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| **Sudhagar Subakarnan**Sudhagar\_sub@yahoo.com+91-973966997110.7 years in Information Technology |

Profile

With more than 10.5 Years in the information technology industry, has a wide range of experience providing project and account management experience and is seasoned in developing, documenting, coding, modifying, testing and implementing business technology solutions.

Efficient knowledge in Salesforce – CPQ, Process Builder, Flow, Apex, CPQ Pricing, Product configurations, Data loader, Reports,Dashboard,Mainframe, Vantage.

Excellent in Client interaction, worked with client location in all phases of the project primarily in analyzing, defining optimal solution for business requirements with maximum technical feasibility CGI experience.

CGI Projects:

BRP – Date (12/2022 – Till Date)

As part of this mandate for CGI Sudhagar Subakarnan assumed the position of Salesforce RUN Support Lead.

* Resolve salesforce cases related to BRP applications.
* Analyze the issue and provide the details to developers/ Business analysts for further actions.
* Participating in meetings/calls related to issues and fix the same.

Environment: Salesforce,Apex,LWC,CPQ

Enersys – Date (05/2022 – 12/2022)

As part of this mandate for CGI Sudhagar Subakarnan assumed the position of Salesforce Admin/Technical Lead.

* Development and support Enersys salesforce system, includes
* Write tech specs for the requirements
* Design integration flows with ERP systems
* Design the Product and pricing configurations for complex requirements
* Resolve salesforce cases related to Enersys sales applications.
* Analyze the issue and provide the details to developers/ Business analysts for further actions.
* Collaborate with ERP teams to resolve salesforce integration issues.

Environment: Salesforce,Apex,LWC,CPQ

Industrial Scientific Corporation -Date (01/2019 – 04/2022)

As part of this mandate for CGI Sudhagar Subakarnan assumed the position of Technical Architect.

* Development and support ISC salesforce system, includes
* Designing end-to-end solutions that leverage Salesforce CPQ to meet business requirements. This involves understanding the client's needs, defining functional and technical requirements, and creating a scalable architecture.
* Configuring Salesforce CPQ to support complex pricing models, product catalogs, discounting rules, approval processes, and quoting workflows. This may involve creating custom objects, fields, formulas, validation rules, and automation using Salesforce Flows, Workflow.
* Optimizing the performance and scalability of Salesforce CPQ solutions to ensure fast response times and efficient use of system resources. This may involve optimizing SOQL queries, batch processes, triggers, and governor limits.
* Staying current with the latest features, best practices, and trends in Salesforce CPQ and related technologies. Identifying opportunities for process improvement, innovation, and optimization to drive business value and competitive advantage.
* Provide out of box functionalities for customer objectives.
* Develop/code the functionalities requested by Business analyst.
* Managing Salesforce roles, profiles, sharing rules, workflows, and groups.
* Maintaining the sales cloud, as well as building custom reports and dashboards.
* Support salesforce CPQ system production issues.
* Develop optimal automation solution for CPQ system.
* Participating in meetings/calls related to issues and fix the same.
* Coordinated with the On-site Team, business users and testers for getting Sign off the Change requests to migrate the code changes to production.
* Tracking all the application related issue and provide enhancement resolutions for frequent issues which include batch optimization and application bug fix.

Environment: Salesforce CPQ.

Foresters Financials - Dates (01/2018 to 01/2019)

As part of this mandate for CGI Sudhagar Subakarnan assumed the position of Mainframe developer.

* Production Support, includes:
* Monitoring job cycles and resolving the abend within SLA
* Participating in meetings/calls related to issues and abend in Production issues.
* Supporting Tier-3 team on need basis.

Environment: Vantage,Mainframe

ARROW-MNT, ARROW ELECTRONICS – dates (06/2013 to 12/2017)

As part of this mandate for CGI Sudhagar Subakarnan assumed the position of Mainframe developer.

* Production Support, includes:
* Monitoring job cycles and resolving the abend within SLA
* Analyzing and fixing batch related incidents.
* Participating in meetings/calls related to issues and abend in Production issues.
* Resolving the tickets which are raised to address the production issues.
* Analyzing and providing solutions according to the user’s requirement.
* Coordinated with the On-site Team, business users and testers for getting Sign off the Change requests to migrate the code changes to production.
* Onsite coordinator for an enhancement project, worked in client location (USA) for 6 months for an incremental project. Delivered the project on time with zero escalation meeting all SLA.
* Handled 5 members team from onsite for an incremental project, played as an onsite team member for migration project.
* Tracking all the application related issue and provide enhancement resolutions for frequent issues which include batch optimization and application bug fix.
* Writing Unit Test case and perform unit and regression testing.
* Preparing UTP and UTR for enhancement projects or system issue fix related changes.

Environment:Mainframe.

Education

B.E, Computer Science & Eng. From Sri Venkateswara Coll of Engg & Tech (Anna University) May-12.

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| Industry experienceManufacturing Retail & DistributionInsurance Technical specializationsSalesforce CPQProduct Configuration.PricingFlowProcess BuilderData LoaderApexLWCCustom MetadataBitbucket  | EnvironmentsTools & softwareLanguagesEnglish |

Skills summary

| **Skill** | **Number of years** | **Skill level\*** |
| --- | --- | --- |
| Technical skills |
| Salesforce | 6 | 3 |
| CPQ Product Configuration | 5 | 3 |
| CPQ Pricing | 5 | 3 |
| Flow | 6 | 3 |
| Data Loader | 6 | 3 |
| Apex | 6 | 2 |
| LWC | 2 | 2 |
| Mainframe | 5.6 | 3 |
| Process Builder | 6 | 3 |
| Application knowledge |  | 3.5 |
| Salesforce  | 6 | 3 |
| Mainframe | 5 | 3 |
| IT disciplines |
| Salesforce Developer | 6 | 3 |
| Mainframe Developer | 5 | 3 |
| Industry knowledge |
| Manufacturing Retail & Distribution | 7 | 3 |
| Insurance  | 3 | 3 |

\*Skill Level: 1 = Basic, 2 = Intermediate, 3 = Advanced, 4 = Expert