSF 2.x, REST Web-Services |
| **Frameworks** | Struts 2.x, Spring 4.x, Spring MVC, Spring IOC, Spring Boot, Hibernate 4.x, Junit, Tiles. |
| **DBMS/RDBMS** | Oracle 9i/10g, SAP, MySQL 5.x, Toad, SQL Developer. |
| **Design Patterns** | Singleton, MVC, Front Controller, Business Delegator, Session Factory, Data Access Objects (DAO), Data Transfer Objects (DTO). |
| **Web Technologies** | HTML, AJAX, JSON, jQuery, CSS, Bootstrap, XML, XSL, XPATH, Prime Faces. |
| **Servers** | JBOSS Application Server 4.0, Apache Tomcat 7. x. |
| **IDE’s** | Eclipse, Visual Studio Code. |
| **Operating System** | Windows, Linux. |
| **Tools& Technologies** | Data Loader, Data import wizard, Log4j, JIRA. |

***PROJECTS***

**Deloitte, Nov2021 – till date**

**Senior Salesforce Lightning Developer**

**Responsibilities:**

* Involved in business requirement meetings for requirement analysis, designing data model. Identifying the customizations and prepared Technical Design Document.
* Created relationships among the objects using Lookup, Master-detail, and Junction object relationships.
* Developed salesforce Lightning applications using Lightning Web Components, Controllers and Events and used custom CSS in the components.
* Developed apex batch classes to archive chatter post and custom object interaction data daily and monthly basis.
* Developed customized Reports, Dashboards for business users and managers.
* Designed Implemented and deployed the Service Cloud with various custom built Page layouts Custom tabs Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
* Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Implemented service cloud, service console, Email-to-Case, Case Assignment Rules, Knowledge articles and enabled communities.
* Developed the customized solution using Apex classes, trigger, and Batch classes as per business requirement.
* Written SOQL, SOSL, Aggregate, Relationship queries in apex classes, trigger to retrieve optimized data from sObjects.
* Written apex unit test classes for Trigger, Apex classes to meet 75% of code coverage to migrate to Production.

**Environment:** Salesforce.com Platform, Visual Studio Code, Service Cloud, Lightning Experience, Lightning Web Components (LWC), Apex classes and Controllers, HTML, CSS, Data Loader, SOQL, Agile, REST, Azure Devops.

**Geek Soft Consulting March2021 – Aug2021**

**Velocity / Salesforce Lightning Developer**

**Responsibilities:**

* Defined and implemented authorization requirements for the project teams and created specific profiles for technical and functional teams.
* Developed salesforce Lightning applications using Lightning Web Components, Controllers and Events and used custom CSS in the components.
* Worked with Vlocity Omni Script and its Input and action components, designing and deployment. Setup and configure Omni-Script components.
* Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API.
* Designed Reports and worked with Business users to make them understand the functioning of Reports better.
* Designed Implemented and deployed the Service Cloud with various custom built Page layouts Custom tabs Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
* Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Implemented Email-to-Case, Case Assignment Rules, and Knowledge articles.
* Developed the customized solution using Apex classes, trigger, and Batch classes as per business requirement.

**Environment:** Salesforce.com Platform, Vlocity, Visual Studio Code, Service Cloud, Lightning Experience, Lightning Web Components (LWC), Apex classes and Controllers, HTML, CSS, Data Loader, SOQL, Agile, REST, Git, Bitbucket, Jira.

**CRM Case Management Oct 2017 -till date**

**Client: Synopsys, Hyderabad**

**Role: Salesforce Lightning Developer /Admin**

This Application is an integrated Customer Relationship Management system used at Synopsys to manage customer service and product maintenance.

**Responsibilities:**

* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features and Lightning Web Components.**
* **Retrieved** some data and its functionality from **Third-Party API’s** and **displayed** within the lightning component.
* Worked on CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* Experienced using **Force.com IDE**for creating, modifying, testing, and deploying Force.com Applications.
* Used **SOQL** statements within Governor Limits for **data manipulation** needs of the application using platform database objects.
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter,** and **quick Action.**
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Worked on **Integrating SAP**and **Salesforce**systems using **REST API's.**
* Tested applications by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.

**Environment:**Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Web Components (LWC), Service Cloud, Vlocity, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, REST.

**Solvnet Sales Portal Nov 2015 - Aug 2017**

**Client: Synopsys**

**Role: Salesforce Developer/Administrator**

This application is mainly used by Synopsys customer to acquire Software and Hardware products and their licenses as well as to renew product licenses.

**Responsibilities**:

* Involved in SFDC application setup and customization to match the functional needs of the Company.
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* Created different **Workflow rules and Approvals** for various campaign processes.
* Designed, and developed the **Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Designed, developed, and deployed **Apex Classes, Controller Classes and Apex Triggers, packages** for various functional needs in the application.
* Used Data loader for **data migrations** to sales force.
* Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Visualforce, Force.com IDE.**
* Developed and configured various **Reports** for different user profiles based on the need in the organization.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Extensively involved in Unit Testing using Test Methods using Force.Com utilities.

**Environment**: Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language), Saleforce.com platform, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Controls, Sales Cloud.

**POI (Proof of Installation) Feb 2013 - July 2015**

**Client: Synopsys, Hyderabad**

**Role: Senior Developer**

This project involved the development of a Web based applications for customers, Synopsys Application consultants, Functional consultants, and other company personnel. The customers can access hierarchy of all installed and serialized components information by proving product serial number and server number. Once the customer modifies the slot number and updates the SAP Equipment and Updates the asset master.

**Responsibilities:**

* Attending scrum meetings every day to gather requirement and provide status update.
* Involved in analysis of business requirements and compose them into use cases.
* Designed and developed user interface using JSP, HTML, JAVA SCRIPT, AJAX, and Prime Faces.
* Involved in JSF framework, prime faces implementation was done for the Date Picker, Data table and Multifile Upload functionality.
* Used JSF Validations and Converters for validating the inputs and data conversions.
* Used SAP JCO Connector to connect to SAP and to get the data.
* Implemented business logic in JSF managed bean Controller class.
* Implemented the REST API for the Notification, Notification configuration, Reporting, and Authentication services.
* Performing builds and software releases following standardized procedures as required using MAVEN.
* Involved in writing the JUnit test classes with JUnit, Easy Mock frameworks as part of unit test development and Log4j for logging the errors and debugging the issues raised as part of Quality testing and UAT.

**Environment:** Java 1.7, J2EE, JSF 2.1, spring 3.0, Tomcat 7.0, Maven, Prime Faces, Log 4j, JUnit, SAP, Restful Web Services.

**WEB CHANNELS Jul 2012 to Apr 2013**

**Client: Synopsys, Hyderabad**

**Role: Senior Developer**

This project is mainly used by Synopsys customers for selecting the products and placing the order, reviewing the orders upgrading the product versions, licenses, and renewals.

**Responsibilities:**

* Preparation requirement and design documents which contains functionality, technical details of the scope of work.
* Involved in the full life cycle of the software design process including, requirements definition, prototyping, and proof of concept, design, interface implementation, unit testing and maintenance.
* Designing and developing user interfaces using Java script, JSP, PRIME FACES, html, CSS, AJAX, and JQuery.
* Developed DAO classes by using SAP JCO Connector to connect to SAP and get the data.
* Used Data Access Objects (DAO), Session Façade, Value Object patterns to boost the performance of the system.
* Identify and written Junit test cases for all the modules.
* Used Maven for building application and deployed on Linux servers.
* Implemented Log4j for logging of the application.
* Coordinated with production support team to help them with resolution of critical issues.

**Environment:** Java 1.7, J2EE, JSF 2.1, Spring3.0, Tomcat 7.0, Prime Faces, Log 4j, JUnit, SAP, Restful Web Services.

**ESS (Electronic Software Services) Jan 2012 to Sep 2012**

**Client: Synopsys, Hyderabad**

**Role: Developer**

The main purpose project is optimizing the smart install program run by the customer, additional folders will be added to ESS directories. While these directories will be hidden from users via the GUI, the contents of this directory will be accessible by the smart installer. The contents of these hidden directories are similar to the visible section of the vault but are just optimized for smart installer usage. Contents of this hidden directory will be pushed to the ESS vault using the same mechanism that is used today to deposit and ship files into the ESS vault.

**Responsibilities:**

* Involved in gathering of requirements and analysis.
* Involved in development of Front-End GUI using HTML, DHTML and CSS and Prime Faces
* Used JSF Validations and Converters for validating the inputs and data conversions.
* Developed the DAO (Data Access Objects) classes, which uses SAP JCO Connectors to connect with SAP system
* Developed JSF Managed bean classes for implementing business logic.
* Wrote DAO classes for getting the data from backend.
* Implemented services using REST.
* Developed build scripts using MAVEN tool for deployment purpose.
* Involved in the unit and regression testing for the application.
* Implemented log4j for logging of the application.
* Provide technical support during project execution and QA activities.

**Environment:** Java 1.7, J2EE, JSF 2.1, Spring3.0, Tomcat 7.0, Prime Faces, Log 4j, JUnit, SAP, Restful Web Services.

**EST4 (Electronic Software Transfer) May 2011 to Dec 2011**

**Client: Synopsys, Hyderabad**

**Role: Developer**

This application developed Customers use synopsys.com to search for IP products and download them. Today, DWDL web site controls all functionality and ability to download these products. While some of the products are available in EST, customers don’t necessarily access EST to download their IP products.

**Responsibilities:**

* Gathered requirements for the project and involved in analysis phase.
* Intensively involved in developing Use Case Diagrams, Sequence diagrams and Class diagrams using UML notation.
* Built web-tier components using JSP, Struts Tag Libraries (html, bean, and logic), JavaScript, Action and Form Beans.
* Involved in writing client-side validations using Java Script.
* Developed the application by implementing Struts Framework based on MVC Architecture, simple Java Beans as a Model, and JSP as View and Action Servlet as a Controller.
* Employed JDBC in persistent service to connect to MySQL and perform database operations.
* Developed DAO’s to invoke DAP’s (Data Access Programs) to access data from .CSV files and to query MySQL database.
* Wrote batch jobs for loading data from .CSV files into database.
* Written SQL**,** PL/SQL and stored procedures as part of database interaction.
* Tested code using JUNIT.

**Environment:** Java 1.6, J2EE, Struts 2.0, Tomcat 6.0, Log 4j, Struts 2.0, JUnit, My SQL 5.0.

**CNS (Cargo Network Services) – Bottom Line Oct 2010 to Apr 2011**

**Client: Citibank, North America**

**Role: Developer**

This is developed for **Citi Bank (e-billing system) for Cargo Network Services (CNS)**, which is a secure, interactive system for complex business-to-business transactions that allows companies to provide standard technologies to present, adjust, rebill, and pay airway bills.

**Responsibilities:**

* Developed the application by implementing Struts Framework based on MVC Architecture with E simple Java Beans as a Model, JSP as View and Action Servlet as a Controller.
* Intensively involved in developing Use Case Diagrams, Sequence diagrams and Class diagrams using UML notation.
* Providing estimates for new requirements considering different phases of the SDLC.
* Designed front end using Struts and JSP.
* Wrote **Java** script functions for performing client-side validations in the entire application.
* Leveraged struts-validations, struts-beans tag libraries.
* Configured **struts-config.xml and web.xml** and properties file provided by Struts framework.
* Involved in developing POJO classes for data model and created Hibernate XML mapping files between Java objects and database tables.
* Communicating and cooperating with the testing team to fix the bugs and deploying the new builds whenever required.

**Environment:** Java 1.5, J2EE, Struts 1.1, Hibernate 3.0, spring 2.0, SVN, Web Sphere 6.x, SQL Developer, Oracle 9i, PL/SQL, JUnit.

**SQE – British Telecom (UK) May 2010 to Oct 2010**

**Client: British Telecom (UK)**

**Role: Developer**

SQE will be used by the profiles like Sales User, Bid Managers, Super sales User etc. The PROD SQE fulfils the lead to quote/order scenario of the Lead to Cash (L2C) journey. PROD SQE uses Customer Management LITE (CMLITE) application to manage customers and their sites.

**Responsibilities:**

* Participated in project planning with business analysts and team members to analyse the Business requirements and translated business requirements into working software.
* Developed Action forms, Action classes using Struts framework to handle user requests.
* Implemented Struts Validator framework provides many of the validation rules that most RF application requires.
* Designed and developed the Java Bean components & O/R Mapping using Hibernate.
* Used Data Access Objects (DAO), Session Façade, Value Object patterns to boost the performance of the system.
* Involved in Design, Development, Testing and Implementation of the complete business solution.
* Performing builds and software releases following standardized procedures as required using MAVEN.
* Involved in unit testing and responsible for preparing test cases for testing the application.

**Environment:** Java 1.5, J2EE, Struts 1.1, Hibernate, spring 2.0, SVN, Tomcat 6.0, SQL Developer, Oracle 9i, JUnit.