



## SUMANTH SASANAPURI

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### SUMMARY

- Extensive CRM consulting experience with close to 7 years of experience being associated with CRM as concept & implementation.
- Good working experience in various capacities such as Technical Lead, Solution Architect, Salesforce Administrator, Production Support, Data Migration Consultant and Business analyst and involved in various phases of entire project from requirement gathering, architecture development, testing, and implementation.
- Expertise in concepts of end-to-end project planning and implementation from scope management, to activity sequencing, effort estimation, resource planning, risk analysis to quality management in adherence to international guidelines and norms.
- Experience & knowledge in all the technology utilizations within Salesforce.com (Flows, Process Builders, Workflows, Apex, triggers, Visual Force pages) & capable of suggesting the technical approach to be taken for an individual engagement, having total IT experience in Salesforce.
- Experience with full life cycle implementation of business solution, including requirement gathering, prototype designing, coding, database data mart setup, report development, testing, UAT deployment, user training, production and ongoing product support.
- Proven ability to integrate disparate systems.
- Take responsibility for technical aspects of solutions to include activities such as product and solution briefing, proof of concepts and co-ordination of supporting technical resources.
- Strong knowledge of domain comprising of CRM.

### ADDITIONAL SKILLS

- Native English speaker, effective communicator with strong coordination, relationship management and analytical skills.

- Excellent analytical, problem solving skills and a motivated team player with excellent interpersonal skills.
- Objective and resourceful with result-oriented approach.
- Good team leading & coordinating skills with cross domain consultants, developers and has a communication and presentation skills.
- Excellent communication skills with the ability to explain and present details to both business and technical audiences.
- Good team player with excellent communication, technical, multi-tasking and interpersonal skills.
- Quick adaptability and systematic approach towards work.
- Proficient with Microsoft Office software (i.e. Word, Excel, PowerPoint)



## CERTIFICATION AND AWARDS

CERTIFICATIONS	AWARDS
1. Salesforce Certified Force.com Developer - 2018	1. Core Values Award - Valassis -2016
2. Salesforce Certified Administrator - 2018	2. Core Values Award - Valassis -2017
3. Lightning Experience Basics - Trailhead - 2017	3. Nominated for Pillar of Excellence - 2017
4. Lightning Experience Rollout - Trailhead - 2017	
5. Salesforce Outlook Integration Basics - Trailhead -2017	
6. FANUC Robotics Material Handling & Programming	
7. Record of Excellent Attendance UHI certified - 2013	
8. Salesforce Sales Cloud Consultant - 2019	



## SALESFORCE.COM SKILLSETS

<ul style="list-style-type: none"> <li>▪ Force.com</li> </ul>	<p>Apex programming, Apex Triggers, Visualforce pages/Component and Controllers, Approval Processes, Process Builders, Batch Apex, Schedule Apex, SOQL, SOSL, Governor Limits, Data Modelling, site.com, Chatter, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation, Reports, Dashboards, Formula Fields and Cross Object Formula Fields, Configuration Skills, Overall User Management, Security and</p>
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	Sharing Model, Translation Workbench.
▪ Service Cloud	Case Management, Contract & Entitlement Management, Web & Email Case capture, Customizable Report & Analytics, Workflow & Approval Automation, Case auto assignment & escalations, Content Library, Service Cloud console and Knowledge base
▪ Sales Cloud	User, Account, Contact, Opportunity, Lead and Activity Management, Data Migration, Reports and Dashboard
▪ Community Cloud	Community Branding, setting up Tab and Pages, Implanting Security and Visibility Schemes for required data visibility and User Adoption training
▪ Clouds	Sales Cloud, Service Cloud & Marketing Cloud
▪ System Integration	Consuming and Exposing Metadata, REST and SOAP(WSDL) web Services, Apttus CPQ integration, Payment Integration (DocuSign & Billtrust), Customer Online Oracle R12, Fuse
▪ Mobility	Salesforce1
▪ Data Management	Data Loader, Import Wizard, Demand Tools, Dataloader.io & Workbench
▪ Unit Testing	90% code Coverage practice, Positive tests, Negative tests, and Regression tests
▪ Continuous Integration and Delivery System	Change Sets & Force.com ANT migration tool, Release management
▪ IDE Tools	Eclipse & IntelliJ
▪ Process Tools	JIRA, Rally, Agile Accelerator
▪ Processes	Agile
▪ Source Control	GitHub
▪ Web Technologies	JavaScript, HTML, SOAP, REST, jQuery



## PROFESSIONAL EXPERIENCE

### ▪ Agility Technologies Inc

 Salesforce Consultant II

 November 2018 - Current

 Reston, VA

**ENVIRONMENT:** Salesforce.com Lightning, Sales cloud, Force.com platform, Apex Classes, Visualforce Pages, Controllers, Eclipse, Agile Accelerator, Gridbuddy, OneSpan Docusign, SpringCM, Demand Tools, Dataloader.io, Office 365, Email Services, Workflow Approvals, Reports, Security Controls, Windows, Process Builder.

**RESPONSIBILITIES:**

- Involved in US Department of Agriculture (USDA) - Client Experience Center Inventory Management & Production Support projects as Team Lead.
- Conducted Daily Scrum, Sprint Demo, User Training, Salesforce Release Governance meetings.
- Responsible for sprint planning, managing work assignments, team resource management, providing weekly & monthly status to customer.
- Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Provide oversight & guidance in the implementation of a project solution
- Conduct solution design reviews for the project as necessary
- Provide recommendations/validations of a solution in terms of configuration
- Assist the project team with writing a Solution Design documentation
- Troubleshooted & Updated existing Lightning Components, VF pages, Controllers, Apex Classes as needed.
- Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
- Implemented Email to Salesforce feature for automatically syncing Outlook emails to Salesforce.
- Performed different roles Sr. Salesforce Administrator, Salesforce Developer, Tester, Business Analyst, & Release manager.
- Used native features of Demand Tools to handle a data migration project.
- Used changesets to deploy the feature changes from one salesforce instance to another.
- Written test classes, test scripts for unit and regression testing.
- Followed Agile methodology to meet daily duties and responsibilities as part of project teams.
- Implemented Case Management tool to easily handle incoming case requests from customers.
- Involved in Production release deployment plans, testing's, and documentation.

■ **IPolarity LLC**

 Software Consultant

 August 2018 - October 2018

 Piscataway, NJ

**ENVIRONMENT:** Salesforce.com Lightning, Sales cloud, Force.com platform, Apex Classes, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow Approvals, Reports, Security Controls, Windows, Process Builder.

**RESPONSIBILITIES:**

- Involved in Phase 2 of Salesforce Lightning Migration project as Salesforce Consultant for The Hartford Client.
- Built Lightning Components, VF pages, Controllers, Apex Classes using Apex language.

- Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
- Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
- Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
- Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
- Worked on Lightning Process builder flows, Connect API, Chatter, and quick Action.
- Built Lightning Component Tab for Salesforce1 Navigation and Custom Applications in Lightning Experience.
- Used field level security along with page layouts in Lightning to manage access to certain fields.
- Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
- Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
- Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

## Valassis



Application Engineer II



August 2016 – July 2018



Livonia, MI/USA

**ENVIRONMENT:** Salesforce.com, Sales cloud, Apttus CPQ, Marketing Cloud, Marketo, DocuSign, Bill Trust, Force.com platform, Apex Classes, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow Approvals, Reports, Security Controls, Windows, Red Hat Fuse, Fusion SOA, Oracle R12, Process Builder, Noble Call Center, Service Now, Level 11, D&B Hoovers, LinkedIn Sales Navigator, Inside Sales call center

### RESPONSIBILITIES:

- Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator for Apttus CPQ & Order Management Integrations.
- Worked as Technical Lead & Focal point of contact to coordinate and manage communication between application developers, vendors and internal business users for Payment (DocuSign, Billtrust, Apttus & Salesforce integration) & New Account Set Up (NASU) Agile projects, as a result of these projects, company's selling process cycle time reduced from roughly about 48 hours to .5 hours saving millions of dollars every year and reducing abundant of human services hours.
- Worked closely with Project Manager, sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of Salesforce.com (SFDC)

- Involved in various Salesforce App exchange implementation projects including Apttus CPQ integration, Docusign, Bill Trust, Noble & Inside Sales call center, Level 11 gamification, Marketo, ExactTarget, Lightning rollout evaluation as Technical Lead.
- Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
- Used Streaming API Push topic for creating effects in Visualforce pages. Created Workflow rules and defined related tasks, email alerts, and field updates.
- Implemented Pick lists, Dependent Picklists, lookups, Master detail relationships, validation, and formula fields to the custom objects
- Created REST API Services for Account integration & Call center integration.
- Review AppExchange applications for functionality and security risks.
- Implemented Salesforce.com customizations and drove user acceptance testing (UAT).
- Solving users queries with the help of Salesforce.com knowledge Articles and User system.
- Worked as Production Support governing 1000+ users for analyzing production issues, provided work around for those issued and plan for the fix in patch or next production releases

## ▪ Kairos Technologies Inc.



Salesforce Consultant



August 2013 - August 2016



Irving, USA

**ENVIRONMENT:** Force.com IDE, Custom objects, Validation Rules, Formula Fields, Demand Tools, Data Loader, Reports and Dashboards, Workflow Approvals, Sandbox, Apex Classes, Triggers and Visualforce Pages, SOQL, SOSL, jQuery, HTML

### **RESPONSIBILITIES:**

- Involved in Data migration project for Valassis company when they bought their subsidiary company Clipper from Tegna company as a Salesforce Lead Data Migration consultant
- Worked in Salesforce Production support for Clipper org governing 1500+ users - user account creation, personal information setup, Roles & Profile creation, user group creation, updating company profile, Network access setup.
- Implemented Lightning Sync & Lightning Outlook feature for the users to Sync their Salesforce & Outlook emails, event & contacts.
- Configured various Custom Reports and Dashboards for different user profiles based on the need in the organization.
- Designed, and configured the Custom objects, Record Types, Formula fields, validation rules, Page layouts, workflow rules, tasks, emails, and alerts to track customer related tasks and activities.

- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
- Implemented pick lists, dependent picklists, lookups, master detail relationships, validation, and formula fields to the custom objects.
- Created various XML file for the data migration from one sandbox to another sandbox using Workbench.
- Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
- Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
- Using Organization Security, network Security and Session Security implemented Platform Security.
- Installed Salesforce AppExchange Apps including Inside Sales, Dupe Catcher, Exact target configured and maintained user security permissions in compliance with organizational needs.
- Created email templates and inbound emails using Visualforce for the clients and customers.
- Maintained Salesforce.com data integrity - including data cleanse using Demand Tools and Dupe blocker.

## EDUCATION

1. 2nd master's in information technology management, Campbellsville University (2018 - 20)
2. Master's in Industrial management, University of Texas at Tyler (2014-15) - GPA 3.84
3. Bachelor of Engineering Honors Degree in Aircraft Engineering, University of Highlands & Island (2009-13)