# Suyogya Jain
## (Sr. Salesforce Developer)

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**Location:** Bangalore

## CAREER OBJECTIVE

*To seek a challenging and career oriented job, which enables me to update with the emerging latest Technology and provides scope for widening the spectrum of my knowledge.*

## PROFESSIONAL SUMMARY

★ ***5 Years 2 months*** *of experience in* **Salesforce.com** *involved in various phases of Software development including system analysis, design, development, and implementation of SFDC.*

★ *Experience in handling projects on CRM Salesforce.com Administration & Development.*

★ *Extensive skills in analyzing Business & Functional Requirements with analysis, design, development, customizations, and implementation of CRM using different modules in* **Salesforce.com***.*

★ *Experience and adapted SFDC best practices for development and deployment in projects.*

★ *Strong ability to work individually and constantly in a challenging environment.*

★ *Ability to quickly analyze and come-up with an efficient industry standard solution for a given problem.*

★ *Excellent analytical, communication, Leadership qualities and interpersonal skills.*

★ *Quick learner and ability to adapt to dynamic work environments.*

## TECHNICAL SUMMARY

★ *Hands-on experience in SFDC development using Apex Language, Apex Trigger, Apex Class, Apex Test Methods, Batch Apex and Schedulers,controllers including deployments to production.*

★ *Work experience in SFDC Administrative tasks like creating Profiles, Roles, Users, PageLayouts, Approvals, Standard Survey and Workflows.*

★ *Work experience on lightning web components and aura*

★*Work experience on REST API*

★ *Learning advanced features in Salesforce.com from Trailhead and Salesforcecommunity.*

★ *Knowledge in designing Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated custom alerts, field updates and Email generation according to application requirements.*

★ *Hand on experience on tools like Data loader, Developer Console,Workbench.*

## WORK EXPERIENCE

| Period | Organization | Designation |
|---|---|---|

| May 2018 to March 2022 | KVP Business Solutions Pvt Ltd, Bangalore | SFDC Developer |
|---|---|---|
| April 2022 to till date | BYJU's | Sr. Salesforce Developer |

## EDUCATION QUALIFICATION ▦

### Bachelor of Engineering (BE)
Shri Shankaracharya Engineering College, Bhilai
(SSEC) Graduated 2017

## PROFESSIONAL PROFILE ▦

### Project #1:

**Client** : Banking & Microfinance Project
**Role** : Developer
**Technology** : Salesforce Customization, Apex, Trigger, Test class.
**Team Size** : 9
**Description** : This project related to Banking client (Microfinance and Small Bank), Salesforce.com is used for customer onboarding for banking and for processing different types of loans for microfinance and is integrated with different external systems.

**Responsibilities:**

★ Analysis and estimation of business requirements.

★ Developed Apex controller classes, Triggers, Batch Classes, unit test classes to support the custom functionality.

★ Salesforce CRM Customization – Validation, Workflows, Record types, Page layout, roles, profiles.

★ Worked on data migration using Data Loader and Workbench.

★ Involved in regular client calls to retrieve and clarify requirements

★ Developing the script which interacts with the backend application.

★ Taking care of administration and development of the whole application.

★ Unit Testing.

★ Preparation of Deployment Checklist and Deployment to Production.

### Project #2:

**Client** : One of the Preferred Financing Company
**Role** : Developer
**Technology** : Salesforce Customization, Apex, Trigger, Test class.
**Team Size** : 5
**Description** : Project was related to the Financing Company, which involved supporting the existing application and enhancing the existing application.

**Responsibilities:**

★ Designing of custom objects, apps, custom fields, custom Tabs, custom reports, Dashboards

and various other components as per the client and application requirements.

★ Analysis and estimation of business requirements.

★ Building of Lightning Components and making the UI effective.

★ Involved in regular client calls to retrieve and clarify requirements.

★ Taking care of administration and development of the application.

★ Deploying apex classes, triggers from test environment to production using change set.

★ Unit Testing.

## Project #3: Sales Cloud

**Client** : One of the dairy firm Organisation.
**Role** : Developer
**Technology** : Salesforce Customization, Apex, Trigger, Test class, Batch Class
**Team Size** : 5
   **Description** : The main objective is to implement the Sales process, and enhance their lead
                    conversion process and design community.

**Responsibilities:**

★ Analysis and estimation of business requirements.

★ Creating Roles, Profiles, Validation Rules, Page Layouts, Process builder, Workflow Alerts and Actions for implementing complex business process automations.

★ Created Lightning Aura Components.

★ Involved in regular client calls to retrieve and clarify requirements

★ Unit Testing.

## Project #4: Service Cloud

★ Increased the Productivity of Service Agents by around 40% in Attending the Customer Queries via CTI (Ameyo) / Auto Dialers and Salesforce SPA Implementations.

★ Design/Implemented the Asynchronous Integration Framework (Configurable Solution) to ease the flow of Data between Source Systems and Salesforce.

★ Formulated and Implemented the Best Practice Approach for Application Development, Integrations with respect to Salesforce CRM (Integration Frameworks, Error Handling Frameworks.

## Achievements

★ Done Vocational Training at SEED IT,Bhilai.

★ Winner of the chess championship at college.

**PersonalDetails**

**Date of Birth** : 11 - January - 1996
**Language known** : English, Hindi **Hobbies**
                         : Playing Chess,Dancing
**Permanent Address** : Hno 17,16$^h$ Main, 1$^{st}$ Cross Street, BTM Stage 2, Bengaluru, Karnataka -

**Declaration**

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

*(Suyogya Jain)*