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Experience Summary

- Over 5.6 years of experience in the field of Information Technology, with a strong focus on Salesforce.com (SFDC).
- Proficient in the configuration and customization of SalesForce.com features.
- Skilled in building applications using Sales Cloud and Service Cloud.
- Experienced in developing applications using Lightning Experience.
- Proficient in developing Lightning Components using Aura Framework.
- Experienced in creating lightning record pages using Lightning App Builder.
- Proficient in web development using Lightning Web Components (LWC) and JavaScript.
- Skilled in writing JavaScript functions for LWC components.
- Proficient in utilizing Lightning data services and Lightning message services.
- Experienced in using LWC decorators and possessing a deep understanding of LWC life cycle hooks.
- Extensive experience in SFDC development using Apex classes and Triggers, Visualforce, Apex Test Methods, Visualforce Pages, and Force.com IDE.
- Proficient in writing Asynchronous Apex, including Batch Apex, Scheduler Apex, Queueable Apex, and Future methods based on business requirements.
- Strong command of SOQL and SOSL for data retrieval and manipulation.
- Proficient in utilizing JavaScript in Visualforce pages and Lightning Aura components.
- Skilled in building public Sites and Communities.
- Able to analyze business requirements and design logical data models accordingly.
- Proficient in configuring and maintaining User Security Permissions to align with organizational needs.
- Expertise in designing Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation.
- Experienced in resolving issues at various levels, including L1, L2, L3, and critical issues.
- Prior experience as a Support Engineer.
- Proficient in SFDC Administrative tasks such as creating Profiles, Roles, Users, Page Layouts, Record types, and assigning different page layouts to different users.
- Expertise in analyzing business requirements and converting them into Salesforce custom objects, lookup relationships, junction objects, and master-detail relationships.
- Skilled in querying Salesforce.com databases using SOQL & SOSL queries via Force.com Explorer.

- Experienced in data migration from legacy systems to Salesforce using tools like Apex Data Loader and Import Wizard.
- Proficient in deployment tools such as Change Sets and Workbench.
- Skilled in generating Reports and Dashboards to meet business requirements.
- Successfully delivered projects on schedule, providing post-implementation and maintenance support to technical teams and clients.
- Strong understanding of object-oriented methodologies.
- Implemented Automated business processes using Workflow Rules.
- Proficient in creating reports and dashboards tailored to client requirements.
- Skilled in configuring users, profiles, roles, and permissions to meet business needs.
- Experienced in data migration tools like Data Loader, Dataloader.io, and Workbench.
- Familiar with version control systems such as GitHub, continuous integration tools like Jenkins, and build automation using Ant.

Skills

CRM	Salesforce CRM
Operating System	Windows Family
Tools /DB/Packages	Force.com, Data Loader
Programming Languages	Apex Triggers, Apex Classes, Custom controllers & extensions, Code optimization
Scripting Languages	VisualForce, JavaScript
Education & Credentials	B.Tech (Electronics and communication Engineering) from AVN Institute of Engineering & Technology-JNTUH-2013. M.Tech (VLSI & Embedded Systems) from ST.Mary's Institute of Engineering & Technology-JNTUH-2018.

Career Experience

- Currently working as Software Engineer in Vivid Open Access Pvt.Ltd Hyderabad

Technical Skills

- Languages : C language, APEX(Sales Force), Visual force, Lightning Components
- Tools : APEX Data loader, Changeset ,AutoRABIT, Copado.

Project Details

Project 1

Project Name	DELL International	Team Size	12
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Start Date	July 2022	End Date	Till Date
Description	The main purpose of the project is to onboard the USA Military partner to DELL and store their information into a database. Focus is mainly on providing seamless customer relationships between Dell and the USA military. In this process, work mainly involved creating reports, dashboards, configuring system security based on roles, profiles, creating flows, triggers, approval processes to automate several processes and building aura components.		
Role & Contribution	<ul style="list-style-type: none"> • Involved in Requirement gathering. • Created objects, record types, page layouts, formula fields, Email to case. • Worked on Event Monitoring. • Created Apex classes and Triggers. • Created flows using Workflows and Process Builder. • Involved in Building applications using Aura framework. 		

Project 2

Project Name	Philips	Team Size	8
Start Date	December 2020	End Date	May 2022
Description	<p>OneEMS is a healthcare app. In the oneEMS console cases are created by the agent when a customer faces any issues in the product. In oneEMS console, cases are created and the details like accounts (hospitals), contacts (customers), event type, service type, and product are captured. The case console page comprises a header to help the agents to have a quick view of the updates of the current case. Also it has the customized case and asset details on the left and support coverage flags on the right side for a quick help to the agents to track the status of an existing case. This application mainly has case management. a case can be created in three ways as part of this project. Manually from Asset/Account manually a case is created. From Customer portal (Community), From SAP to Salesforce through cast iron. There are two main fields on case, Event Type and Service Type. If the Event type is "Void/error", then the case is canceled in one EMS which means the case can't be moved to SAP through cast iron. This case can't be referred to anywhere. Contractile items are populated on case. Case routing is done through a custom button "Route Case" on the case detail page. A new case escalation is</p>		

	<p>created. The escalation can be routed to the next level on click of the button "Route Escalation". Sub Case is a record type of a case and it can be created under the related list of parent Case.</p>
Role & Contribution	<ul style="list-style-type: none"> • Involved in Requirement gathering. • Created objects, record types, page layouts, formula fields, Email to case. • Worked on Event Monitoring. • created web pages using LWC components. • using Lightning data services and lightning message services. • Involved in Building applications using Aura framework. • Involved in resolving issues reported by end users. • Involved in analysis and root cause of the issue reporting by the end user. • Implemented Lightning Components, Lightning Record Pages. • Implemented business logic using Apex, SOQL and SOSL. • Implemented automation business processes using Process Builder and triggers. • Worked on case routing functionality • Worked on case escalation functionality • Involved in writing Apex classes and test classes • Involved Apex triggers • Involved in data modification activities (Insert/Update) through data loader • Preparing, Reviewing and Executing Test Cases. • Performed Smoke Testing, Functional Testing, Integration Testing, System Testing, Regression Testing and Compatibility Testing.

Project 3

Project Name	Fortis Healthcare	Team Size	8
Start Date	September 2019	End Date	November 2020
Description	<p>The main aim of this project is to generate leads and create mutual understanding for the organization, whatever the area in which there is a potentiality which can help you to increase the business like finding the doctors, clinics, Ambulance services, Pharmacy, NRI sales, Diagnosis centers, Clubs etc. And this project is extended with creating committees for the VIP customers i.e. Critical illness people will take the membership from the hospitals. With this approach the person can simply login to the</p>		

	portal and consult the referred doctor online. The administrative functionality also includes billing details like Insurances etc.
Role & Contribution	<ul style="list-style-type: none"> • Analyzed existing process to understand the flow and impacts • Involved more on creation of custom visual force pages. • Apex controllers to sort the data based on a given field. • Involved in applying the pagination functionality. • Involved in creating custom objects like doctors, tour plan, daily call report, payment, activity planner. • Admin part also includes creation of fields approval process, field update actions. • Involved in REST API services to send outbound messages. • Creating Visual force Pages, Apex Classes and Triggers.

Project 4

Project Name	Customer Portal	Team Size	8
Start Date	April 2018	End Date	August 2019
Description	<p>Customer provides technology for electronic payment transactions and value-added services at the point-of-sale.</p> <p>Client wanted to enable a Merchant Portal which had an "E-Commerce" like functionalities which would allow their Merchants to order Devices for their business or customers.</p>		
Role & Contribution	<ul style="list-style-type: none"> • Involved in the design of the application. • Designed and deployed the validation rules, Page layouts, Custom tabs, • Record types and Visual Force Pages to suit the needs of the application. • Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. • Involved in Project meetings, Weekly Status meetings. 		

(Suresh vannaldesi)