

Sundeep D

Salesforce Consultant

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Result-oriented IT professional having over 13 years of experience in IT with around 8+ years of experience on Salesforce cloud platform as Salesforce Consultant/Administrator and 5 years of experience as application developer on Microsoft Technologies (VC++/MFC). Expertise in landscaping data migrations, Integrations and handling Large Data Volumes in Salesforce.

PROFESSIONAL SUMMARY

- Worked on domains such as Banking & Financial, Transportation, Product development, Technology.
- Worked in multiple SDLC implementation with experience in Requirement Analysis, functional and technical Design.
- Implemented and delivered projects under Agile Development Environment and Test-Driven Environments with large and small Team Project. Build data-model based on functional requirements.
- Ability to effectively map business requirements to software requirements and emerge with an effective and highly scalable solutions.
- Ability to qualitatively and quantitatively assess both business and technology challenges.
- Expertise in Salesforce Setup activities, Configuration, Administration, Customization, Mapping, Data Migration and Integration of Salesforce.com applications and good experience in Lightning.
- Expert Knowledge of Salesforce configuration and platform capabilities.
- Hands on experience on Salesforce Sales and Service Cloud platform.
- Expertise in setting up omni-channel and routing work items using capacity based and skill-based rules.
- Expertise in handling LDV using Async processing, Skinny tables, Custom indexes, chained Batch Apex and Queueable Apex.
- Expertise in integrating Salesforce with other on-premises as well as with other Cloud Platforms AWS.
- Designed and developed Rest API service between two salesforce instances (EU/US Region).
- Experienced using Salesforce Lightning UI Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Develop Lightning Components, CSS Styling and UI design to enhance look and feel of the Lightning apps and leveraged Server-Side apex Controllers to retrieve data from various API's and display on the Lightning Components.
- Develop Lightning Components from scratch by using Aura framework, also involved in Data mapping from external system utilized lightning connect to get real-time data from external system.
- Enabled Aura Frameworks, by adding Aura Attributes and Aura Handlers for Events to focus on Logic interactions in Lightning Applications. Salesforce Programming - Lightning, LWC, Apex, Visual Force.
- Used web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP and databases such as SQL Server and MySQL.
- Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
- Worked on migrating complex workflows, Process builders to Flows.
- Experience on configuring Congo and Docusign in Salesforce and map the fields to templates.
- Expertise in data migration and data orchestration using tools like Apex Dataloader, Dataloader.io, Workbench and other ETL and Middleware tools.
- Proficient in setting up continuous integration process using GitLab, Jenkins, Jira tools and Azure Dev Ops.
- Knowledge on features provided by SFDC like Shield encryption, Streaming API, Platform Events and Change Data Capture etc.
- Experience with cloud-based integration tools such as MuleSoft, Informatica Cloud, Talend and AWS Cloud Services.
- Enabled Single Sign on to SFDC instance using Federated AUTH type by enabling My Domain feature.
- Migrated and customized the existing Apttus Contract Management process to Lightning Application for Digital Agent Enrolment.

- Good Knowledge on Salesforce CPQ and Marketing clouds.
- Experience working on Reports and Dashboards on force.com platform for business reporting.
- Experience in deployments with ANT migration tool and with custom deployments and validation with custom packages.
- Followed CI/CD process for deployments using Force.com Migration Tool and Snapshot.
- Used GitStash, Jenkins and Udeploy tool for code migration from Dev to QA.
- Maintaining test coverage for all the classes and triggers and supporting deployment activities
- Assist in the configuration and maintenance of "Sandbox" environments to facilitate success development and QA testing of new on-demand features and functionality.
- Experience in leading the Quality Assurance Activities and helped the team in design and build the Testing Automation Framework using TestNg test framework in selenium with Java.
- Proposing solutions and approaches to clients, screen flow/mockup design, gathering 3rd party systems integration requirements, data model design, security design, configuration Vs customization analysis. Played a key role ranging from analysis, implementation, project management, DevOps enforcement including deployment standards and code quality, worked with various vendors to implement integrations based on their interfaces.
- Provide mentoring and leadership to less experienced developers.

Certifications

- Salesforce Certified Platform Developer I – 19796361
- Salesforce Certified Platform App Builder - 17931509
- Salesforce Certified Administrator – 2084620
- Salesforce Sales Cloud Consultant Certified – 2981115
- Salesforce Service Cloud Consultant Certified - 3023589
- AWS Cloud Practitioner - 666310
- PSM 1 Scrum Certified – 453846

IT SKILLS

Operating Systems	Windows Platform
Methodologies	Agile, Waterfall
Cloud Technologies	Salesforce.com, Amazon Web Services (AWS)
Salesforce Technologies	Saleforce.com platform, Apex Language, Apex Trigger, Apex Class & Apex, Visual Force, SOSL, SOQL, Data Loader, Import Wizards, web services. Force.com Explorer, Eclipse IDE plug-in, Apex Data Loader, ETL Data Extraction, Workbench, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector and Force.com Eclipse IDE Plug-in.
Scripting / Programming Languages	VB, Apex, Javascripting, C++, Java, HTML5, CSS3, JavaScript, JQuery, JSON, AJAX, XML, Angular JS.
Defect Management/ Agile Tools	Jira, Rally, HP ALM(QC), Bugzilla 3.0, Clear Quest
Database	Couchbase, Microsoft SQL Server 2005, Netezza, Postgres
Versioning / IDE Tools	Team Foundation Server, SVN, Visual Source Safe, GitHub, VS Code,
Automation Testing Tools	Selenium IDE, Selenium Web Driver, Postman, TestNG, Maven

ACADEMIC

Bachelor of Engineering, Osmania University, India

Work Experience

Client: WESTERN UNION FINANCIAL SERVICES (NOV 2014 – PRESENT)

TITLE: SALESFORCE CONSULTANT

EMPLOYER: IQ SPECTRA INC.

PROJECTS:

- **AS400 Migration to Salesforce**
- **Settlement Transformation**
- **Digital Enrollment**
- **Agent Maintenance**
- **Agent Learning Management Application**
- **Global KYA (Know your Agent)**
- **Customer Preference Management**

RESPONSIBILITIES:

- ◆ Worked in Agile project methodology with two-week sprint and delivered the accepted functionality in each sprint.
- ◆ Collaborate with client stakeholders in defining their Salesforce journey through the development of business cases & roadmap.
- ◆ Key participant in implementing various projects in Western Union as part of platform transformation to Cloud.
- ◆ Define project plan and workforce allocation to align with client roadmap and help them achieve their short/long term goals.
- ◆ Build the lighting components and LWC for to support a community builder as well.
- ◆ Worked on Community cloud implementations in two different portals.
- ◆ Experience with Lightning Components and Lightning Design System with technical background in front-end development using HTML, XM, CSS, and JavaScript.
- ◆ Proficient in creating Custom Objects, Custom Fields, Custom Tabs, pick list, Profile Based Page Layouts, Custom Reports, Workflows, Relationships, Record types, Validation Rules.
- ◆ Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
- ◆ Developed complex Visualforce pages using Visualforce components including Page Block, Page Block Section, Action Function, Action Support, Data Table, repeat components, implemented AJAX functionality using action function and action support components.
- ◆ Created Salesforce Platform Events to receive Data changes from upstream to salesforce via MuleSoft/other middleware tools and push Salesforce data changes to event subscribers.
- ◆ Created Approval process and defined flow properties for record-triggered flow according to business logic User interface using Lightning process builder Flows.
- ◆ Written Customization code using Apex Classes, Visualforce pages, used Visualforce components like page Block, Command Buttons and Radio Buttons etc.
- ◆ Build Integrations using Rest API across three salesforce instances (US/EU region).
- ◆ Involved in setting up the Conga and Adobe DocuSign to generate contract document and digital signature
- ◆ Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- ◆ Enabled Single Sign on to SFDC instance using Federated AUTH type by enabling My Domain feature.
- ◆ Implemented complex backend approval process.

- ◆ Maintained and created the sandboxes and data seeding for very releases by using data loader and own backup.
- ◆ Created Approval process and defined flow properties for record-triggered flow according to business logic User interface using Lightning process builder Flows.
- ◆ Working on building and embed lightning Components in Visualforce Page by using new lightning Out feature by event-driven programming, Where I write my handlers that respond to interface events as they occur. The events have been triggered by user interaction. This includes the lightning Component Framework and involves in building lightning Component using the aura framework.
- ◆ Involved in developing a Community Partner portal for Master Agent maintenance process.
- ◆ Worked with QA team to build Testing automation framework using Selenium, TestNg with Java programming.
- ◆ Liaison UAT testing and coordinate with the UAT testers.

Client: WESTERN UNION FINANCIAL SERVICES (DEC 2013 – OCT 2014)

TITLE: SALESFORCE ADMIN/DEVELOPER

EMPLOYER: CMC LIMITED, INDIA

PROJECTS:

- Apptus Contract Management

RESPONSIBILITIES:

- ◆ Implement the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development methodology.
- ◆ Involve in Design and development of Workflow Rules, Triggers, Validation Rules, and other customizations with Salesforce.com.
- ◆ Configure Reports for Custom Objects and associated them to Dashboard.
- ◆ Use SOSL and SOQL Queries during the data migration and custom development.
- ◆ Requirement gathering and review, prioritization of requirements with business.
- ◆ Prepared Project plan with detail milestones and target dates.
- ◆ Approach document preparation.
- ◆ Analyze the Scope of the Requirements, and avoiding Scope Creep
- ◆ Design document preparation and review with business and other interface applications.
- ◆ Create Objects and fields, Relationships and Record Types, Page Layouts, Profiles and Assignments Rules.
- ◆ Configured Conga and Docusign to generate Contract documents
- ◆ Mapped Conga Templates with Salesforce Field API's
- ◆ Responsible for Data load operations using Salesforce's Apex Data loader.
- ◆ Worked on the User Entitlements and role hierarchy for Salesforce.com.
- ◆ Designed, developed and deployed Apex Classes, Controller Classes, Extensions, Apex triggers and API integration for various functional needs in the application using the Eclipse IDE.
- ◆ Configuring customer portal to enable the agents to login to customer portal and accept/reject the assigned tasks. Used Process Builder to automate business process for minor customizations.
- ◆ Worked on Standard REST API and Custom REST/SOAP API. Written apex REST web service classes for inbound calls to salesforce. Maintaining test coverage for all the classes and triggers and supporting deployment activities.
- ◆ Assist in the configuration and maintenance of "Sandbox" environments to facilitate success development and QA testing of new on-demand features and functionality.

- ◆ Interacted with ETL developers to migrate the data from Informatica environment using Data Loader from CSV files to SFDC under guidance and supervision. Worked in Real Time Integration web services (REST and SOAP API).
- ◆ Involved in salesforce.com application setup activities and customized the apps to match the functional needs of the organization. Handling SIT (System integrated testing) and UAT (User Acceptance Testing).
- ◆ Used Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects Used it to read, extract, and load data from comma separated values (CSV) files.
- ◆ In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
- ◆ Review the test cases provided by the QA team, and providing feedback.
- ◆ Involve Level-2 support for some applications to resolve show stoppers by working with the Dev team.

CLIENT: GE TRANSPORTATION – INDIA (JAN 2010 – OCT 2013)

TITLE: SENIOR APPLICATION DEVELOPER

EMPLOYER: CMC LIMITED, INDIA

PROJECTS:

- RailEdge Train Control System

RESPONSIBILITIES:

- ◆ Developed the Alarm Viewer Module
- ◆ Designed the UI Track Layout Screen
- ◆ Configuration of Point Database
- ◆ Involved in Product Enhancements
- ◆ Performed Unit Testing, Smoke Testing
- ◆ Fixed the Software Change Requests
- ◆ Performed Integration Testing using Software Simulator Tool

CLIENT: INDIAN RAILWAYS – INDIA (JULY 2008 – DEC 2009)

TITLE: APPLICATION DEVELOPER

EMPLOYER: CMC LIMITED, INDIA

PROJECTS:

- SETSS (Standard Electric Traction Scada Software) Product Enhancement and Support

RESPONSIBILITIES:

- ◆ Played a key role in making the product more reliable and stable.
- ◆ One of core members in product enhancements and product maintenance.
- ◆ Fixed the issues reported by client as part of project support.
- ◆ Solved the critical the hot-standby switchover redundancy problems of HOST Server and FEP modules.
- ◆ Fixed the bugs related to Reports module.
- ◆ Developed new application to generate reports in MS Excel Sheet solving old reports issues.
- ◆ Developed the Back-up utility application for SETSS.
- ◆ Involved in Code Review.
- ◆ Provided technical and product support for all the regional teams.