Sooraj Sudarsanakumar

Professional Summary

* 11+ Years’ experience in Salesforce Application Design, Implementation Administration, Configuration, Lightning development, and support in Healthcare/Life sciences industry.
* Expertise in designing and providing solutions for small group and large group health insurance providers, managed patient care providers and Telehealth insurance providers in Service cloud and Experience cloud platforms.
* Proficient in requirement analysis, Infrastructure Architecture. refinement, user story preparation, estimation, design, development, and testing of Salesforce applications with ability to understand business problems and formulate workable solutions.
* Effective in work situations requiring an ability to manage concurrent responsibilities. Proven track record of leading 6-10 team members in multiple projects.
* 5+ years of Consulting experience with one of the Big4 firms.
* 9+ years of Healthcare and Life Sciences domain experience in working with fortune 500 healthcare clients , Managed Patient Care clients, Telehealth providers, Medical Equipment manufacturers and pharmaceutical companies.
* Architecture experience in designing scalable Salesforce integrations for Healthcare and Life Sciences business using MuleSoft and REST APIs, Devops.
* Proven track record and ability to interact with product owners, business stakeholders and technical resources to understand requirements, analyze information, and craft comprehensive solutions.
* Expertise in Automation using Lightning Process builder, Lightning flows, validation Rules, Approval process and quick Action buttons.
* Hands on experience in Salesforce - MuleSoft integration by implementing several Salesforce integrations with external Databases via MuleSoft.
* Experience working in Agile methodology, Cyber security, Scrum methodology, Waterfall model and Test- driven development.
* Excellent communication and interpersonal skills, accustomed to working in both large and small team environments. A team player with strong ethics, a positive attitude and ability to make the best use of individual resources.
* Experience leading discovery sessions, defining business requirements, writing user stories, and providing detailed system and functional designs.
* Advising client on leading practices and technology/industry trends, application/integration architecture, solution design, and implementation leading practices. Build lasting relationships through day-to-day interactions with key client managers and staff.
* In depth knowledge in Force.com platform, Apex , Visualforce, Aura framework and LWC.

Experience Summary

* Teladoc Health Inc
* Deloitte Consulting
* UST Global

Oct 2021 - Present

Sep 2016 – Oct 2021

Oct 2013 – Sep 2016

Senior Salesforce Developer

Senior Consultant(Technical Lead) Software Developer

Salesforce Certified Sharing and Visibility Architect

Education and Certiﬁcations

* B.TECH in Computer Science and Engineering from University of Calicut (2009-2013), Government Engineering College Sreekrishnapuram, Palakkad, Kerala, India
* Salesforce Admin 201
* Salesforce Platform Developer I
* Salesforce Platform Developer II
* Salesforce Certified Sharing and Visibility Architect
* Salesforce JavaScript Developer I
* Professional, Academy for Health Care Management (PAHM®)
* Certified Scrum Master (CSM)
* Apex Specialist Superbadge from Trailhead
* LWC Specialist Superbadge from Trailhead
* Service Cloud Specialist Superbadge from Trailhead
* Data Integration Specialist Superbadge from Trailhead
* 120K Trailhead points with 103 badges(Trailhead Ranger)

Functional and Technical Skills

* Healthcare/Life Sciences ● Apex Class & Triggers ● Service Cloud
* Lightning Web Components ● JavaScript ● Community Cloud
* Aura Components ● REST API Integrations ● Jira , Devops, Git and Bitbucket
* Visualforce ● MuleSoft Integration,AEM Guides. ● Sales Cloud (Trailhead)
* Lightning Flows ● User Story Refinement ● SOQL & SOSL
* Infrastructure Architecture
* Workbench ● Data Loader ● Data Migration
* Force.com
* Cyber Security ● Visual Studio Code ● CTI (Trailhead)
* Sprint Activities ● DocuSign ● DocGen

Teladoc Health Inc Oct 2021 - Present

* Design and architecture of the Provider payment automation system where the providers can submit time spent on cases through experience cloud portal and get paid. Impacted over 3K plus contracted providers across US and Canada, saving thousands of Dollars in overpayment.
* Enhanced the payment model for US physicians and specialists to get paid by deliverable for the cases they work on, making the life of 50K plus specialists easier. This involves building a tabular UI in community portal using LWC wrapped in Aura components and handling the Apex controller functionalities using OOPs programming framework as there are different types of Case record types involved and payments are different for each case.
* Enhanced Data Model and architecture of features like Patient Intake, Clinical Summary , Expert Report, Report Discussion with member and Best Doctor’s Report for Teladoc’s Expert Medical Opinion product
* Solutioning and design for seamless integration between Providers and Member to enable ‘Digital Report Delivery’ and messaging system which made over 20M plus teladoc users to access the health reports in online Member portal.
* Work collaboratively with Physicians, Lead Physicians and Specialists across USA, Canada, and Europe region to understand problems in the provider community portal and formulate sophisticated solutions to satisfy the clients needs.
* Provided training and support to Physicians and Operations team to ensure seamless adoption of new Salesforce processes and flows.
* Part of Architecture and Design of one trigger per object framework using abstract classes and OOPs concepts for performance improvement in the client’s salesforce platform.
* Facilitated multiple brainstorming sessions between architects, product owners and business partners to adopt new technologies or features from salesforce to improve the Service Cloud and Experience Cloud platform.
* Worked closely with Senior Architect in a major data migration project, for migrating data from the US instance to the Canadian instance while ensuring data integrity and accuracy. Enabled on demand data access using Rest API services to provide cross instance data access. Apex data loader and bulk API jobs were used to achieve the data load from USA to Canada instance for physician accounts, cases and other related objects like Task and activities.
* Engineer Object Oriented Programming(OOPs) frameworks for processes that span across various business regions like USA, Canada, and Europe. Implemented solutions using Apex classes, Interfaces, Cyber security Development and factory/helper classes by strictly following the Object-Oriented Programming concepts.

Deloitte Consulting(Clients: Eversana, Anthem) Sep 2016 – Sep 2021

* Onboarded 3 new patient support programs to Patient Connect managed package for Evoke Pharma, Johnson & Johnson, and Eli Lilly with over 250+ user stories including configurations, customizations, and Correspondence templates changes with an 8-member team.
* Handled Requirement analysis, Story refinements, User story preparation, Design, and implementation of multiple Major integrations between Eversana’ s Patient Connect platform and external applications via MuleSoft, includes Affordability Benefits Configuration (ABC) system, Income and Address verification with Transunion, Patient Consent APIs, and Order Processing with Bioplus and CPR+
* Has developed 75+ stories for Eversana’ s Patient Connect implementation project and as a tech lead played key role in Refinement, Design and Guided a team of 14 for development of 400+ stories in 3 Major releases over a span of 9 months.
* Designed and implemented a complex guided flow using Lightning flows for Patient Connect users to capture patient details and generate/activate/validate or delete a Copay card. Embedded LWC components and Apex classes in the Lightning flow to call APIs to generate/activate the Copay Card
* Collaborated between Salesforce Development team and other Vendor firms for developing Salesforce-MuleSoft integrations for Eversana’ s customized patient connect platform.
* Has worked on the Document generation using conga framework to generate electronic Letters for users.
* Designed and developed quick actions in Case object using Aura, LWC and Apex for real time API calls for Address verification and Income verification with Transunion.
* Deliver architectural blueprint documents and requirement gathering workshops to inﬂuence the strategic direction of programs and lead customers through solution design.
* Coordinated the Request for Proposal for Deloitte’s patient connect implementation for Cancer Research UK.
* Handle daily standup calls in team and make sure stories are in right status according to the progress in sprint, facilitate calls with product owners and BAs to clarify development teams questions.
* Encourage team to follow the best practices/policies and be a part of code reviews to make sure quality of code. Hire, train, coach and mentor new team members on hard technical skills and soft skills.

UST Global(Client : Anthem Inc) Oct 2013 – Sep 2016

* Extensively worked on Salesforce customizations and configurations such as Validation rules, triggers, workflows, Apex classes and Visualforce.
* Developed various Custom Objects, Custom fields, Tabs, Aura Pages, and Controllers.
* Designing solutions for Anthem’s small group business
* Complete ownership of Security and Sharing module from implementation, check-in to defect fixes.
* Using Data migrations tools like Apex Data Loader and Data Import wizard to load data into salesforce platform.
* Part of the team developed a Masking tool using Apex to mask the PHI data in a test environment.

Awards and Recognitions

* Applause award for collaborating and leading the design and implementation of Copay Card Activation initiative with the MuleSoft team and Client product owners.
* Outstanding award for contributions to Anthem project for hiring, training new resources and to creating a knowledge sharing repository by documenting my knowledge on claims processing, Benefits adjudication and being and SME for Anthems Accum management process.
* Applause award for the improvements suggested and implemented for the Deloitte’s managed package ‘Patient Connect’, like adapting lightning flows instead of custom UI development, using platforms events instead of Rest APIs for non-real time application updates.