**Summary**

* **Certified** **Salesforce Developer** with **5.7** years of IT experience having extensive knowledge on design & development of high-quality business solutions in **Salesforce.com** currently working in **Accenture, Chennai** for 2 years.
* Exposed to various phases of the SDLC model like Agile. Involved in system analysis, designing, development, unit and integration testing. Highly seasoned and accomplished with a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences.
* Good Knowledge on developing applications using **APEX, Visual Force, Trigger, Batch Apex and SOQL, Lightning.**
* Extensive domain knowledge and skill set to customize **Salesforce CRM applications**, **Reports, Dashboard, Workbench and Data loader.**
* Customize Salesforce.com fields, page layouts, record types, searching, list views, and queues to drive key business decisions.
* Performing administration tasks such as creating accounts and profiles, defining fields, maintaining drop-down list values.
* Maintain **users, roles, security, profiles, workflow rules, sharing settings.**
* Proficient in SDLC Process, Product development and Custom Application Development for global users.
* Ability to prepare **design documents** as per the Software requirements
* Possess excellent communication and interpersonal skills, agreeable personality, positive attitude and perseverance to undertake challenging jobs.
* Committed, result oriented, Innovative, hardworking person with quest and zeal to learn new technologies.

**Technical Skills:**

Salesforce.com CRM Technologies : **Apex, Visualforce, Lightning**

Salesforce.com CRM Tools : **Apex Data Loader, Workbench**

Deployment Tools : **ANT, Change Set, COPADO**

**Certifications:**

* Salesforce Platform Developer I
* Salesforce Administrator
* Veeva Certified Administrator
* Copado Certified Administrator

**Trainings :**

* Salesforce Einstein Analytics
* Salesforce Marketing Cloud

**Professional Experience:**

**Organization: Infosys Ltd**

**Project: 1 Compliance for Partners– Zebra Technologies**

**Technology**: **Salesforce.com - VF Pages, Triggers, Apex Classes, Batch Class**

This project is mainly involved in developing a system that allows Zebra to track and manage Systematic measurement of partner’s performance against requirements and policies including revenue attainment, training and certification achievement.

**Responsibilities & Details:**

* Requirements analysis, Design flow for Development.
* Written Triggers/classes to achieve functionality.
* Several workflow rules with field updates and email templates with visual force component.
* End to End testing.
* Maintaining the master data.

**Project: 2 Influence Registration for Partners - Zebra Technologies**

**Technology**: **Salesforce.com - Triggers, Apex Classes, Data loader**

This Project involved in providing ISV (Independent Software Vendor) partners to create an IR with Zebra in SFDC and gain discounts in investing in new opportunities. Once the IR is created, it is submitted for approval and once approved by the sales managers, the influence registration would be linked to a new/an existing Zebra Opportunity.

**Responsibilities & Details:**

* Requirements analysis, Design flow for Development.
* Written Triggers/classes to achieve functionality.
* Creating a New IR in SFDC and Submitting it for approval.
* Approval workflow of IR.
* Preparing the Unit Testing Document.
* Provide support after deployment during the warranty period and communicated to the end users effectively to improve the usage of the application.

**Project: 3 Procurement Agreement Approval Process– Zebra Technologies**

**Technology: Salesforce.com - Triggers, Apex Classes, Data loader**

This Project involved in developing an approval functionality to allow Zebra to easily manage their contract process with partners.

**Responsibilities & Details:**

* Implementing approval process using Apttus Approval Management Package.
* Maintaining the master Data.
* Interacting with the business and understanding their need.
* End to End testing and deployment of Change set.
* Provide support after deployment during the warranty period and communicated to the end users effectively to improve the usage of the application

**Project: 4 Production Support – Zebra Technologies**

**Responsibilities & Details:**

* Analyzed the bugs for various Application and fixed the issues.
* Provided the L3 support.
* Participate in business and system requirements sessions.
* Directly speak to business and customer users to solve the issues.
* Developed the new enhancements after a brief discussion with Business and customer in the support track.

**Organization: Accenture**

**Project : Application for Sales Users , Pfizer Inc.**

**Technology**: **Salesforce.com - Veeva CRM ,VF Pages, Triggers, Apex Classes, Lightning**

This project follows agile methodology and mainly involves creating and updating application for sales rep to ease their daily workload. Salesforce org is **Veeva CRM** enabled .

**Responsibilities & Details:**

* Requirement analysis, Design flow for Development.
* Interacting with onshore to finalize the requirements.
* Migrating VF pages to lightning.
* Updating the Irep iPad app for Sales User based on requirement.
* Creating user stories in COPADO and Committing components in GIT.
* Deploying user stories using COPADO.

**Working Experience:**

**1.Organization:**Infosys Ltd., Bangalore

**Designation :** Senior System Engineer

**Period :** May 2015– Oct 2018

**2.Organization:**Accenture., Chennai

**Designation :** Senior System Analyst

**Period :** Oct 2018 – Till Date

**Educational Qualification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.NO.** | **Class/Course** | **School/College** | **Year** | **Percentage** |
| 1 | B.E / ECE | Velammal Engineering College,Chennai | 2015 | 8.48(CGPA) |
| 2 | HSC | Keins Mat. Hr. Sc.School, Tirunelveli. | 2011 | 95.5 |
| 3 | SSLC | Keins Mat. Hr. Sc.School, Tirunelveli. | 2009 | 93.6 |

**Personal Profile**

 **Date of Birth** **:** 03- 12- 1993

 **Father’s name** **:** Mr. S. Annadurai

 **Languages Known** **:** English, Tamil

 **Permanent Address :**  48/1, South Street,

 KottaiKarunKulam,

 Tirunelveli- 627112,

 Tamilnadu

**DECLARATION**

I do here by affirm that the above information is true to the best of my knowledge and belief.

**Place: Chennai Signature**

**Date: (Bala Sowndari)**