

#### Experience Summary:

Pratigya Suri has 6+ years of experience in the phase of design and development in CRM applications. She has good technical knowledge in design, development, customization, and application set up. Her breadth of experience includes technical and functional experience in Salesforce development, Salesforce administration, Data Loading, Knowledge Management and Release Management.

#### Technical Skills Snapshot:

Skill/Specialization	Duration (Years)
Salesforce Administration/Development	5/4.5
Database Management (SOQL)	1.5
Service Cloud/Sales Cloud	3.5/2.5
Lightning/SFDX	1.5/2
Einstein	0.5

#### Certifications:

Salesforce Certified App Builder	Salesforce Certified Sharing and Visibility Designer
Salesforce Certified Platform Developer I	Salesforce Certified Data Architecture and Management Designer
Salesforce Certified Administrator	Salesforce Certified Application Architect.

#### Professional Experience:

<b>Salesforce.com</b> Senior Developer Support Engineer	This role includes initial scanning, resolution and deployment of solutions for the tickets assigned to the Premier support group of Salesforce. <b>Responsibilities:</b> <ul style="list-style-type: none"><li>• Come up to speed on various different Salesforce technologies and debugging tools, technologies include Einstein, Sales clouds, Commerce clouds etc.</li><li>• Solved 20+ critical customer cases and ensuring the highest level of customer satisfaction</li></ul>
<b>ESP Management Systems</b> (Role : Team Lead)	This project takes care of the cases for different business functions raised within the system. It is a highly configured project in which we are managing the different regions of the client's location geographically. The security model plays a vital role in all business functions and regions. Implementation of different security models in different business functions is also maintained. Definite repository structure is used to version control all the metadata. <b>Responsibilities:</b> <ul style="list-style-type: none"><li>• Business Requirement to Platform capability mapping along with Scrum planning.</li><li>• Configuration and customization, Apex, Trigger, Visualforce.</li><li>• Developing a system, handling tickets and deployments.</li><li>• Technical and lightning feasibility tests for business.</li></ul>
<b>Health Cloud</b> (Functional Consultant)	<ul style="list-style-type: none"><li>• Worked with an Architect/team on Health Cloud data model (Provider/Patient details, Clinical Data, Payer, Utilization Management, etc.)</li><li>• Understanding and experience in the healthcare / life sciences industry</li></ul>
<b>IPM Navigator</b> (Role: Developer)	This Project is used for territory management for its product launch. That includes global territory, regional and local. It includes Product categories, its Scope, Quality, Features, Sales, and launch. Product launch activity is divided into these categories named Initiation, Ideas, Feasibility, Capability, Market Ready, Deployment, and PLE. It keeps track of its financial values to gather product sales ups and down at various territories. It follows high-quality measures related to code quality, optimization and modularization and deployment. <b>Responsibilities:</b>

	<ul style="list-style-type: none"> <li>• Configuration and customization the Apex classes, Triggers, VF pages, batch classes.</li> <li>• Project is highly customized. Visual Force and component creation.</li> <li>• Use various patterns for maintaining code quality and code optimization.</li> </ul>
<b>Perform Live Sport</b> (Role: Developer)	<p>LIVE SPORTS project is a Sales cloud project customized in a way to fulfil client requirements. This is used to log the details for the client website. This website gives access to different videos to registered and non-registered users. Managing all the functions of the system for users and non-users is one of the major tasks.</p> <p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Configuration for workflows and email templates.</li> <li>• Using JS, CSS and some jQuery for UI implementation.</li> <li>• Validation rules and Reports.</li> </ul>
<b>HEARST SFDC Implementation</b> (Role: Project Associate)	<p>HEARST project is a Sales cloud project customized in a way to fulfil client requirements. This is used to log all the details for all the issues of magazines published in a year for either Print/Digital media. Managing Forecasting for the system is one of the major tasks.</p> <p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Configuration role hierarchy, validation rules, Reports, Workflows and Email Templates and managing AppExchange Packages.</li> <li>• Developing Apex classes, Batch Classes, Test Classes using Trigger Framework.</li> <li>• Holding Responsibility for CRs, Change Set and Deployments.</li> </ul>
<b>Boots CSC CRM</b> (Role: Project Associate)	<p>BOOTS project is a Service cloud project but in a customized way to fulfil client requirements. This is used to log customer complaints about their different product categories. There is an SLA involved if the customer request is not solved within a specified time constraint. It records cases via Email, Phone &amp; Web. Case, Account, Product, SLA these objects are customized to meet customer requirements.</p> <p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Functional Discussion, Configuration for basic Security model, Object &amp; Relationship</li> <li>• Customization for standard objects based on the requirements.</li> </ul>

#### Educational Qualifications:

Degree & Date	Institute	Major & Specialization	University
B. Tech. July-2014	MIT College of Engineering. Pune	Computer Engineering	University of Pune

#### Employment Details:

Company	Designation	Duration
Salesforce.com India Pvt. Ltd.	Senior Salesforce Dev Support Engineer (Premier)	Dec'2019 (Present)
Deloitte Consulting Pvt Ltd.	CRM Consultant	Jan' 2017 - Dec'2019
Cognizant Technology Solutions	Programmer Analyst	Sep'2014 - Jan'2017

#### Technical Skills:

Force.com	Apex Class, Triggers, Workflow & Approvals, Apex, VF
Lightning	Lightning Components, SDLS
Database	SOQL, SQL
Other Tools	Force.com Eclipse IDE Plug-in, IntelliJ, Web storm, Visual Studio Source Code, Jenkins, SonarQube, SF Workbench, Data Loader, Atlassian, Jira, Confluence.

I hereby declare that all the above-given information is true of my knowledge

(Pratigya Suri)