# Suraj Syed

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## PROFESSIONAL SUMMARY

• 8+ Years of experience working in Information Technology including 2+ Years' experience working as **Salesforce Administrator** and Approx 2 year experience working with **Einstein Analytics (Wave Analytics) and 1.5 in Salesforce Lightning.** The rest of the experience is in data warehouse like **SAP business objects, SAP HANA, OBIEE** and part in **Qlikview**.

• Salesforce Certified Einstein Analytics and Discovery Consultant

• Experience working with Standard Sales Analytics application and Service Analytics Application in Einstein Analytics (Wave Analytics).

• Experience developing Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.

• Experience developing dynamic Dashboards using data binding.

• Experience in creating datasets using external data

• Expertise in aura framework , Lightning Components and Sales force Lightning Design System(SLDS

• Designed custom objects, custom fields, Pick-list, role-based page layout, formula fields, field dependencies, validation rules, workflow rules and approval processes for automated alerts, field updates according to application requirements.

• .Experience creating Object-Level Security (Profiles & Permissions Sets), Record-Level Security (OWD, Sharing Rules, Manual Sharing and Role Hierarchy based on Organization role hierarchy), Field-Level Security, Account Teams, Opportunity Teams, Case Teams and User Management.

• Experience in SFDC development using Apex classes and Triggers, SOQL, and Lightning.

• Experience using Import wizard and Data Loader.

• Experience creating Apps, Custom Objects, Custom fields, Record Types, Page layouts, compact page layouts and various other components as per the client and application requirements.

• Experience developing Lightning Applications and Lightning Components using Aura

• Proficient with working on different reporting technologies like Qlikview, SAP Business Objects, OBIEE and databases like SAP HANA, Oracle , sql.

• Excelled in working with various **Salesforce.com Standard Objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.

• Proficient is using Microsoft Excel, Access and Visio and other Microsoft Office applications.

• Interested in learning and working on different emerging technologies related to AI.

• Strong knowledge & experience working in teams implementing **Agile Methodologies.**

• Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.

• Quick learning ability to ramp up with new technologies and tools.

• Developed **Reports, Dashboards** and Approvals to continuously monitor data quality and integrity. Expertise in **Reporting**, **Customizing** the Dashboard and **Scheduling** Dashboard Refreshing.

## TECHNICAL SKILLS:

• Salesforce Technologies: Einstein Analytics Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Lightning.

• Custom Integration: , Workflow & Approvals, Field Updates, Reports, Custom Objects Custom Settings, Custom Labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, Analytical Dashboards, Data Flow, Datasets and Lenses

• Operating Systems: Unix, Windows-XP/Vista/7/2000/2003

- Databases: Oracle, MS Access, Microsoft SQL Server, SAP HANA. SQL & PL/SQL
- Programming Languages: Apex, Sql, Soql.
- Methodologies: SDLC Methodology Waterfall, Agile Scrum

## CERIFICATION:

Salesforce Certified Einstein Analytics and Discovery Consultant

# Professional Experience

## SALESFORCE EINSTEIN ANALYTICS DEVELOPER

## Intellect Design Arena – *June 29th to till date*

## Responsibilities:

- Created dataflow and dataset by extracting data from the external data source .i.e. snowflake.
- Created and exported data sets from prediction builder to be used in Einstein Discovery Analytics
- Created Einstein dashboard to track the usage of salesforce by the users.
- Einstein Discovery Analytics: Created story to analyses factor is making clients to leave the SJP.
- This analyses is used by the partners of the SJP to stop or minimize the losing of clients

## Accenture, *February 2018 –December 2019*

## Responsibilities:

- Interacted with various business user groups for gathering the requirements
- Developed enterprise Einstein Analytics (Wave Analytics) strategy, with focus on business engagement, data governance, data architecture and advanced visualization / analytics capabilities developed Salesforce Einstein Analytics applications for executive leadership to bring insights into Opportunities, sales, team, products etc.
- Developed enterprise Einstein Analytics strategy to replace the Qlikview dashboards
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Experience in creating complex Reports & Dashboards for Business, Dynamic Dashboards for Sales users, and Service users.
- Experience in creating data sets, Data flow to meet requirements
- Dashboards created on Data sets out of Dynamic Apex to access and Field describe information; execute dynamic SAQL, SOQL, and JASON.
- Experience working with Standard Sales Analytics application and Service Analytics Application in Einstein Analytics.
- Run dashboards for data quality and performance tunings.
- Tested and wrote test cases for dashboards in order to fill the gaps.
- Worked on binding variables, SAQL, JASON, SOQL in dashboards to make it more effective
- Experience developing Wave Apps, Datasets, Lenses, and Dashboards in Einstein Analytics.
- Actively involved in the discussions with the clients for requirements gathering.
- Proficient in using Microsoft Excel, Access, and other Microsoft Office applications.
- Trained Users to create lenses and dashboards with Einstein Analytics

- Created and developed Apps, Datasets, Lenses, and Dashboards in Einstein Analytics.

- Worked with Sales force Sales Analytics and Service Analytics standard applications in Einstein Analytics.

## SALESFORCE LIGHTNING DEVELOPER

## **Accenture,** *January 2019 – September 2019*

## **Responsibilities:**

- Written **Apex Test classes** to meet Unit testing before migrating from **Sandbox** to Production environment.

- Have written **Batch Apex** for the asynchronous data updates.

- Interacted with business users for requirements, analysis, design and development.

- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

- Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make **Lightning Application mobile**.

- Implement Roll-up Summary fields to aggregate data from child records on the parent.

- Followed Scrum Agile methodology for the iterative development of the application and participated in weekly Sprints, daily stand up meetings and customer reporting backlogs.

## TEAM LEAD – SALESFORCE ADMINISTRATOR

## **Accenture,** January 2016 – January 2018

## **Responsibilities:**

- Ensure reporting is created and structured to inform Management on the performance of their teams and the businesses.

- Responsible for creating & documenting user stories, business rules, workflow diagrams.

- Provided detailed end user documentation or training manual and monitored workflow operations for more fair distribution of workload and incentives; and assisted testing team in UI testing

- Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists, and page layout customization to support vital business functions.

- Created profiles and implemented object level, field-level, record-level security, and manage roles.

- Designed, developed, deployed page layouts, custom objects, custom tabs. Implemented Picklists, Dependent Pick list, Lookup, Junction Objects, Master-detail Relationships, Validation Rules and Formula Fields to the Custom Objects

- Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules

- Performs routine Salesforce data management/cleanup tasks

- Manage ongoing projects related to Service Cloud including interfacing with development and/or IT teams.

- Provided support to 250 Salesforce users and acted as the primary point of contact for end-user support.

- Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.

- Intracted and resolved issues by created tickets with both salesforce and CipherCloud tech team

- Implement Roll-up Summary fields to aggregate data from child records on the parent.

- Regular interaction with Salesforce as well as the CipherCloud tech team as a part of releases.

- Created users, roles, public groups, and implemented role hierarchies, sharing rules, and record-level permissions to provide shared access among different users.

- Created various Reports (summary reports, matrix reports, pie charts, and dashboards) and Report Folders to assist managers to better utilize Salesforce.

- Played a role in User Acceptance Testing (UAT) and actively participated and facilitated testing of the system during Smoke Testing, Integration Testing, Black Box Testing and Regression Testing with the help of QA.

- Interacted with business leads, project managers, SMEs, and users through sessions to understand existing business processes and gather the business & functional requirements

- Customized standard Sales force objects like Accounts, Contacts, Case management and Solutions. Developed and created customized reports and dashboards.

SENIOR SAP BO, OBIEE , QLIKVEW AND SAP HANA DEVELOPER

**Accenture**, December 2011 – December 2015

## Responsibilities:

- Successfully completed multiple projects of SAP HANA and BO tools.

- Created Attribute Views, Analytical Views, Calculation Views Graphical as well as Scripted, Analytical Privileges, Decision Tables, Procedures and Views, Hierarchies, Time Dimensions, and Currency Conversions according to the client requirements.

- Prepared technical design documents for Universes, Web Intelligence reports based on the workshops with Business and internal Project teams

- Involved in preparing GAP analysis, HLD documents for reports.

- Involved in SAP BOXI 3.1 Software Installation and Configuration on Windows Environments

- Have experience in Analysis, development, testing, and production deployments of universes and reports on windows environments.

- Very good experience in the design, development, and maintenance of Universes, WebI Reports using SAP Business Objects XI 3.1 SP1.

- Involved in Design, Development, and Maintenance of Universes

- Created Universes and reports for Web Intelligence and dashboard Reporting analysis purposes.

- Used various join methods like Equi-join, Theta join, and Outer-joins between fact tables, dimension tables, derived tables, and Alias tables in the Universe.

- Created Aliases and Contexts for resolving the Join problems in the Universe.

- Created Derived tables as per the requirement in the Universe.

- Used @ functions like @prompts, @Select to create user-interactive objects.

- Created hierarchies to enable the end-users to develop drill reports.

- Extensively used Calculations, Variables, Breaks, Sections, Ranking and Drill down, Slice and Dice, Alerts for creating Business Objects reports.

- Involved in creating the Users and Groups in Central Management Console.

- Completely involved in testing reports according to the user requirements.

- Prepared test cases for testing and comparing the data from both the database as a part of unit testing.

- Involved in creating BIAR files for the deployment of Universes, Web Intelligence reports and Users information.

- Worked on OBIEE by developing three layers and developed reports on top of presentation layers.

- Work on internal projects to design, develop and deploy Qlik (QlikView and Qlik Sense) applications.

- Developed Linked Tables, Concatenation and solved the loops issues.

- Created Dashboards with different styles using Qlikview components like List Box, Slider, Buttons, charts, and Bookmarks.

- Implemented Star schema & snowflake schema (confirmed dimensions).

### GIS SPECIALIST – GOOGLE

## Rofous , June 2008 – November 2011

- Google maps
- Youtube
- 3D trees on Google earth
- 3D building Maker

- AD words

## Education

KAKATIYA UNIVERSITY, TELANGA, WARANAGAL

## B.Tech in Mechanical Engineering

## Additional Skills

Knowledge on SAP BODS, and tableau. Interested to take up management profile as well.