**K.M.S Surya Satish**

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**Summary:**

* Having around **3 years** of total IT experience (**1 year in vlocity and 2 years in Salesforce development)**
* Hands on experience in Omniscript, Integration Procedures, Data Raptor and FlexCards.
* Created Omniscript page based on client requirement.
* Worked on salesforce configuration, customization, data loading and deployment activities.
* Have great interest in learning new things and explore new technologies
* Good analytical, verbal, written communication and **Interpersonal skills**.
* Ability to work on multiple tasks in the fast-paced environment independently as well as in a team.
* Good experience with **agile** development methodology.
* Involved in development, unit testing and deployment activities.
* Experienced in work tracking tools like **Jira.**

**Professional Experience:**

* Currently working as a Vlocity Developer at IINFOCOMM IT SERVICES PVT. LTD.
* Previous worked as a Salesforce Developer at IINFOCOMM IT SERVICES PVT. LTD.

**Salesforce Skills:**

* Hands on experience in Ominiscript, Integration Procedures, Data Raptor, Cards and layouts.
* Hands-on experience in the various areas of Configuration such as:
	+ Security Settings (Roles, Profiles, Permission sets and Sharing settings).
	+ Validation Rules, Formula Fields, Rollup Summary fields, Record Types and Page layouts.
	+ Workflows, Process builder and Approval Process.
	+ Web-to-lead, Web-to-Case, Assignment rules, Auto response rules and lead Conversion.
* Experience in multiple areas of Customization such as:
	+ Apex classes, Triggers, DML operations, SOQL and SOSL queries.
	+ Asynchronous Apex such as Future methods, Batch Apex, Schedule Apex.

**Education Summary:**

* Class X (2013) – Jothi Vidyalaya high school. AP – 7.3GPA%
* Class XII (2015) - Sri Chaitanya Junior – 60.04%
* Degree , BBA (2019) – Nalanda degree college – 61%

**Project Experience:**

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| **Project -1** | **:** | **Telia ADM CC Transition** |  | **A picture containing text, clipart, vector graphics  Description automatically generated** |
| **Client** | **:** | **Telia** |  |  |
| **Role** | **:** | **Vlocity Developer** |  | **Team size: 5** |

**Description:**Telia Company AB is a Swedish multinational telecommunications company and mobile network operator present in Sweden, Finland, Norway, Denmark, Lithuania, Latvia and Estonia. It also runs an international IP backbone network which is ranked number two in the world through Telia Carrier.

**Responsibilities:**

* Involved in calls with Architect and BA for any Technical and functional concerns.
* Responsible for completing tasks on the user stories assigned to me on time.
* Establishing new customer journeys per the requirement with Omni Scripts.
* Integrated with external systems to get required information with Integration procedures
* Handled complex logic for recharge plans based on parameters related to customer information
* Closely worked with Customer and involved in daily stand-up calls.
* Worked on stories related to Configuration namely reports, workflows, process builders, email templates as well as customization namely apex classes and test classes.
* Participated in customer empowerment journey.

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| **Project -2** | **:** | **American Cancer Society** |  |  |
| **Client** | **:** | **American Cancer Society, US** |  |  |
| **Role** | **:** | **Salesforce Developer** |  | **Team size : 4** |

**Description:**The ACS system to capture and track multiple types of ACS CAN customers e.g., Donors (members and non-members), Volunteers and Action Takers. It is used for capturing and maintaining support details for an account that identifies key stakeholders, such as executives associated to the account, their role within the organization, and contact information. The system has the ability to document, store, and distribute event management best practices to both internal and external individuals.

**Responsibilities:**

* Worked on User Stories, Tasks and Issues.
* Closely worked with Customer and involved in daily stand-up calls.
* Worked on Salesforce OOB Functionalities and Customization via Apex.
* Worked on Business Automation Process like Approval Process, Process Builder, Workflows and Visual Flows.
* Responsible for completing the user stories assigned to me
* Involved in calls with Architect and BA for any Technical and functional concerns.
* Worked on user creation, object and field creation, role hierarchy, profiles and permissions, user groups creation.

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