**Sreeram Venkatesan**

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Phone: **+91 - 9688426171**

*Motto : Learn, Un-learn, Re-learn*

**Professional Summary:**

* **3.5+** years of overall IT experience in Development, Administration of applications in ***Salesforce.com*** ***CRM, Sales cloud, Force.com Platform, Lightning*** and ***Java applications.***
* Good hands-on experience in customization of ***Apex Triggers, Apex classes, Interfaces, Standard controllers, Custom controllers.***
* Good Coding & SOQL dml script knowledge.
* Good understanding of Customer-relationship management processes such as General Sales process, Lead Management, Account & Opportunity Management, Case Management.
* Good knowledge about ***SaaS, Paas, IaaS*** cloud computing terminologies.
* Proficiency in administrative tasks like ***creating Profiles, Roles, Users, Email services, Approval processes, Workflow rules, Formula fields, Validation rules***.
* UI expertize in ***Visual force pages, Aura lightning Components.***
* Strong Knowledge ***of SFDC standard data structures, Object relationships such as Master-detail, Lookup*** and familiarity with ***designing Custom Objects on Force.com platform****and****Force.com Sites****.*
* Expertize in ***Report type*** *creation,* ***Reports & Dashboards*** for analytics.
* Good experience in Data management tools like ***Salesforce Dataloader, Workbench, Import wizard***
* Experience in ***Java J2EE*** and ***SQL queries*.**
* Ardent ***Trailhead*** competitor and ***Trailblazer******community*** follower.
* Integration of Salesforce systems using ***Apex Callouts & REST Web Services***.
* Self-motivated, enthusiastic and capable of quickly learning new technologies, processes and successfully applying them in Business operations.
* Ability to adapt quickly to challenges and changing environments.
* Excellent communication and interpersonal skills. Ability to work effectively as a team member as well as an individual contributor.

**Educational Summary:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institution/School** | **University/Board** | **Year of Passing** | **Percentage (%)** |
| B.E (Electrical & Electronics Engineering) | Sri Eshwar College of Engineering, Coimbatore. | Anna University, Chennai | April 2017 | 78.60 |
| H.S.C | M.E.S. H.S.S, Palakkad. | State Board, Kerala | 2013 | 83.41 |
| S.S.L.C | M.E.S. H.S.S, Palakkad. | State Board, Kerala | 2011 | 87 |

**Experience Summary:**

**3.5+** years of experience as Salesforce Developer, Administrator & Java Developer.

Organisation: ***Bahwan Cybertek Pvt.Ltd, Chennai.***

***Salesforce Experience (2.5+ years)***

**Project #1** **Aug 2018 – Oct 2020**

**Sales Cloud Implementation & support for Internal Automation.**

Team size : 4 members

Role : Salesforce Developer/Admin.

Project overview : Implementation of Salesforce sales cloud from scratch for Internal Sales team at Bahwan Cybertek Pvt. Ltd.

**Responsibilities:**

* Actively involved with Business analysts, other developers, involved in enhancement of business modules using ***Standard*** *and* ***Custom Objects****,* ***formula logic****,* ***APEX classes****,* ***Triggers****,* ***Test Classes*** *and writing* ***SOQL*** *queries.*
* Configuring ***OWD, Profiles, Roles, Role hierarchy, Sharing settings, Sharing rules,*** ***object level, field level security.***
* Leveraging Salesforce Declarative tools such as ***Workflow Rules, Process builder, Flows, Approval Processes*** for customization of Org
* Deployment of new features using ***change sets.***
* Checking in Code base to ***GitHub*** remote repository and versioning control.
* POC – Lightning Web Components
* Complete hands-on in Org with ***System administrator Profile***
* Implemented ***Salesforce Lightning Design system(SLDS)*** to make components mobile responsive.
* Case Management module implementation as an alternative solution for Service cloud
* Customization of Opportunity, Opportunity Line Item, Revenue Term custom objects ***using Apex Triggers, Page layouts, Record types, Visual force tabs***
* Creation of ***complex reports and dashboards*** for Business executives using matrix, summary reports with charts.
* Unit Testing using ***Apex Test classes***, maximum code coverage (above 90-95%). Worked in a few Manual Test cases.

**Specific Modules worked on:**

* **Archival Process :** Implementation for archiving data of Opportunity and its child objects Opportunity line item and Revenue splits to analyse the trending and pipeline of Sales using Batch Apex
* **Trigger Framework setting :** Worked in trigger framework setting as a part of implementing best practices in apex triggers. Bulkified apex triggers, used custom settings for Trigger Switching operation. Refactored code from hitting Governor limits in platform.
* **Incentive Compensation module:** Implemented Incentive compensation module for Sales Reps using Aura Lightning Components.

**Project #2** **Oct 2020 – Jan 2021**

**Client: Homeserve USA**

Team size : 7 members

Role : Salesforce Developer/Consultant.

Project overview : HomeServe is a British multinational home emergency repairs and improvements business based in England. Worked on projects and enhancements that support the Homeserve US Geo.

**Responsibilities:**

* Worked with the user group for ***requirement gathering*** throughout the planning and implementation in ***Agile***.
* Consultation support for production issues.
* Conducting ***training for Salesforce freshers.***
* Configuring Price Entry, Pricebooks using ***Aura Lightning*** components.
* Deployment using ***Change Sets***, deleting components using destructiveChanges.xml.
* Involved in creating ***Processes, flows, escalation rules***.
* Creating complex ***Visual force pages*** and ***custom controllers*** and solving view state errors in VF pages.
* Worked in Quota/Target setting module for Sales reps for Financial Year, Quarters using Visual force pages, controllers.

***Java Experience (1+ years)***

**Project #1** **Feb 2018 – Aug 2018**

**Client: Dubai Municipality**

Team size : 3 members

Role : Java Programmer analyst.

Project overview : Dubai municipality is the project for Dubai government for online payment of Invoice, Tax, and municipality related services. Worked in an Onsite-Offshore model.

**Responsibilities:**

* Developed new responsive UI using ***HTML, Jquery & javascript, CSS, Bootstrap***
* CR modifications for Adhoc Payment and Online Payment screens using ***Java Struts 2.0 framework***
* Deployment to UAT using WebLogic application server.
* POC - BIRT plugin for eclipse used for Business intelligence and reporting
* Customer Handling for application support

**Project #2**

eRemit 2.0 CR **Aug 2017 – Feb 2018**

**Client: Canara bank, Karur Vysya Bank**

Team size : 4 members

Role : Java Programmer analyst.

Project Overview : eRemit is the company’s own product used for Remittance of money between countries for commercial purposes. eRemit 2.0 upgradation focuses on migration from DB2 to Oracle database and enhancement of product based on Customer Requirement

**Responsibilities:**

* Migration of database from DB2 to Oracle Database.
* Modification of existing SQL queries in Java application for adapting Oracle database.
* Testing and QA of eRemit admin and other screens after migration.
* Development of new Screens for eRemit in Java Struts 2.0 framework as a part of CR.
* UI designing using HTML,Javascript, Jquery, CSS, Bootstrap
* Database connectivity to Oracle Database using JDBC template
* Managing and deploying eRemit java application using IBM Websphere application server
* Unit testing for the CR developments – Fraud management and Straight through Process modules

**Certification & Achievements:**

* Salesforce Certified Platform Developer 1 (SU20)

 <https://trailblazer.me/id/sreeramv>

* Salesforce Developer (Udemy course)

 <https://www.udemy.com/certificate/UC-46988488-885b-4cd5-b039-fd5e2f5c4f42/>

* Trailhead Ranger (Trials completed - 13, Super Badges - 2)

 <https://trailblazer.me/id/sreeramv>

* HDP overview : Apache Hadoop Essentials

 <https://verify.skilljar.com/c/oy8hiyvort34>

* Received $200 voucher for salesforce certification exam from Level-Up challenge of Salesforce partners

**Skill Set:**

|  |  |
| --- | --- |
| Type  | Technologies  |
| Server side Programming Language | Apex, Apex Triggers, Java |
| UI  | VisualForce pages, Lightning Design System, HTML, CSS, Bootstrap |
| Database  | Oracle Database, Hive, Postgres |
| Client side Programming Language | Lightning Aura Components, Jquery, Javascript |
| Operating Systems | Windows 10/8.1/7/Xp |
| Productivity Tools | Microsoft Office 365, Word, Excel |
| Development tools | Visual studio code, Eclipse IDE, Workbench, Data Loader |

**Personal Information:**

Father : Venkatesan. R

Mother : Leelavathy. S

Languages known : English, Malayalam, Tamil(Read and Speak), Hindi(Read & Write)

Hobbies : Cycling, Jogging, Reading Newspaper, Trekking & Camping

Address : 1/456, Malampuzha Road, Olavakkode, Palakkad, Kerala - 678002

**Declaration:**

Hereby I declare that the above furnished details are true to the best of my knowledge

**Place** : Palakkad **Signature**

**Date** : 23-Jan-2021

(Sreeram Venkatesan)