

# Saravanan Rajendran

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Date of birth: 1992.06.03  
Availability : Immediate



## Personal Profile

I am a multi-skilled, motivated and enthusiastic expertise of 7+ years' experience as Salesforce developer and Architect with strong academic background. I always strive to achieve the highest standard possible, at any given task and in any situation. Core technical skills include Salesforce, Apex, Visualforce, Lightning, Lightning Web components, Integrations, Sales cloud, Service cloud, CPQ, GIT, ANT & Jenkins

08/28/2019– Till Date

### DHL IT Services ,Chennai

#### Salesforce Tech Lead & Application Architect

**Project:** CRM Post & Paket - Germany

**Technologies:** Salesforce Sales Cloud, Service Cloud, CPQ, Apex class, Triggers, Salesforce Flows, API Integrations, Communities, Lightning Web components, GIT, Jenkins, Sonar qube

#### Major Implementations:

- Lightning web component development for service and Sales clouds
- Integrate salesforce with Shopify
- Salesforce App Exchange product development(Custom History Tracking Application)
- Salesforce JIRA integration
- Salesforce Slack Integration
- CI/CD Pipeline implementation using Jenkins for deployment
- Amazon voice connect implementation
- Creating dynamic components for Assignment rule and sharing concepts

#### Roles and responsibilities

- Lead developer and Architect for Salesforce related development
- Closely Working with Product owners and Business Analysts of Salesforce team to gather requirements
- Deployment manager for salesforce release
- Managing the team of 10 members
- Performing the code reviews
- Preparing CI/CD pipeline for salesforce deployment
- Maintaining the version controlling for different developments

**Linked in:**

<https://www.linkedin.com/in/saravanan-rajendran-00054962>

**Blog:**

<http://www.saravanansfdc.com/>

**Trailblazer:**

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

**Salesforce certification:**

<https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=JZgZSGJ/9+VaKKU9eHBWAQBqIzuh4IceYmUshVUwYCWWhrFLcilz1ms+YPZpTR2uI>

**Certifications**

- **Salesforce certified Administrator** - Effective from Jan 2017
- **Salesforce certified platform developer 1** - Effective from Dec 2017
- **Salesforce Certified App Builder** – Effective from July 2020
- **Salesforce Certified Sales Cloud Consultant** – Effective from July 2020
- **Salesforce Certified Sharing and Visibility Designer** – Effective from July 2020
- **Salesforce Certified Data Architecture and Management Designer** – Effective from July 2020
- **Salesforce Certified Application Architect** – Effective from July 2020
- **Salesforce Certified Development Lifecycle and Deployment Designer** - Effective from Aug 2021

**Renault Nissan Technology and Business Center India Limited****Senior Engineer**

**Project:** RForce (Salesforce Service Cloud implementation)

**Technologies :** Visual force pages, Apex class, Triggers, Email Alert, Reports & Dashboards, Workflows, Process Builder, Email-to-case, Web-to-case, Live Agent, Webservices, Communities, Call center console, CTI(Vocalcom, Ingenius), Google Pubsub, Soap Api, ANT, GIT, SVN

**Description:** Group Renault is a French multinational automobile manufacturer. Rforce has been developed for Managing the complaints and queries of Renault automobile products for 36 countries with different languages. The application has features like Email-to-case, Email services, Web to case, Live Agent, CTI, Soap, Rest Api and various service cloud features.

**Roles and responsibilities**

- Lightning Aura development for service cloud products
- Apex and Integration related developments
- Deployment Using Ant migration tool
- Salesforce community development

01/16/2016-08/25/2018

**Tata Consultancy Services****System Engineer**

**Project:** USAA, San Antonio, Texas.

**Description :** The United Services Automobile Association is an US based Insurance company . we have built a software on the salesforce platform and it is extensively for their internal purposes like calculating the risk scores , survey calculations and internal auditing purposes.

**Roles and responsibilities**

- Apex and Integration development
- Visualforce page and Aura development
- Salesforce configuration related stuffs
- Changes set deployment

12/01/2015 – 31/01/2015

**L&T Hydrocarbon, Mangaluru.**

**Project :** JBF Mangalore.

**Roles and responsibilities**

- Planning Engineer
- Quality control assurance

## Knowledge and Skills

- Over 7 years of development experience in Force.com platform (Salesforce) Apex Language, Apex Trigger, Apex Class, Apex Test Methods, Visualforce Pages, Salesforce flows, Lightning components and Lightning web components.
- Experience in implementing Service cloud feature like Case Management, Email-to-case, Email Services, Live Agent, Web to case, CTI (Vocalcom, Ingenius), Amazon Voice connect, Omni channel, Knowledge articles
- Experience in implementing SFDC security features like Profile, Permission sets, Roles, Sharing Rules, Public groups, Org-wide-defaults to provide appropriate access to the users based on application requirements.
- Extensive working experience on Custom Objects, Custom Fields, Pick-list, Role based page layouts, Workflow Alerts and Actions, Validation Rules, Approval Processes, Assignment Rule, Escalation Rule Custom Tabs, Custom reports, and Email generation per application requirements
- Experience in developing and implementing SFDC components like Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Approval Processes, Process builders, Visual Flows for automated alerts, field updates, and Email generation according to application requirements.
- Hands on experience in Lightning components, SLDS, Modern web technologies like HTML5, CSS3, Bootstrap, JavaScript.
- Experience in Deployment strategies like change set, GIT deployment, ANT deployment, Jenkins, Visual studio.
- Experience on Data Migration, Data Conversion, Data Processing, Data Cleansing, Data Validation Process using tools like Data Loader, Project Workbench
- Excellent communication and inter-personal skills; accustomed to working in both large and small team environment.
- Significant experience in issue resolution, client communication and reporting.

## Technical Skills

Languages	: Apex, Visual force, Aura, LWC, Html, CSS, JavaScript
Version Control Tool	: Subversion (SVN), Git, GitHub
Build software	: Ant, Visual studio
Continuous integration tool	: Jenkins.
Cloud	: Salesforce Sales cloud, Service cloud, Salesforce CPQ ,Einstein

## Education and Achievements

### **Bachelor of Engineering (2009-2013)**

Govt College of Engineering , Salem (India)

### **Master of Technology (2013-2015)**

Sastra University, Thanjavur (India)