**Suresh**

**+1 (713) 715-7433**

elsaolivia@everestglobalsolutionsinc.com

**Professional Summary:**

* Overall **16+ years** of experience in IT industry, specializing in Analysis, Design, Development, Customization, Testing, Implementation, Production Support, and Maintenance of various applications using **Salesforce CRM** Technology.
* Successfully led the implementation of **three** comprehensive **Salesforce CPQ (formerly Steelbrick)** projects, demonstrating proficiency in CPQ solutions.
* Over **6** years of experience in Salesforce CRM technologies and **3+** years of hands-on experience in Salesforce CPQ development, aligning with business requirements.
* **8x** certified with **260+** badges and multiple **super badges** on Trailhead, including Salesforce Certified Platform Developer II (WI24), Salesforce Certified Force.com Developer (SP15), Salesforce Certified Administrator (SP20), Salesforce Certified CPQ Specialist (SP20), Salesforce Certified Advanced Administrator (SU20), Salesforce Certified Service Cloud Consultant (WI21), Salesforce Certified Platform App Builder (SP22), Salesforce Certified Platform Developer I (SU22), and Copado Fundamentals 1.
* **PD2** and **Advanced Administrator** certifications certified.
* Expertise in using Copado for managing user stories, promotions, and branching.
* Skilled in **configuring various product types**, including one-time, bundles, and subscription products, with an in-depth understanding of hardware, subscription, and hybrid models.
* Proficient in managing large quotes with **Logik** configuration.
* Creating **omni scripts, flex cards** (Omni Studio, Velocity), and implementing integration procedures, Data Raptors, and BRE for integrated pages.
* Experienced in developing Lightning Web Components (**LWC**) to automate hardware product additions and order shipping addresses.
* Knowledgeable in pricing methods (list, block, option pricing override, contracted) and bundle configurations, including features, product options, option constraints, pricing, and field setup.
* Strong understanding of **product rules** (validation, alert, selection, filter) and related records (error conditions, actions, lookup queries, configuration rules), as well as **price rules** and their stages in the quote process.
* Expertise in configuring various documents and sections for different business processes and familiarity with **guided selling**, summary variables, discount schedules, and configuration attributes.
* Experienced in order fulfillment and integration with **NetSuite**, with a good understanding of standard **Salesforce CPQ APIs** (Quote, Product, Renewals) and **QCP** plugins for resolving complex issues.
* Proficient in the **Advanced Approval** process, including approval chains, rules, and conditions.
* Extensive hands-on experience in developing **Lightning Web/Aura** components, custom objects, triggers, workflows, Visualforce pages, and Apex classes to meet business requirements.
* Deep knowledge of code migration tools like **Blue Canvas and Copado** for moving components between different sandboxes.
* Expertise in Apex Language, Classes, Controllers & Triggers, Web Services, Visualforce Pages, Components, Tabs, Custom Objects, Reports, and Dashboards.
* Skilled in applying object-oriented programming techniques (OOP) and querying Salesforce databases using SOQL & SOSL.
* Proficient with various data tools, including Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Experienced in preparing test strategies, creating test plans, test cases, and test reports for both manual and automated testing of business applications.
* Excellent verbal and written communication skills, highly effective in interfacing with business and technical groups.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visualforce (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, AppExchange, Web Services, Reports, Lightning (components and apps), Dashboards, SOQL, SOSL, Custom objects, Sales cloud, Service cloud, salesforce CLI, Jira,Copado and Salesforce(steelbrick) CPQ. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, change sets, Blue Canvas, Data Loader, Copado. |
| **Programming Languages** | C, C++, PL/SQL |
| **Web Technologies** | HTML, CSS, XML, Java Scripts, Web Services, SOAP UI, WSDL |
| **Operating Systems** | Windows 7/2003/XP/Vista/2000/NT/98, UNIX |
| **Databases** | DB2, SQL Server, MYSQL |
| **Tools** | Eclipse, SVN, SQL Query Analyzer, MS Visio |

**CERTIFICATIONS:**

* [**Salesforce Certified Platform Developer II**](https://trailhead.salesforce.com/en/credentials/platformdeveloperii) **(WI24)**
* **Salesforce Certified Force.com Developer (SP15)**
* **Salesforce Certified Administrator (SP20)**
* **Salesforce Certified CPQ Specialist (SP20)**
* **Salesforce Certified Advanced Administrator (SU20)**
* **Salesforce Certified Service Cloud Consultant (WI21)**
* **Salesforce Certified Platform App Builder (SP22)**
* **Salesforce Certified Platform Developer 1(SU22)**
* **Copado Fundamentals 1.**

**EDUCATION:**

**Bachelor’s in ECE from JNTU, 2007**

**Professional Experience:**

**Pure Storage, Santa Clara, CA July 2021 - Present**

**Salesforce(steelbrick) CPQ Lead**

**Responsibilities:**

* Designed and developed solutions based on functional, migration, and integration requirements for the SFDC platform.
* Developed prototypes in the SFDC environment for Proof-of-Concept demos and customer endorsements.
* Developed new Salesforce CPQ functionalities, including expansions with extensions and additional customizations.
* Configured and developed hardware, subscription, and hardware & subscription bundles.
* Configured products, quotes, and orders based on business requirements.
* Created price rules, product rules, summary variables, and configuration attributes for product configurations.
* Developed various quote templates tailored to customer product configurations.
* Integrated Salesforce CPQ with NetSuite for order fulfillment.
* Configured Omni Scripts and Flex Cards (Omni Studio, Velocity) for customized page requirements.
* Implemented integration procedures, Data Raptors, and Business Rules Engine (BRE) for integrated pages with internal and external systems.
* Managed the passing of subscription and billing orders to NetSuite, including contract licenses and subscription details.
* Experienced in Salesforce Lightning Process Builder and Visual Flows.
* Responsible for component movement across different sandboxes and resolving associated errors.
* Developed Lightning Web Components (LWC) to meet custom page requirements, such as manual ramps of quote lines in each quote group and order shipping addresses.
* Created LWC components to automatically add hardware products by making external calls to Cloud API.
* Designed and developed APEX classes, APEX triggers, custom controllers, and controller extensions.
* Utilized object-oriented programming (OOP) concepts to create wrapper classes and split large custom classes into smaller ones.
* Assisted various internal business teams in defining CRM requirements.

**Environment:** Saleforce.com, Sale cloud, Apex Classes, Aura Pages, Controllers, Custom Objects, Workflow & Approvals, Reports, Flows, Process Builder, Data Loader, Reports, Copado, CVC, CPQ, Logik**.**

**Salesforce, Dallas, TX May 2020 – June 2021**

**Salesforce(steelbrick) CPQ Senior Developer**

**Responsibilities:**

* Involved in requirement gathering, analyzing information, and documenting both functional and non-functional requirements.
* Developed Apex Classes, Controller Classes, and Apex Triggers to address various functional needs in the application.
* Utilized object-oriented programming (OOP) concepts to create wrapper classes and split large custom classes into smaller, manageable ones.
* Developed prototypes in the SFDC environment for Proof-of-Concept demos and customer endorsements.
* Customized standard objects, including Account, Contact, Opportunity, Quote, Order, Contract, Subscription, and Assets.
* Configured different types of products based on business requirements.
* Created price rules, product rules, summary variables, custom actions, and search filters to enhance product configurations.
* Developed price rules to update various pricing fields, and configured volume and term discount schedules using Salesforce (Steelbrick) CPQ.
* Assisted sales users with resolving issues during quarter-end deal closures.
* Developed Lightning Web Components (LWC) and Aura components for custom page development to meet specific business requirements.
* Created custom report types, reports, and dashboards to meet the reporting needs of decision-makers within the organization.
* Experienced in Salesforce Workflows, Lightning Process Builder, and Flows for automating business processes.
* Responsible for code deployment to production, release planning, and managing manual activities.
* Integrated Sales Cloud with external information systems using REST API web services.
* Organized and managed user stories, sprint planning, backlog refinement, and user story progress tracking through Jira.
* Collaborated with various internal business teams to define CRM requirements and participated in testing different phases (QA & UAT).
* Participated in Agile development processes, including sprint planning, daily stand-ups, and retrospectives, to ensure timely delivery of project milestones.
* Enhanced data quality and integrity through data cleansing, deduplication, and validation techniques.
* Provided technical support and troubleshooting to end-users, ensuring seamless operation and user satisfaction.

**Environment:** Saleforce.com, Sale cloud, Apex Classes, Aura Pages, Controllers, Custom Objects, Workflow & Approvals, Reports, Flows, Process Builder, Data Loader, Reports, change sets, Blue Canvas, LWC, Steelbrick CPQ**.**

**Sothern California Edison, Rosemead, CA Dec’17 - Apr’20**

**Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Worked on various Salesforce standard objects such as Accounts, Contacts, Leads, Opportunities, Products, and Cases, as well as custom objects tailored to client requirements.
* Involved in gathering and analyzing requirements, and documenting both functional and non-functional specifications.
* Developed Apex Classes, Controller Classes, and Apex Triggers to fulfill various functional needs within the application.
* Developed batch classes, scheduled jobs, and monitored batch job performance.
* Created test classes to ensure Apex classes and triggers met governor limits, achieving necessary code coverage for deployment.
* Worked intensively on resolving deployment issues, both in configuration and custom changes.
* Regularly interacted with the Salesforce.com premium tech support team to resolve technical issues and optimize performance.
* Automated various tasks using Salesforce Lightning Process Builder to improve efficiency and reduce manual intervention.
* Experienced in writing SOQL and SOSL queries for efficient data retrieval and manipulation.
* Enhanced data quality and integrity through data cleansing, deduplication, and validation techniques.
* Collaborated with cross-functional teams to ensure alignment with business objectives and successful project outcomes.
* Integrated Sales Cloud with external information systems using REST API web services.
* Responsible for code deployment to production, release planning, and managing manual activities.
* Organized and managed user stories, sprint planning, backlog refinement, and user story progress tracking through Jira.

**Environment:** Saleforce.com platform, Data Loader, Import Wizard, Apex classes, Visualforce Pages, Process Builder, custom fields, security control, Data Migration.

**Nationwide Insurance, Columbus, Ohio Sept’15 - Nov’17**

**Application Developer**

**Responsibilities:**

* Monitored jobs related to all financial applications of clients to ensure smooth operation and performance.
* Handled job failures promptly, troubleshooting issues and implementing solutions to minimize downtime.
* Created and executed complex DB2 queries to generate reports based on specific client requests.
* Conducted API testing using XML to ensure the functionality and reliability of integrations.
* Followed up on resolving failures, collaborating with relevant teams to identify and address root causes.
* Worked on change requests in applications, making necessary updates and improvements to meet client requirements.

**Environment:** DB2, XML, Eclipse, HTML, Java Script, and Windows 7.

**RBS, Hyderabad, India Nov’10 - Aug’15**

**Application Developer**

**Responsibilities:**

* Analyzed business requirements to identify clear choices and solutions.
* Gathered requirements and prepared design documents.
* Developed technical specifications based on design documents.
* Prepared test data and conducted unit, system, and UAT testing.

**Environment:** DB2, SQL, JCL, Expediter, Easytrieve

**CWC, Hyderabad–India Oct’07 - Oct’10**

**Application Developer**

**Responsibilities:**

* Conducted requirements analysis aligned with application design specifications.
* Developed component design documents and unit test plans.
* Created and managed database objects including Tables, Views, Synonyms, Sequences, Packages, Stored Procedures, and Functions on a DB2 database platform.
* Proficiently conducted API testing, primarily utilizing SOAP protocols.

**Environment**: DB2, SOAP, Putty, and Eclipse.