**Suraj Sood**

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| Career Objectives |

* To pursue a challenging career in IT & cloud computing to commensurate with my technical expertise and analytical skills.
* To utilize my skills to the maximum potential and contribute positively for the growth of the organization.
* To build competency as technical/functional expert and attain a level where I am able to strategize and provide solutions by understanding needs of the customers and successfully execute the projects by leading teams.
* To work with clients directly and develop a healthy professional relationship, which eventually will benefit the company I am working for.

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| Profile Summary |

* Over 6 years of professional experience in I.T consultation, development, testing & support, with 2.5 years of experience in Salesforce CRM as Developer/Admin.
* Exceptional experience in Salesforce Architecture, Design and Development.
* Proficient in Salesforce developer toolkit including Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, Web Services.
* Thorough knowledge of data management, SQL and RDBMS technologies.
* Experience in creating custom Force.com applications and integrating existing web apps with Salesforce.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
* Proficient in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Work flows, Validation Rule, Reports, Dashboards, Tasks and actions.
* Experience in Data migration using Import Wizard and Apex Dataloader.
* Solid understanding of Integrated Development Environments such as Eclipse and developer console.
* Extensive knowledge of Salesforce.com processes such as Sales, Marketing, Customer Service and Customer Support.
* Proficiency in object oriented languages like Java, JSP, Servlets etc.
* Experience in web technologies such as HTML, XML, CSS, JSP, Java Script.
* Expert in PL/SQL.
* Sound knowledge in ETF, MVC and JRules Architecture and Framework.
* Software development, Requirement Analysis, Detailed Design, Software Development, Code walkthrough, Integration Testing, System Testing, Documentation, Support.
* Very good experience in directly interacting with clients and maintaining a healthy professional relation.
* Proficient in function point analysis.
* Having sound knowledge of SDLC processes.

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| Professional Experience |

* Senior Software Engineer, AMBER ROAD S/W (FEB 2012 – Till Date)
* Application Developer, IBM INDIA PVT. LTD (MAR 2010 – JAN 2012)
* Systems Engineer, INFOSYS (SEPT 2007 – MAR 2010)

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| Technical Skills |

* **Programming Skills:** APEX, JAVA, C++, Concepts of C, PL/SQL.
* **Force.com:** Apex, Visulaforce pages, SOQL, SOSL, Triggers, test classes
* **Database:** SQL, ORACLE
* **Web Tools:** HTML, XML, JSP, JAVASCRIPT, UNIX.
* **CRM Tool :** Salesforce, ClearQuest
* **Defect Tracking Tool :** ClearQuest, Bugzilla
* **Requirement Traceability Tool:** RequisitePro.
* **Time and Cost Estimation Tool :** EDR
* **Function Point Analysis Tool :** FP (Internal tool)
* **SFDC Tools:** Data Loader, Connect Offline, SalesForce to SalesForce, Apex Explorer, Force.Com, Apex Custom Controllers and Extension, Apex triggers, S-controls, SOQL, SOSL, Ajax Toolkit, packaging and migrations, Force.com IDE (Eclipse).
* **App Servers:** Weblogic, Websphere
* **Testing** : Junit Framework, Jmeter
* **Development Tools:** Eclipse, WBM Modeller, Toad, Putty, SQL Developer.
* **Operating Systems:** Windows 9X, XP, 2000, Vista.

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| Significant Projects & Clients |

**Amber Road** FEB 2012 – Till Date

**Project #1: Trade Automation (TA)**

**Period:** Feb 2012 to Till Date

**Role:** Technical Consultant, Developer, Tester and Support.

### Technologies: Java, Unix, Apex, Visualforce pages, PL/SQL, [Informatica Cloud Data Loader](http://www.informaticacloud.com/products/cloud-services/data-loader-service.html).

**Project description:** The Trade Automation (TA) application provides an end to end solution for global trade management. The application modules consist of product import, export, screening, documentation etc. The application offers a wide range of On demand solutions like Export On Demand, Restricted Party Screening, Trade Planner, Supply Chain Visibility, Trade License determination etc. Global Trade Management software platform is comprised of solutions to automate and manage business processes for import, export, global logistics and trade agreements. By taking a holistic, integrated approach to global trade, Amber Road accelerates the movement of goods across international borders, enhances compliance and reduces global supply chain costs.

**Client:** GE Healthcare, Infineon, Walmart, Apple, Agilent

**Project #2: SP PO Management – Supplier Purchase Order Management**

**Period:** April 2012 to May 2013

**Role:** Business Analyst, Technical Consultant, Developer and Tester.

**Technologies:** Java, Apex, Visualforce.

**Project description:** The Supplier PO Management application tracks the order from the stage when the purchase order has been created till the order has been invoiced for.

**Client:** Leggett & Platt

**Project #3: Supply Chain Visibility (SCV)**

**Period:** Jul 2012 to Feb 2013

**Role:** Business Analyst, Developer, Tester and Support.

**Technologies:** Java, EDI

**Project description:** SCV is a B2B application that tracks products order for from when it is dispatched to delivered.

**Client:** Infineon, Apple, Honeywell, Fruit & Loom.

**Project #4: Case Management System using Salesforce**

**Period:** Mar 2012 to Till Date

**Role:** Salesforce Admin, Analyst.

**Technologies:** Force.com, Apex, Visualforce, DataLoader.

**Project description:** Amber Road uses Salesforce as CRM tool. I was part of the Salesforce functional and development team for developing the functionality. Salesforce is used for case management, project tracking, requirements tracking, issues and enhancement tracking.

**Client:** Internal Company Project

**Project #5: Hiring Solutions Application using Salesforce**

**Period:** May 2013 to Nov 2013

**Role:** Requirements Gathering, SFDC Developer and Tester.

**Technologies:** Force.com, Apex, Visualforce, DataLoader.

**Project description:** Created an Application in Salesforce for internal company hiring. Application is designed based on the current hiring needs of the company. Created Positions to be hired, Custom objects to reflect candidates, job applications also job posting on several employment websites. Created users, profiles, roles, permission sets and worked on security and sharing to make the application fully fledged.

**Client:** Internal Company Project

**Following are the Roles & responsibilities performed in above mentioned projects**

**GTM**

* Directly communicating with clients for projects requirements.
* Involved in development, testing and implementation of the functionality.
* Providing implementation support for the Global Trade Management (GTM) products to the clients post-delivery.
* Capturing, developing, testing and implementing enhancement requirements and at client side.
* Developing Enhancements Requested by Customer.
* Analyzing issues reported, performing root cause analysis of the issues, suggesting workaround, providing fixes.
* Preparing the product design from the requirements and reviewing the same with the Product Management and customer.
* Reviewing the design with the development, testing teams and baseline the design.
* Working as a functional consultant for the trade management applications.
* Application Owner for the main product Trade Automation.
* Providing training to the other teams.

**Salesforce**

* Created custom apps and custom objects.
* Created record type, page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Customized standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client’s need.
* Performed data migration from ACT, Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard.
* Generated and analyzed custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators.
* Developed process enhancements through automations including Workflow, Approval Processes, and Escalation Rules.
* Performed Requirement gathering and prepared HLD.
* Developed the functionality using Java technologies.
* Provided implementation and support for the Global Trade Management (GTM) products and Supply Chain Visibility (SCV) to the clients post-delivery.
* Analyzed and resolved complicated production issues reported.

**IBM** APR 2010 – OCT 20111

**Project #1:** Common Test Platform (CTP)

**Period:** May 2010 to Oct 2011

**Role:** Application Developer, Tester, Support and Maintenance.

**Technologies:** Java, PL/SQL, Salesforce CRM

**Project description:** The application provides an end to end testing platform for the client. The application is divided into three subsystems - REQUEST MANAGEMENT, RULES and AGENT. The request management takes care of getting the request from the client validating it and then parsing it for further use. The types of requests excepted by the system are xml, web service and through a GUI interface.

**Client:** AT&T

**Following are the Roles & responsibilities performed in above project**

* Requirement gathering and preparing HLD.
* Worked as a Developer in the RULES subsystem.
* Participated in project requirement gathering which are purely business requirements are provided by the client. Prepared application design from the requirements to meet the business needs. The business requirements gathered had to be first converted to the functional requirements and then to the application design.
* Preparing high level design document and the application interface document to integrate the business between different interfaces.
* Analyzing the Business Requirement with the client and the end customers.
* Prepared Detailed Technical Design and Developed Code for the functionality using Java/J2EE technologies.
* Handled HLD preparation, Test case designing and Software development design.
* Developing the code for HLD.
* Performed Unit testing, Integration Testing, System Testing, UAT,
* Provided Support and Maintenance for the Application.
* Have been involved in time and cost estimation and function point analysis of a project.
* I proved to be a SME (Subject Matter Expert) and was given the opportunity to lead a team of 2-3 members, where I have provided trainings on the applications, tools and processes. I was also responsible for tracking the progress and the updates of projects that I was leading.
* Delivered new and complex high quality solutions to clients in response to varying business requirements.
* Managed project scope, planning, tracking and change control.
* Responsible for effective communication between the project team and the customer.
* Analyzed the defects and perform root cause analysis and providing solutions.
* Coordinated with Program Architecture Team to resolve design and architecture issues in the middle of SDLC.
* Point of Contact for client and IBM higher management during all the phases of project like Requirement, Design, ST ( System Testing), JST (Joint System Testing) , UAT ( User Acceptance Testing) , UCT ( User Certified Testing)
* Used Requirement Management Tool, Clear Quest Tool and Quality Center Tool to support all the phases of project life cycle
* Used Salesforce CRM for tracking projects, Enhancement requests, Issues and related bugs.
* Reviewed Functional Test Cases and Test plans with the project testing team and also responsible for base lining the Test Cases and Test Plans for the project.

**INFOSYS** NOV 2007 – MAR 20101

**Project #1:** Apple Retail - iReserve

**Period:** June 2009 to March 2010

**Role:** Application Developer, Tester.

**Technologies:** Java, Webobjects, PL/SQL, Struts, Jboss.

**Project description:** This is a web development project for Apple sales. The website includes the facility to reserve the products by adding to the shopping cart. Once the products are reserved, the user can choose a pickup date and time. Inventory management logic is implemented.

**Client:** Apple

**Project #2:** L2O Migration.

**Period:** Jun 2009 to Aug 2009

**Role:** Application Developer, DBA, Testing and maintenance.

**Technologies:** Java, PL/SQL, Struts, Jboss.

**Project description:** This is an internal website for Cisco developers. A Client server architecture application. The task was to provide some enhancements and migrate the database. Java struts with jsp were used to develop the application. Toad was used to work with the database.

**Client:** Cisco

**Project #3:** Software Depot

**Period:** Oct 2008 to May2009

**Role:** Application Developer, DBA, Testing and maintenance.

**Technologies:** Java, PL/SQL, Struts, Jboss, Webobjects.

**Project description:** The name of the application was Software Depot. Client server architecture was used. Tool called buildIT was used for testing the xmls. It is an Apple specific tool. The task was of performance tuning and new enhancements on the server side. The updating of all the tools and software used for development was done using this application. My role was of a developer, worked on migration of request parsing. Also had a good experience of code deployment and testing. Good experience in direct interaction with client.

**Client:** Apple

**Project #3:** Apple Sales training Online (ASTO)

**Period:** Mar 2008 to Sep 2008

**Role:** Application Developer, DBA, Testing and maintenance.

**Technologies:** Java, PL/SQL, Struts, Jboss, Webobjects.

**Project description:** The application is used for the online training and assessment of the Apple employees. There is a facility to upload new courses for the administrators which will be taken by the employees. The provision to take online quiz is also provided.

Apple web designing project. Apple specific tool called web object was used for development of the application. The project was to provide performance tuning and new enhancements.

**Client:** Apple

**Following are the Roles & responsibilities performed in above projects:**

* Developed code as per the customer requirements used Core Java and Pl/Sql to build the applications, JDBC, Java Server Pages, Oracle, Unix, Xml. Java Script, Json, Ajax and UML.
* Was involved in Support, Maintenance and Testing activates.
* Deployed the application build to the server.
* Prepared test cases specifications for product releases.
* Tracked error-reports and provided bug fixes for the product.
* Involved in root cause analysis of product defects.
* Performed Code walkthrough, Unit Testing, Integration Testing, System Testing and UAT.
* Gained good domain knowledge in Retail Domain.
* Worked on apple specific framework called WebObjects.
* Was part of Software development, Requirement Analysis, Detailed Design, Code walkthrough, Integration Testing, System Testing, Documentation and application support.
* Worked in all phases of SDLC and gained a sound knowledge of SDLC processes.

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| Domains worked on |

## Supply Chain Visibility (SCV)

## Logistics

## Global Trade Management (GTM)

## Retail

## Telecom

## Healthcare

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| Scholastics |

**Bachelor of Technology** in Electronics & Communication from Himachal Pradesh University. According to **ACS** assessment it is equivalent to **AQF Bachelor degree with major in Computer Science.**

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| Key Accomplishments |

* Promoted to role of Senior Software Engineer for my consistent performance as a developer and excellent client management skills.
* Received awards and appreciations in Amber Road S/W Pvt. Ltd. for providing Salesforce solutions.
* Acting as team lead and leading a team of 4 members currently.
* SME for the projects I handled in IBM, received cash awards from IBM and appreciations from client AT&T.
* Provided Salesforce Admin and Development trainings to US an offshore team.
* Got appreciation and was tagged as Best Fresher in Infosys.

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| Certificates / Trainings |

* **Salesforce Dev 401** certified.
* Undergone training in **Salesforce Admin** and **Development** modules.
* Undergone **Function Point Analysis** training, **Time and effort estimation** training **RequisitePro** (Requirement Tracking Tool) Training, **ClearQuest** (Defect tracking tool) training in IBM.
* Got trained on Jrules a java framework in IBM.
* Have undergone 5 months of intense training on Java, J2EE and SDLC with Infosys Technologies Pvt. Ltd.
* Got trained on SQL, Oracle in Infosys.

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| Competencies |

* Excellent communication and presentation skills.
* Organized and well-structured at work.
* Excellent and team player and problem solver.
* Independent, Innovative and self-motivated.
* Committed to deadlines and schedules.
* Well aware of SDLC processes.
* Excellent in communicating and handling clients.

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| Additional Information |

**Date of birth:** 06th February 1985

**Status:** Single