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| **Suresh K** |
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**Experience Summary**

* 4 years of experience in delivering several Force.com applications
* 2 years of experience as a Salesforce.com Development Lead
* Certified Force.com developer (DEV 401)
* 1 year of experience in Web development using PHP
* Strong expertise in gap analysis between client requirements and Force.com platform features
* Strong expertise in integrating Salesforce with external APIs and web services
* Expert-level knowledge in managing Apex governor limits
* Extensive experience with Application Security review, particularly hybrid managed packages
* Delivered "OpenQ Engage for Salesforce" managed package. Involved in design and security review phases of the following packages : Clickatell, Rocketseed, RPost
* Lead 3 Force.com Sites implementations: SWE, IRN, NCQA

**Technologies**

**Salesforce.com Configuration:** Profiles and Roles, Sharing Settings, Workflows, Lead and Case assignment Rules, Reports and Dashboards.

**Salesforce.com Development:** Managed packaging, Application Security review, Apex triggers, Apex schedulers and Batch processes, Apex classes, Visualforce pages, Apex Web services and Apex callouts, Working around Apex governor limits

**Salesforce.com Tools:** Apex Data Loader (Data loads and scheduled integration), Apex Explorer, Force.com IDE

**Appexchange Products**

**OpenQ Engage for Salesforce**

**URL: https://appexchange.salesforce.com/listingDetail?listingId=a0N300000059JYLEA2**

Designed and developed managed package to allow OpenQ's Salesforce customers to discover, plan and collaborate with critical medical networks.

* SOAP callouts to web services defined in DRP (OpenQ's Data Store) for pulling the categorized Key Opinion Leader data in Salesforce
* Develop Visualforce inline page with tabbed display of Contact data
* Built Apex web service to create shell Contact records
* Designed and built SSO into OpenQ's Java application from Salesforce
* Application Security review and Appexchange listing

**RPost Registered Email Service**

**URL:** [**https://appexchange.salesforce.com/listingDetail?listingId=a0N3000000B4QOPEA3**](https://appexchange.salesforce.com/listingDetail?listingId=a0N3000000B4QOPEA3)

This app allows the user to Track and Prove email delivery with court-admissible records.

Analyzed and refactored the Email2Case dependent functionality of the package to be dynamic so that it would work in Professional Edition orgs as well. Involved in getting the app pass Security review and listing in AppExchange.

***Roles and responsibilities: Managed packaging expertise, Service Cloud***

**Force.com Development Projects**

**Society of Wine Educators (May 2012-Feb 2013)**

**URL: http://www.societyofwineeducators.org**

SWE is a non-profit educational organization which offers professional wine education and certification. Softsquare’s partner Aptaria developed a mini e-commerce portal using Force.com Sites technology for their clients and individuals to purchase products like Study Guide, Wine Fault Kits as well as features like Membership, Attendance Credit etc.,

* Designed Product Pricing model using custom Product, PriceBook, PriceBookEntry objects
* Developed integration with Authorize.net payment gateway to charge orders using credit card
* Developed and configured site template using custom HTML/CSS styles
* Developed Product Catalogue page and mini shopping cart to place orders.
* Developed Visualforce pages to register for Exams and view results.
* Configured Force.com Sites and Web authenticated User license
* Developed logic to render different pages based on user role such as group admin

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**Instant Response Network (Dec 2011 - Apr 2012)**

Instant Response Network is a non-profit organization for helping with care of mentally/physically disabled persons. Softsquare’s partner Aptaria built an online portal using Force.com sites so that users of IRN can register and send text message (SMS) alerts in case of emergency

* Developed integration with Authorize.net payment gateway to store and charge credit card.
* Developed logic to do recurring payments
* Developed and configured site template using custom HTML/CSS styles
* Developed Visualforce pages to register At Risk Individuals (ARI), register emergency contacts for each ARI
* Developed integration with Twilio API for sending send text message alerts to emergency contacts when an ARI goes missing
* Implemented logic to work around the ‘10 callouts per execution’ Apex governor limit

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**INTTRA - IGR (Mar 2011 – Jun 2011)**

* Designed and developed Apex web service to feed registrations made on INTTRA's IW portal into Salesforce
* Implemented integration with external web service for address verification on Lead
* Implemented integration with IW web services on conversion of Lead into Account in Salesforce
* Developed Apex triggers to automate the integration logic

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**HealthFleet (Apr 2012 - Present)**

HealthFleet offers a technology platform for health care organizations to provide services online using the Force.com platform.

* Developed large volume of interactive Visualforce pages to serve the application requirements
* Developed multiple Apex Triggers
* Developed logic to implement business rules for discount calculation
* Configured and extended Salesforce.com Partner portal
* Implemented integration with Authorize.net payment gateway to store and charge credit card.
* Implemented integration with Amazon S3 API to upload files from Salesforce into Amazon S3 server
* Developed Apex REST web services to query and output required data in JSON format for rendering in HealthFleet's front end system

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**DISYS (May 2013 - Present)**

DISYS is an IT staffing and consulting company. Softsquare configured their Salesforce CRM and built an integration with MaxHire, a staffing management platform.

* Developed two-way integration between Salesforce and MaxHire using their APIs
* Migrated data from the legacy system into Salesforce
* Created Reports and Dashboards
* Configured Profiles and Roles
* Setup Workflow rules
* Developed Apex Schedulers and Triggers to automate the integration process

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**96miles.com (Aug 2012 - Oct 2012)**

* Implemented a Proof of Concept for integrating Apex REST web service defined in Database.com with a web portal using PHP.
* Implemented OAuth2 authentication mechanism to integrate with the REST services.
* Integrated with MadMimi API for sending emails from Database.com using Apex.

**GoClio (June 2012 - Feb 2013)**

* Built Commission Calculator to track and calculate commission for each sales rep in the system based on their performance.
* Created Reports and Dashboards to reflect the performance of Sales rep and Revenue generated on monthly basis.
* Developed a round-robin lead assignment tool that helps the System Administrator to re-assign the inactive users' lead to other users.

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**NCQA PCS (Oct 2013 - Dec 2013)**

NCQA provides accreditation services for healthcare organizations.

* Built a Web portal using Force.com Sites for NCQA customers to ask questions regarding specific Product types and comment on the answers provided from internal team. Questions posted by Customers would be registered as Cases and assigned to appropriate Queues based on custom assignment logic.
* Implemented custom dependent picklists in Visualforce pages.
* Developed Visualforce page for internal users to add Products and dependent Program types.

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**NCQA - Public Comments (Dec 2013 - Mar 2013)**

* Built a Web portal using Force.com Site that involves registration and authentication using NCQA's User Manager API.
* Developed logic to maintain session across the site Visualforce pages after authenticating through the API. Users can register and submit their feedback about the Programs using the portal.

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**NCQA - FAQ Search (Feb 2014 - Present)**

* Built an unauthenticated web portal using Force.com Site for NCQA customers to search Salesforce's Knowledge Articles.
* Developed Visualforce pages that provides controls for plain text search and advanced meta-data Search. Used Dynamic SOSL to search through the Knowledge Articles. Implemented logic to query the Data Categories setup in Knowledgebase and render them as dependent picklists for advanced search.

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**Bancorp South Insurance (June - July 2013)**

* Built a tool that would automatically export data from certain reports and email them as attachments to the configured email addresses on a periodic basis.
* Used Visualforce email templates and Visualforce components to dynamically add attachments in the email
* Extended the tool logic so that it extracts data from Visualforce page's CSV output as well

***Roles and responsibilities:*** Requirements gathering, Analysis, Design, Development and Deployment

**The Indie (theindie.biz) (Jan 2010 - Dec 2010 PHP)**

The Indie is a PHP-based Web application for independent artists and fans who like independent music. Artists can create profile and sell their songs through the application

* Built Paypal payment gateway integration. Implemented both PDT and IPN listener to handle response from Paypal.
* Built logic to authenticate using various social networks and email providers such as Facebook, Google, Yahoo, Twitter
* Integrated Javascript-based music player with logic to feed playlists into it
* Developed social network app version of the site and hosted on social networks like Facebook, Bebo, MySpace
* Integrated with Twitter API so that tweets are posted automatically based on the user's action on the web application

***Technologies:*** PHP 5.1, MySQL

**Academic Summary**

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| **Course** | **Institution** | **Examining**  **Authority** | **Period of Study** | **Percentage (%)** |
| **Bachelor of Engineering(B.E)** in**C**omputer **S**cience and **E**ngineering | J.J College of Engineering and Technology.  Tiruchirapalli Dist.  Tamil Nadu | Anna  University | 2005-2009 | **73%** |
| **H.S.L.C** | KSHSS, Erode Dist.  Tamil Nadu | State Board | 2004-2005 | **91.6%** |
| **S.S.L.C** | KSHSS, Erode Dist.  Tamil Nadu | State Board | 2002-2003 | **91%** |