**M.PARTHIBAN**

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PAN No: DEIPP0239B DOB: 03-07-1995

**OBJECTIVE:**

To work in an innovative and challenging environment that can explore my skills and challenge my potentials, thereby I can utilize my skills efficiently for organizational growth and Very client Focused.

**PROFESSIONAL SUMMARY:**

* Total IT & CRM experience 5 years.
* Cognizant Technology Solutions as Salesforce Developer for 3 years and 3 months.
* HCL India Pvt ltd working as Sr. Salesforce Developer from May 2020 to April 2021.
* Mphasis Ind Pvt ltd working as Sr. Salesforce Consultant from April 2021 to still now.
* Experienced in Agile methodology of application development.
* 5 years of experience in development and Enhancement and Customization in Salesforce CRM applications.
* Flexible to adapt to any new environment and work on any project.
* Good interpersonal skills, committed, result oriented, hard working with a quest and zeal to learn new technologies.
* A skilled problem-solver, Quick learner and an efficient team player.

**TECHNICAL SUMMARY:**

* Exposure to all phases of SDLC, which includes Design, Requirement Analysis, Coding, and Implementation.
* Worked Platforms: Service Cloud & Community, Sales Cloud.
* Experience in Salesforce admin Functional, configuration, Development, Einstein AI.
* Certified Platform Developer 1 and Platform Developer 2 Certified.
* Experience in tasks like creating Users, Roles, Profiles, Relationship, Page Layouts, Record types, Email Services, Workflows, Validation rules, Reports, Dashboards.
* Experience in SOQL and SOSL query language with respect to governor limits.
* Good Experience in App development Salesforce Classic and Salesforce Lightning.
* Having Experience in Apex Development including apex class, , trigger, batch, Future classes, etc.
* Experience in exposing and consuming REST based API integration.
* Experience in Deployment process through Change sets and Git.
* Experience and extensive knowledge Salesforce best practices in Critical updates, Health of the Org, Lightning Locker, Overall best coverage of the Orgs.
* Have completed Apex specialist and process builder Super badges and availed free vouchers, also participated in monthly quests from June to October availed multiple Ranger Badges and also new Badges, learnt and had experience all salesforce release updates on every sprint.
* Active member in Salesforce community, active member in providing solutions and help each other.
* Also completed Lightning web component Specialist Super badge, was preparing for my JavaScript Dev certification with all blogs and modules to get an extensive knowledge.

**SALESFORCE SKILL SET:**

* Adventurer Rank in trailhead (trailbalazer.me/id/pban2)
* Certified Platform Developer 1, Platform Dev II , Einstein Analytics Certified and completed supersets and multiple ranger badges.
* Earned 80 Badges 1 Lakh points in trailhead, learning to earn super badges and certifications.

**KEY HIGHLIGHTS:**

* Awarded for outstanding performance and exceptional commitment-Oct 2017

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* Awarded for going extra miles to achieve the best desired Business Results Leadership

In Jan 2019.

* Received Falcon Award for transition in Health Plans–Nov 2020.
* Received Star Performer 2021 From FedEx Unit Head.

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| **PROJECT PROFILE:**  **Project 1: Wealth Management Support**  Client | : Leading UK Telecom Industry |
| Technology | : Eli Next |
| Period | : 6 months (Feb 2017 – Jul 2017) |
| Role | : Developer |
| Project Phase(s) | : Production Support |

**ROLES & RESPONSIBILITIES**

* Analyzing and providing solutions for incidents.
* Providing Value adds which improve the business benefits.
* Delivering enhancements.
* Customization and enhancement for all upgrades for business.

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| **Project 2: Salesforce Retail Distribution**  Client  Technology  Period | : Leading US Insurance & Healthcare  : Salesforce  :1yrs 10 months (Jul 2017 – May 2019) |
| Role | : Developer |
| Project Phase(s) | : Development and enhancement |

**ROLES & RESPONSIBILITIES**

* **Have a Hands-on experience in Salesforce components, Service cloud components, Sandboxes and deployment, Validation rules, relationships, (field security) Roles and Permission.**
* **Also had a hands-on experience in Integration with API rest callouts, Worked on REST API resources and integrating external application with salesforce using connected app, OAUTH,**
* Client Relationship Unit was established to assist the retailers to handle their Book of Business.
* Involved in development of Advisor Assist and Custom reports functionality to assist the Agents.
* Developed custom notes and attachments functionality.
* Developed Goal profiles management system to handle the works allocated to agents and analysis the business growth.
* Developed many mass update and mass assign and re-assign functionalities with filter templates to reduce the work loads of agent managers.
* Provided solution and developed many standard and custom reports & dashboards which would give an holistic view of entire business.
* Identifying the production defects and provide fix on time.
* Play deployment manager role to ensure smooth production deployment process.
* Have extensive knowledge in Process builder, workflow, flows, Oauth, remote site settings, connected App, lightning locker and HSTS for all communities.

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| **Project 2: Insurance and Health Management**  Client  Technology  Period | : Leading US Insurance & Healthcare  : Salesforce  : 10 months (May 2019 – May 2020) |
| Role | : Developer |
| Project Phase(s) | : Support & Enhancement |

**ROLES & RESPONSIBILITIES**

* **Have an Hands-on Experience in coding knowledge in APEX, APEX BATCH, APEX Class, Apex trigger, Lightning Web components, Lightning AURA COMPONENTS**. Also, in admin stuff related to Lightning Flows, Workflow and automation.
* Identifying the production defects and provide fix on time.
* Developing the enhancements and delivering it on time.
* Evaluate new releases of Salesforce to determine functionality requirements and provide detailed information on how changes will apply to all affected departments/users.
* Playing release manager role to ensure smooth deployment process.
* Played a key role in project transition, being new member, learn and gave transition to

new resource

* Creating technical Knowledge article to support the team activities and handling the incidents on time
* Updating the incident status in weekly status call with clients and coordinate to resolve the incidents.
* Ensuring smooth transition to support team for every new module release.
* Conducting internal and external audit to ensure business process is being followed.

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| **Project 3: Caterpillar Distributer and Industrial Power Division**  Client  Technology  Period | : Caterpillar India Pvt Ltd  : Salesforce  : 7 months (May 2020 – Present) |
| Role | : Consultant (lightning developer) |
| Project Phase(s) | : Build Applications, Customization& Enhancement |

**ROLES & RESPONSIBILITIES**

* Have a Hands-on Experience In facing client with an appropriate solution for the migration activity, providing best solutions in LWC framework, Also in Short period of time got Best appreciation from Client as best resource to work with.
* Have a Hands-on Experience in building lightning application using lwc for the customer dealer community.
* Also worked in Aura to lightning migration project, as completely migrating the build pages which are in aura component to lightning.
* Good knowledge handling clients with salesforce best practices and suggesting best solutions for the problems and handling client calls and discussing and updating the work on weekly basis.
* Also, by side preparing for the salesforce sprint releases and updates and consolidating and giving best solutions for the Securing the Customer Orgs.
* Also, very supportive and flexible working with client needed and extending if need arises.
* Also work on SILK API, which is new API come across, built CWS ID login page for the project purpose, which is purely build on lwc.

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| **Project 4: FEDEX Ecommerce Client**  Client  Technology  Period | : FedEx Services  : Salesforce  : 12 months (April 2021 – Present) |
| Role | : Sr. Salesforce consultant (lightning developer) |
| Project Phase(s) | : Customization &Implementation of  Einstein AI. |

**ROLES & RESPONSIBILITIES**

* Have a Hands-on Experience In facing client with an appropriate solution for the Einstein AI, providing best solutions in LWC framework, Email services and integrating third party mock

Services.

* Have a Hands-on Experience in building lightning application using Email services.
* Also worked in Email to case, have implemented the Einstein AI for around 34 countries.
* Good knowledge handling clients with salesforce best practices and suggesting best solutions for the problems and handling client calls and discussing and updating the work on weekly basis.
* Also, performed development tailored services for the UK, Austria, Germany, we have implemented the Functionality of automation of consignment by Einstein AI.
* Also, very supportive and flexible working with client needed and extending if need arises.
* Also work on REST API callouts to integrate the external systems and Very wide experience in implementing the LWC modules for the few country live
* Experienced in Workbench, ANT, GitHub and good depth in JAVASCRIPT, also has in-depth experience in Einstein AI.

**ACHIEVEMENTS:**

* Conducted various awareness event and workshop in last 3 years and supported 133 students to continue their studies.
* Played a key role in relief distribution and rehabilitation in Gaja Cyclone affected delta areas.
  + Distributed around 12L worth relief goods effectively by coordinating volunteers for around 40 affected villages.
  + Rebuilt 3 new schools which are affected by Gaja cyclone project cost approx. Rs. 25L with the support of many NGOs and Corporate CSR.

**RESPONSIBILITIES UNDERTAKEN:**

* **Secretary** of Department of EEE in the year 2014-15.
* **Representative of EEE dept** of Sri Muthu Kumaran Institute of technology (2014-2015).
* **Project coordinator** for junior team members for the period of (2015-2016).

**ACADEMIC QUALIFICATION:**

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| **Class/ Course** | **Name of the Institution** | **Board/University of Study** | **Year of Study** | **Percentage/ CGPA Secured** |
| **B.E.**  **(EEE)** | Sri Muthu Kumaran Institute of Technology, Chennai | Anna University | 2012 - 2016 | 7.8 |
| **XII** | D.R.B.C.C Hr. sec. school  Tiruvallur | State Board | 2010 - 2012 | 82.03% |
| X | Jacob Matriculation School  Tiruvallur | Matriculation | 2009 – 2010 | 90.02% |

**DECLARATION:**

I hereby assure that the information given above is true to the best of my knowledge.

PLACE: Chennai

DATE: 18-01-2021 **(Parthiban M)**