

Kalpesh Surana

H1B visa in process

5+ years' experience in
Salesforce.com as Consultant,
Developer & Administrator

Valid USA Visa (B1/B2)

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Objective

My goal is to work with latest technologies and professional group where my skills and knowledge always can contribute to its success.

Professional Experience

- ♦ Salesforce – Senior Associate at Opus Consulting Solutions (Dec-15 to present)
- ♦ Salesforce Developer and Consultant at Nanostuffs Technologies Pvt. Ltd. (Dec-12 to Dec-15)
- ♦ Ruby on Rails developer at ISCube Pvt. Ltd, Pune (July-12 to Nov-12)

Salesforce Certifications

- **Salesforce Platform Developer I Certification**
Certification Number: 17777589
- **Salesforce Platform App Builder Certification**
Certification Number: 16626809

Technology Expertise

1. Platforms : Force.com
2. Language Proficiency: Apex Programming, Ruby, RoR, Java, HTML, Javascript, JQuery.

Project Experiences

- A) Title: WU live chat, NJ USA (onsite)**
Role: Senior Salesforce developer

Description: Implemented real time chat application (Agent-CSR) for 'Western Union - Care'. Customized application was based on LiveAgent Rest API and now it is available for 7 regions, 261 countries and in 26 languages.

B) Title: UAE visa application – TECOM, Dubai UAE (onsite)

Role: Salesforce Consultant

Description: Worked with 'TECOM Group' team for UAE visa application (for Free zones).

I worked for a module to integrate 'TECOM group' system and 'Empost courier' system. The purpose of this module is to make system automated to handle all courier related processes for End user-Empost-TECOM.

C) Title: Deck Helmet, MD USA (onsite)

Role: Senior Salesforce developer & Consultant

Description: Implemented Salesforce system from scratch with third party yapp integrations. System include third party Call center, Accounting seed, Pronto forms, Form Assembly, Formyoula, Booking social applications.

Responsibilities:

- 1) Led meetings with third party applications to finalized suitable application for Salesforce structure.
- 2) Designed Salesforce architecture to fit system requirement.
- 3) Integrated 'Aquity Scheduling' with Salesforce through Zapier to create data into Salesforce.
- 4) Created Forms and structure in 'Pronto forms' and Salesforce to connect each other.
- 5) Integrated 'Formyoula' with Salesforce.
- 6) Using different applications of 'Accounting seed' skeleton, implemented custom functionalities to work system more smoothly.
- 7) Used 'Form Assembly' to integrate Website data with Salesforce.
- 8) Integrated Booking social with Salesforce to manage appointments.
- 9) Created Reports and dashboards to show Company performance.
- 10) Implemented Case management for Warranty, Punch List, Change Order and Billing.
- 11) Managed Salesforce territories to assigned jobs according to Location.
- 12) And implemented many more other functionalities to work system smartly.

D) Title: Annet Technologies, GJ India (onsite)

Role: Senior salesforce developer & Consultant

Description: Worked with Annet technologies for 'GoAuPair.com' client. Project was totally based on VF pages to plot the Account, Contact records using Google map JavaScript API.

Responsibilities:

- 1) Responsible from customer requirement gathering phase to the project implementation.
- 2) Created POC doc, Flow design of project, led the meetings with Client to understand and consult the Salesforce functionalities.
- 3) About programming, Created VF pages template which suitable for requirement and can manage by Custom setting.
- 4) To fetch the data from Report used 'Analytics REST API' then converted it into SOQL.
- 5) Used Google map JavaScript API to plot those records on VF pages with functionalities API provides.

E) Title: InsidePRA, NC USA (onsite)

Role: Salesforce developer & Consultant

Description: Worked with 'PRA Health Sciences' Development team for dynamic CMS based 'InsidePRA' Project. Developing this to show information according to Categories, Locations and Departments of PRA International for 10,000+ users over 80+ countries.

Responsibilities:

- 1) Thoroughly researched about '*Dynamic Component Factory Algorithm*' to design Dynamic & efficient CMS Structure of the Project based on it which is the key to the flexibility.
- 2) Used 3-Tier application development approach for Apex Classes, Controller Classes and Apex Triggers.
- 3) Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- 4) Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
- 5) Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.
- 6) Responsible for all the activities related to code Check-in process using Eclipse IDE for Jenkins Process.
- 7) Developed Calendar, Salesforce Chatter like functionality with Visual Force pages which is embedded within a Page.
- 8) Designed and developed Visual Force pages based on the business requirements to display information considering different parameters like location, employee positions, categories etc.

F) Title: eWay Customer Care application, MH India (onsite)

Role: Salesforce developer & Consultant

Description: Worked with 'Extentia Information Technology' team to develop Salesforce Service console based application to provide Case related custom functionalities and Live Agent set up.

Responsibilities:

- 1) Directed conceptual, strategic and tactical creation of robust Service console application as per gathered business requirements.
- 2) Found appropriate approach to implement application according to agent's point of view to provide maximum functionality related to cases.
- 3) Console view developed for Agents using multiple pages by embedding them on a window.
- 4) Set up Live Agent in Application.
- 5) Implemented such a way that can accept responses from Email-to-Case and Community to handle the Cases.
- 6) All Functionalities implemented with the consideration of Multi-monitor Support.

G) Project: QuickBooks-Salesforce Integration

Role: Salesforce, C# Developer

Responsibilities:

- 1) Working closely with Salesforce Programme team to drive successful implementations of projects, adoption data quality and best practices of use.
- 2) Managing all records from Software between QuickBooks & Salesforce.
- 3) Worked with various salesforce.com objects like Accounts, Contacts, Leads and Opportunities.
- 4) And Salesforce WSDL as well.

H) Project: Enlightedinc

Role: Salesforce developer

Responsibilities:

- 1) Interacted with Client members to analyze the gathered requirements, planned and prioritized the design and implementation of Functionality.
- 2) Integrate Salesforce data between the apps (IPhone, Website).
- 3) Creating the Reports Excel and display through Salesforce.
- 4) Responsible for making enhancements to a software tool that allows Client/Merchants to create strategic pricing plans for their Product.
- 5) Done Salesforce Customization which will very user friendly to use to any.

I) Project: IT – Arms

Role: RoR developer

Responsibilities: Worked on the modules of the System which guides to user about Threats, Vulnerability and Risk Assessment for the Assets of Companies and also on generating their reports.

Academics

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| 2012 | Bachelor of Engineering, Computer Engineering
Institution: G.H.Raisoni College of Engineering & Management, Pune, India
University: University of Pune. |
| 2009 | Diploma in Computer Science
Institution: SNJB`S H.H.J.B Polytechnic, Nasik, India
University:MSBTE |

Professional overseas Experiences

- ♦ **6 Onsite projects as Salesforce developer and Consultant.**
- ♦ **Salesforce.com Training**
 - 12+ personal trainings gave to Mumbai, Bangalore, Pune based IT People.
 - Corporate training to 15+ people.

The information provided above is correct as per my knowledge. Looking forward for a positive response.

Kalpesh Surana