

# RESUME

**SURYA TEJA**  
Salesforce Admin/Developer

Mobile: +919666886125  
Email: - i.suryateja03@gmail.com

---

## Objective:

I am a highly passionate individual with around 5 years of experience as both Salesforce developer and Manual Tester. Worked in Field Service Lightning module on both Configuration and customization. Proven ability to analyze design and optimize business process with hands on experience implementing change, increasing user adoption and driving best practice.

## Professional summary:

- Experienced in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions and Approval Workflow.
- Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
- Extensive experience in developing Apex Classes, Triggers, Visual force pages, Workflows.
- Experienced in analysing business requirements and implementing them to Salesforce custom objects, master detail relationships, lookup relationships.
- Implemented DML operations of Inserting and Updating records.
- Experience working with FSL development in service cloud.
- Writing Unit Tests code coverage and Deployments.
- Knowledge on developing main components of FSL solution include Core Field Service lightning Features, Scheduling and Optimization, building a mobile app for mobile workforce.
- Experience with setting up FSL data models (Work order, service appointments, territories etc)
- Good Experience in Salesforce Field Service mobile flows.
- Code Optimization with respect to Salesforce Governor Limits
- Worked on customizing service reports templates for FSL module as per requirement.
- Customized several Validation rules, Tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
- Experience in capturing, analysing and documenting requirements for salesforce.com implementations.
- Involved in querying salesforce tables using SOQL queries by using salesforce inspector.
- Used Field level security along with the page layouts to manage the visibility and accessibility of fields for different profiles.

## Key Skills:

- Salesforce Technology : Apex, FSL Mobile, Lightning Components (LWC)
- Integrations : REST API's
- Databases : SOQL, SQL
- Tools : JIRA, Git, SalesforceDX, VSCode, MS Excel

## **Work Experience:**

**Company: DSRC Pvt Ltd**

Duration : Dec'22 – Aug'23

### **Responsibilities:-**

- Worked on SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
- Configured New Service resource assigned to service territory, operating hours, work order.
- Configured the Service Report as per business requirement.
- Developed custom Apex classes, triggers, and batch processes to support business workflows.
- Used SOQL with consideration to governor limits for data manipulation needs of application using platform database objects.
- Created and optimized Lightning Components for enhanced user interface and experience.
- Involved in data migration from Excel to Salesforce using Apex Data Loader.
- Collaborated with cross-functional teams to gather requirements and design solutions.
- Debugged and resolved issues related to performance, data quality, and application functionality.
- Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
- Customized page layouts for standard/custom objects and assigned record types.
- Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.

**Company: Intimetec Visionsoft Pvt Ltd**

Duration : Dec'21 – Dec'22

### **Responsibilities:-**

- Gathered and documented the requirements by interacting with different business teams.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
- Involved in data migration from Excel to Salesforce using Apex Data Loader.
- Worked on JIRA for the requirements gathering and moving the requirements to various levels once they are being done.
- Developed re-usable UI components with the Salesforce Lightning Component Framework.
- Created lightning actions, lightning apps and also worked on existing and new Lightning Web Components.
- Performed data migration on demand and data loading using Data Loader, Import Wizard
- Developed and customized Salesforce reports and dashboards to provide actionable insights.
- Supported end-users by troubleshooting and resolving technical issues.
- Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers.
- Used Apex data loader to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.

**Company : Aarmec Technologies Pvt Ltd**

**Duration : Apr'19 – July'21**

**Responsibilities:**

- Worked with user group for requirement gathering throughout the planning and implementation.
- Created new User Accounts and assigned profiles as per their role in role hierarchy.
- Defined Org Wide Defaults to restrict access from users.
- Implemented Record-Level and Field-Level security and configured their sharing settings.
- Created Data Validation rules and formulas as per business requirement.
- Developed and Customizing salesforce.com application based on user needs. Developed field & page layout customization for the standard objects like Account, contact, Leads.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features.
- Implemented pick lists, filed dependencies, lookups, master-detail relationships, validation and formula fields to the custom objects.
- Designed and deployed the custom objects, custom tabs, Validation rules, Page layouts to suit the needs of the application.

**Company : Addeco Pvt Ltd**

**Duration : Sep'17 – Mar'19**

**Role : Testing Engineer**

**Responsibilities:**

- Assisted in manual testing of software functionality, identifying and tracking of bugs .
- Documented testing procedures for developers and for future testing use reducing 25% of threats.
- Collaborated with onsite team on a regular basis to status update on the progress of the project.
- Using JIRA dashboard for tracking the status of the assigned tasks.
- Functionality testing on all the screens to make sure that all the objects, buttons, and icons are performing according to the specified functional requirements.

**Academic Qualification:**

- Graduated B.Tech in Mechanical Engineering from Roorkee Institute of Technology, Roorkee, Uttarkhand with First Class Division.
- Completed 10+2(C.B.S.E) from Columbus Public School, Rudrapur, Uttarkhand with first division.
- Completed SSC in Nagarjuna EM High School, Kondapalli with first division

Place: **Hyderabad**

**SURYA TEJA**

Date: