K Surya Sujan Sai

Salesforce Admin /Business Analyst /Consultant

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Career summary:

- 5 years of experience in IT industry includes experience in **Salesforce.com CRM Platform, Force.com, Communities and Apttus CLM**.
- Initiated and executed **DevOps** functionality in Salesforce projects, which reduces the delivery time of the project.
- Implemented **CI/CD** functionality for automating the Release process.
- Strong Knowledge in Salesforce Administration and Customization, Sales, Marketing, Customer Service applications and Support Development team.
- Extensive experience in analysing organization processes, converting business workflows into exact Salesforce.com workflows and configuring Salesforce.com to meet business requirements.
- Hands on Experience in creating Custom Objects, Page layouts, Custom Tabs, Reports and Dashboards.
- Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
- Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions, User Management and Approval Process.
- Experience in creating detailed process documentation and deployment process on Projects.
- Experienced in working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.
- Experience in Data Migration from Legacy Systems using Data Loader, Workbench, and data transfer tools.
- Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.
- Coordinated and transferred knowledge to the End Users & Team members to increase efficiency.

Salesforce.com (SFDC) Skills

- **Sales Cloud and Service Cloud Implementation/Customization:**
  Workflow Rules & Approval Processes, Validation Rules, Custom Objects, Security Controls, Analytics, Reports and Dashboards, Case Management Automation/Assignment, Sales & Support Processes.

- **Custom Applications Development:**
  Build custom applications on the Force.com platform, Visualforce pages, Build advanced flows and Approvals and SOQL.

- **Other Skills:**
  DevOps for salesforce, Repo Management, Meta Data CleanUp, Deployments (Autorabit & Force.com

IDE), Apttus, Data Migration (Automation on Autorabit), Data Cleansing, System Security, User Administration, Analytics, and Release Management and Integration.

- **Other Tools:**

  Apttus, Autorabit, Workbench, Informatica

Professional Experience

Working as a Salesforce Project Manager/Business Analyst in S&P Global Pvt ltd, Since Jan 17.

- Strategic planning and execution of Salesforce projects in the framework of agile methodology.
- Implemented DevOps in our current Projects and drastically reduce the delivery time.
- Implemented Multiple Org Connect for Data Analysis and Improved the Lead Scoring process.
- Delivered Several Projects before the planned execution and with no push backs on the Functionality.
- Design, implement, and deliver complex business solutions in Salesforce by tracking technical delivery milestones, deliverable, risks, issues, changes and dependencies with the schedule.
- Responsible for all customization and admin related activities in the project.
- Be a part of thought Leadership team and focus on improving internal processes of Information Platforms department to make it more efficient and user friendly.
- Document all User stories with Implementation details, meeting notes, developer notes and testing notes.
- Mentor new team members, and conduct domain knowledge training sessions to bring them up to speed.

Working as a Salesforce Administrator/ Business Analyst in HFFC Pvt ltd, till Jan 17.

Roles and Responsibilities:

- Administrated and monitored the company's Salesforce CRM applications for Sales, Marketing and Support Departments.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Configured Reports for custom objects and associated them to Dashboard as success metrics for process.
- Design and development of Workflows rules, triggers, validation rules and other customizations.
- Created & Tested triggers, classes, test methods and visual force pages to check with functionality.
- Used SOSL and SOQL queries during the data migration and custom development.
- Focused on Cycle time reduction during the process between the leads through opportunities, processing, funding, underwriting and till post-closing.
- Designed and implemented the integration process with Aadhar to achieve e-Sign and e-KYC.
- Analysed the business processes for the three divisions in the organization to implement in salesforce.
- Interacted with various internal business team members to gather the requirements and documented the requirements.
- Analysed the Scope of the Requirements, and managed requirements to avoid Scope Creep.

Working as a Cloud Analyst in CipherCloud India Pvt ltd, From Aug 14 to Nov 15.

Roles and Responsibility:

- Customize "Cipher Cloud for Salesforce" for different versions of Salesforce.com to implement on production environment.
- Customization includes providing security without disturbing the System Architecture, workflow, integration, user interface design, analytics, data integrity and customer & partner portals on the force.com.
- Creating a change management and release process for enhancements, UI modifications, and administration.
- Requirement Gathering from the functional team of the clients and creating Requirement Gathering report with Use cases, needed functionality and type of security.
- Coordinate with clients to update the changes and get the sign offs on scoped requirements.
- Have hands dirty in writing test cases and test scenarios for CipherCloud for SFDC and Cloud discovery.
- Helped the developers in providing inputs and documentation to automate various security research related tools and preparing appropriate reports.

Internship

As a Business Analyst at Symbiosys Technologies, March 2013 - July 2013 (5 months)

Skills & Expertise

- SalesForce.com, Microsoft Office Excel, Cloud Computing, ERP, Requirement Gathering, Market Analysis, Project Planning/Estimations, Secondary Research, Shadow IT, SPSS, Photoshop.

Academic Background

- KLU Business School, Master of Business Administration (M.B.A.), Technology Management, 2012 - 2014 Score: 7.8 CGPA .
- Nova College of Engineering and Technology, Bachelor of Technology (B.Tech.), Computer Science and Engineering, 2008 - 2012 Score: 67% .

Certifications

- Salesforce Certified Force.com Developer, June 2015.
- Salesforce Certified Platform App Builder, December 2015.
- Salesforce Certified Administrator, June 2016.
- Salesforce Certified Sales Cloud Consultant, October 30, 2017
- Salesforce Certified Service Cloud Consultant, July 26, 2018
- Salesforce Certified Community Cloud Consultant, November 5, 2018
- Salesforce Certified Advanced Administrator, February 25, 2019
- Salesforce Certified Platform Developer I, March 25, 2019
- Apttus Certified CLM Essentials, June 6th, 2018

Courses

- Completed the Oracle Primavera P6 Project Portfolio Management Course and Oracle R12 E-Business Suite Financials.

Research Projects

Title: Factors influencing the E-commerce adoption in the SME's business in Vijayawada.

Achievements

- **"Employee of the Quarter" (Jan'15 to March'15) for CipherCloud.**
- Published a paper on "Does Internet Provide Level Playing Field for SME'S in Global Market..?" in a Two Day National Conference on "Emerging trends in marketing" held in K L University.
- Elected as a "**General Secretary**" for the K L University Student Organization in the academic year 2013 – 2014.
- "**Certificate of Excellence**" is awarded by NIIT for showing an outstanding performance in PICV2 (C Language) module test.

Personal Skills

- Logical Reasoning, Problem Solving and Ability to motivate Team members.
- Hard work and dedication to outperform.
- Diligence, Perseverance and Team building skills.
- Ability to quickly master in new concepts and a team player**.**

Personal Details

Languages Known	:	English, Telugu, and Hindi
Date of Birth	:	20-08-1991
Interests	:	Searching for new Technologies, painting, photography.

Date:

Place: **(Surya Sujan Sai)**