Suraj Thakur
Vill. Sanyaru, P.O. Bhambla, Himachal Pradesh, India, 175004
Phone: (+91) 889 463 0447 ▪ **Email:** ts581995@gmail.com ▪ LinkedIn

ABOUT ME

A seasoned professional with experience in developing, designing, and deploying applications using configuration and customization tools of the salesforce platform. Skilled in agile methodology i.e. requirement gathering, story estimations, and prioritization. Fluent in Hindi and English with over 6 years of experience working in multicultural environments. In my leisure time, I go for bike rides or rejuvenate myself by giving time to my thoughts.

EXPERIENCE

Advisory Consultant, IBM, Pune, India   **20/09/2021 – Present**
- Salesforce Consultant and Developer for **Banking** industry client for offer related activities.
- Our account handles marketing campaign and offer related processes. The business purpose for this capability is to create and manage B2C and B2B merchant marketing campaigns and offers.
- Daily communication with product owners and multiple engineering teams.
- Part of tech representation in PI calls, strategy and planning.
- Estimation of user stories based on requirements and sprint planning discussions.
- Responsible for picked user story development and deployment with unit testing and QA sanity.
- Handling monthly production releases. Multiple activities need to be performed, like the creation of release branches, and multiple deployments.
- Managed development of current application enhancements using objects, visualforce pages, APEX classes.
- Also migrating our classic experience into lightning using Lightning Dynamic forms, flows, Lighting Web Components, and Aura lightning components. For backend communication created multiple validations, trigger framework, objects,and APEX Classes.

Senior Developer, Cognizant, Remote, India   **22/03/2021 – 15/09/2021**
- Salesforce and Vlocity Developer for **Health** industry client with 1000+ users for B2C business.
- Attending daily calls with offshore leads and part of highly customized Application.
- Providing estimates, solutions, and technical design documents of User Stories assigned to me.
- Creating user interface using custom Vlocity Cards and UI Templates, a complete provisioning REST API, and real-time, bi-directional sync with legacy systems.
- Triaging and resolving application development issues in a timely manner.

Application Development Senior Analyst, Accenture, Pune, India   **20/12/2019 –13/03/2021**
- Salesforce and Vlocity Developer for **Telecommunications** industry client with more than 5000 users.
- Daily communication with on-shore coordinators and, part of solution designing and sprint planning.
- Delegated user stories/tasks between them, and reviewed and merged those assigned tasks to the Version Control tool with code review.
- Estimated User Stories based on Functional Documents.
- Leaded 7 member team delivering 2 major and 1 minor release successfully, and increased contract revenue by 8% from last quarters by implementing MACD flow.
- Developed multiple guided flows (CPQ) that help sales users to sell products and close deals 30%faster by using Vlocity tools like, Dataraptors, Omniscripts, Integration Procedures, and Templates (frontend using Angular).
- Build, deploy and maintain integrations with third-party business applications using REST API.
- Also integrated our Contract Lifecycle Management signature process with DocuSign.
- Created and managed all custom fields, validations, workflows, trigger framework, objects,record types, APEX Classes, and AURA Lighting Component.

Developer, Cognizant, Pune, India   **05/09/2017 – 12/12/2019**
- Worked as Salesforce Developer and Administrator for a **Media & Entertainment** industry client project and showcased multiple POCs using different cloud CRMs.
- Automation using Salesforce Configurations, Custom settings, Validation Rules, Data Loader, Workflow Rules, Process Builders, Flows, and Communities.
- Updating data using DataLoader and creation of new Users in Production environment.
- Build Apex Classes, Batch Classes, Visualforce, Triggers, and Trigger Handler, Aura Lightning Components, and test classes.
- Have written a custom code for our email service that helps us to attach the replied email from ourcustomer or any attached documents in our salesforce organization case.
- Developed different types of pdf reports which can be generated based on the user-defined filters.

SKILLS

Salesforce: Apex Class, Apex Trigger, Batch Classes, SOQL, AURA Lightning Components, Lightning Web

Components, Validation Rules, Process Builders, Workflows, REST Classes, WebServices (REST and SOAP)
IDE: VS Code, Eclipse,
CLI: SFDX, SFDMU, Node.js
Code Version Tool: Github, Bit-bucket
Project Management Tools: JIRA, Rally, Confluence
Other: JavaScript, HTML, CSS, and Excel

EDUCATION

Bachelors of Technology in Computer Science and Engineering   **7.23 CGPA**
Lovely Professional University, Punjab, India   August, 2013 – June, 2017

CERTIFICATIONS

- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Platform Developer 2
- Salesforce Certified Platform Developer 1
- Salesforce Certified Administrator
- Salesforce Certified Omnistudio Developer
- Salesforce Certified App Builder

LANGUAGES

- Hindi   -   Native
- English -   Fluent and Professional