SUDARSHAN N B

Salesforce Developer

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SUMMARY

Dynamic Salesforce Developer with 3.5+ years of experience delivering customized solutions using Apex, Visualforce, LWC, OmniStudio, and integrations. A strong communicator and collaborator with proven team leadership and management skills, adept at optimizing processes, enhancing user experience, and translating business needs into impactful technical solutions.

SKILLS

Sales Cloud, Service Cloud, Synchronous and Asynchronous Apex, Lightning Web Components (LWC), Aura, Visualforce, Webservices - REST & SOAP, Salesforce Integration, Lightning Flows, Automotive Cloud, Omnistudio, Einstein Bot, Salesforce Administration, Reports and Dashboards

WORK EXPERIENCE

Salesforce Developer, Cloud Odyssey IT Solutions   **Feb 2023 - Present**

- Demonstrated advanced proficiency in Salesforce Administration, Development, Lightning Web Components (LWC), and Apex, delivering innovative and scalable solutions for complex business needs.
- Crafted tailored REST APIs, Visualforce pages, and LWCs, while specializing in integrating Salesforce with third-party platforms like mobile apps, Razorpay, Ameyo, Calendly, and India Mart, ensuring seamless and efficient operations.
- Led a team to enhance customer support by managing case workflows in Service Cloud and implementing web and WhatsApp chatbots for streamlined interactions.
- Spearheaded the CRM rollout for an electric scooter manufacturer using Automotive Cloud, optimizing order management, inventory, and vehicle servicing while overseeing the complete development lifecycle.

Associate Software Engineer, V2Solutions   **June 2021 - Jan 2023**

- Designed and implemented Reports and Dashboards, Web-to-Lead, Email-to-Case, Salesforce Security, and Custom Solutions, leveraging both synchronous and asynchronous Apex to streamline operations and ensure business continuity.
- Developed and customized Experience Sites, enhancing standard templates with bespoke CSS, elevating user engagement and visual appeal.
- Leveraged JIRA software within an Agile methodology, fostering seamless collaboration and efficient project execution.
- Mastered deployment tools such as VS Code, Workbench, and Change Sets, alongside proficient use of data migration tools like Data Loader, Salesforce Inspector, Workbench, and Data Import Wizard to ensure accurate and efficient system transitions.

CERTIFICATES

- Salesforce Certified Platform Developer I
- Salesforce Certified AI Associate
- Salesforce Certified AI Specialist

ACHIEVEMENTS & AWARDS

- **Spotlight Award** - FY24 Q1, Cloud Odyssey IT Solutions
- **Star Performer Award** - FY23 Q2, Cloud Odyssey IT Solutions
- **Team Award** - FY23 Q2, Cloud Odyssey IT Solutions

PROJECTS

VOUCHAGRAM, Tech Lead/Senior Salesforce Developer ↗   **OCT 2024 - Present**

The Vouchagram project implemented Salesforce Service Cloud to streamline customer service by integrating data sources, social media, and CTI systems. Key features include LWC components, REST APIs, and chatbots on web and WhatsApp, enhancing case management and customer engagement.

- Led the Vouchagram project, a Salesforce Service Cloud implementation focused on enhancing customer service by integrating multiple data sources and communication channels for a unified agent experience.
- Developed LWC components and REST APIs for case creation and comment management, enhancing data visualization and case tracking by 25%.
- Streamlined case management by integrating social media for customer comments and configuring Ozonetel CTI for efficient call handling.
- Built chatbots for web and WhatsApp with live chat support, boosting customer engagement by 35% and reducing response times by 20%.

OREL CORPORATION, Senior Salesforce Developer   ↗   **July 2024 - Oct 2024**

Orel, an electronics item manufacturer based in Sri Lanka, purchased the Consumer Goods Cloud for CRM implementation.

- Modified the CG Cloud mobile application by editing XML files to meet the specific needs of field sales representatives, improving app performance and usability.
- Managed end-to-end deployments to production, creating deployment packages and uploading them to the production environment, ensuring smooth and error-free deployments.
- Built batch classes to retrieve and upload data to the Inventory Management System and implemented stock audit functionality with customized PDF and Excel reports, improving data upload efficiency by 30% and enhancing inventory tracking and reporting accuracy by 25%.

RIDE RIVER, Tech Lead/ Senior Salesforce Developer   ↗   **Sep 2023 - July 2024**

Ride River, an electric vehicle manufacturing company, leveraged Salesforce Automotive Cloud to transform its order and service management processes.

- Led the team to design and implement dealership management, inventory control, sales automation, and service management solutions, streamlining operations and enhancing scalability.
- Developed custom REST APIs to integrate Salesforce with the Ride River mobile app and website, enabling real-time synchronization of order and service data, cutting data processing time by 40%.
- Built an Experience Cloud portal for dealers, providing a centralized platform to manage sales and service operations effectively.
- Migrated legacy data, including historical orders and service records, to Salesforce using tools like Data Loader and Workbench, ensuring high data accuracy.
- Implemented custom notifications and feedback surveys using Flows and Email Templates, improving customer engagement and satisfaction scores by 20%.

KLAY SCHOOL, Senior Salesforce Developer   ↗   **May 2023 - Oct 2023**

KLAY Schools, a prominent chain of preparatory schools and daycare services, partnered with us to optimize their Salesforce system for the Bangalore unit. Affiliated with Founding Years, they provide education to preschoolers aged 1-10 years.

- Designed lead assignment rules to intelligently route leads from various sources like Facebook forms, websites, and landing pages to the appropriate centers based on geographic locations, ensuring efficient lead management.
- Developed custom REST APIs in Apex for lead retrieval from ReferralYogi and implemented a web hook to capture Razorpay payment responses, improving lead acquisition efficiency and streamlining financial data management by 30%.
- Integrated Ameyo, a call center software, enabling the smooth upload of lead phone numbers for improved autodial functionality and enhanced communication efficiency.

EDUCATION

Bachelor or Engineering (Electronics and Communication Engineering)　Jun 2017 - Jun 2021
Mangalore Institute Of Technology and Engineering, Moodabidri
CGPA: 8.6

Pre University (12th) (Science)　Jul 2015 - May 2017
SDM PU College, Ujire
Percentage: 90.17

SSLC/Matriculation (10th)　Aug 2014 - April 2015
M.D.M.R.S Machina
Percentage: 94.08

LEADERSHIP AND INITIATIVES

- Mentored and guided new interns, fostering their professional growth and ensuring seamless integration into the team.
- Spearheaded the development of a Salesforce code quality analyzer, enhancing code standards and streamlining development practices.
- Successfully led the Rideriver project from inception to completion, ensuring timely delivery and alignment with business objectives.
- Currently driving the Vouchagram project as a lead, overseeing critical deliverables and ensuring its success through strategic planning and execution.
- Proactively supported three critical projects during periods of resource constraints, delivering high-quality outcomes and receiving positive feedback from stakeholders for exceptional performance.