Srinivasan B
(8x Certified Salesforce Developer)

E-mail: srinivasanbaskar1994@gmail.com   **Phone:+919940625357**

Career Objective

To succeed in an environment of excellence and earn a job which provides me job satisfaction & self-development and help me achieve personal as well as organizational goals.

Experience Summary:

9+ Years of total IT experience in which 7   + Years experience in Salesforce.

Professional Summary:

- Expertise in Customization, Configuration, Automation &Development.
- Experience in Apex Class, Visual Force Page, Triggers, SOQL, SOSL, Security in Apex, Troubleshooting & Batch Classes.
- Experience in Lightning App Builder and Lightning Web Component.
- Experience in Omistudio (Vlocity)
- Experience in Copado deployment & CI/CD Process
- Experienced in Salesforce Heroku Connect and PG Admin.
- Worked with Sales Cloud, Service Cloud, Community Cloud & Health cloud.
- Time Management, Ability to Multitask, Good interpersonal skills, commitment, result oriented, hard working with a quest and propensity to handle urgent interrupts with poise and professionalism.

Responsibilities:

- Agile team member
- Involved in Scrum Meeting, Sprint Planning & Client Meeting
- Involved in Development & Delivery the same within the time stipulation.
- Involved with Architecture for creating a Solution Prototype
- Involved for developing user documentation, debugging and QA-Testing

Technical Skills:

Salesforce (Admin-Tools), Force.com (Apex Triggers, Controllers, Asynchronous Apex), Nintex Draw-loop, MuleSoft, Salesforce Heroku Connect, Omistudio (Vlocity), Copado,Data loader,Community, Sales & Service cloud, Xplenty Application, Basic SQL & Java Knowledge

Certifications:

Salesforce Certifications: Admin201, Platform Developer1, Platform Developer2, App Builder, Service Cloud Consultant, Sales cloud Cloud, Salesforce Sharing & Visibility Architect,

Mulesoft Certification: Mulesoft developer 1 certification,

Jave: Java, j2EE.z

Work Experience:

- Working as Consultant in Eviden (Atos) From Oct'2022 to till date
- Worked as a Senior Software Engineer in Tech Mahindra from Apr'2021 to Oct'2022
- Worked as a Programmer Analyst in Cognizant from Jan'2020 to Apr'2021
- Worked as a Deputy Manager (Associate) in HDFC from May'2015 toJan'2020.

Project Details:

1. **Project:** Storefront Application

Description: It includes Salesforce to handle / Check-ins the customers who is walk-in into the store to get any policy details or registering for any event which is happening in the store, we have used Service cloud for this requirement.

Contribution:

- Developed Custom Reports for Displaying in the storefront App Home page for different persona's such as Business Admin / Super Admins / Service associate using visual force page and Lightning web components.
- Developed the Customized Lightning Web components for Different check-ins such as Onsite, virtual & Mobile Check-ins in the Home Page.
- Developed custom tab for Interaction events and implemented LWC for creating the Event & Search.
- Implemented Lightning Message service for registering the Event where we communicating between two unrelated component such as Check-Ins and Event Components.
- Worked on API to get the detail from SDOH services and display it on home page as a Notification when Member Check-Ins

2. **Project:** Dental Network Management

Description: It includes Salesforce to handle Dentist details along with their Hospital Location details, Fee schedules, License, Education details, we have used Health cloud for this requirement.

Contribution:

- Utilized ACR relation whereas it's Many to many relationships between Account & Contact and we used it to store Doctors details in Contact & their working location details in Account.
- Developed the Customized Lightning components for uploading various documents in Lead object.
- Implemented omnistudio feature for making an API call & to handle the duplicate records.
- Implemented & Installed Adobe Package for generating the Pdf from contact record page.
- Developed Batch classes for inserting bulk dental providers from the custom objects
- Worked on API call to US Official Dentistry site to verify the NPIN provided by the Dental Provider details was matched exactly.
- Developed Test data factory where we can store the frequently creating test data from test classes.
- Create various Custom Profiles, Roles and Permission sets based on the organizational hierarchy requirement.

3. **Project:** Road-Master School

Description: It includes Salesforce to Capture Drivers details who are Practicing in School,

also Certifications issuance to those drivers. We also include Driver Recruiting & onboarding Process with this system.

Contribution:

- Developed the Apex Triggers Which is Performing the Auto-Round off the Scan IN & Scan Out time for each student with respect to the time-zone.
- Developed the Customized Lightning page for Scan In & Scan Out Time Process.
- Implemented Field Service features according to client's unique business needs which includes installing Field service lightning manages package and field service lightning mobile app.
- Developed Flow for Round Robin Assignment for implementing Complex Assignment Rule.
- Also Developed flow Multi Select & Delete records in list view
- Work with Duplicate Rule for avoiding duplicate Account Creation
- Developed Scheduled batch Class for handling large number of Students records to handle the break-hours

4. Project: Smart Account CRM

Description: Smart Account CRM includes CRM for various types of Account Opening as well as Loan Offering, and many such products. The project all about the marketing get the lead information and pass to channel sales member where Sales Member Converting the Lead and details get captured.

Contribution:

- Developed the Triggers for automate certain activity Post DML Operation.
- Worked on Data Management using Import Wizard and Apex Data Loader for Import, Export and Update operations.
- Implemented Single Sign on for Customized login process to secure identity with Two-factorAuthentication using PingID.
- Used Custom label & Custom Metadata to store the frequently accessing data.
- Create Case Assignment Rules, Auto-response rule and Escalation rule for the effective way of handling customer queries
- Developed Apex Classes, Controllers, Visual Force Pages, for customized User Interface. Communicate with Business Analyst on daily basis

5. Project: Info-Dispatch & Store-Walk

Description: – It includes community setup for taking surveys from the stores and managing the order management between the store system and Mail Hub.

Contribution:

- Create and Setup Communities based on business requirement using Partner community.
- Developed Community using custom visual force pages to provide enhanced look and functionality.
- Setup Salesforce CMS for creating content and deliver to anychannel.
- Developed Lightning Web Component for out-of-the-box set of components and interfaces.
- Developed Batch Classes for implementing the archival process.
- Worked in Salesforce Heroku Connect with Heroku Postgress to build an application which interact with Salesforce Data
- Developed Xplenty jobs for processing the data in Salesforce from FTP server.

· Worked on Flow builder to automate Survey Swap Function.

6. **Project:** Driver Recruiting System

Description: – It includes recruitment of drivers from Driver IQ 3rd Party System. We have Integrated DriverIQ into Salesforce System. We have used Mulesoft Application with it.
Contribution:
· Created Callout to Integrate with Mulesoft Application
· Developed the services in Salesforce for external system to access.
· Implemented OAuth 2.O for Securing Data sharing with 3rd party Integration.
· Developed Flow builder for implementing custom Datatable with LWCcomponent.
· Implemented Scheduled Batch jobs for daily processed records details.

ACADEMIC QUALIFICATION:		
Examination Passed	Year Of Passing	University/ Board
B E (Computer Science)	2015	Anna University, Chennai
XII	2011	State Board
X	2009	State Board

I hereby declare that all the above information is correct and accurate. I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

Date: Thanks

                                                                                                    B Srinivasan