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**RameshKumar Sakthivel**

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**Certification:**PD1 ,AppBuilder

**Credential:**21288683 **,**21314482

**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.

**PROFESSIONAL SUMMARY:**

* Total IT experience 4 years and 5 months.
* Experienced in Agile methodology of application development.
* 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.

**WORKING EXPERIENCE**

* Worked as a Programmer Analyst-I in Scintel Technologies Pvt Ltd, Chennai. (2015 –2018)
* Worked as a Programmer Analyst t in Cognizant Technology Solutions Pvt Ltd, Chennai. (2018-April 2020)

**TECHNICAL SUMMARY:**

* Exposure to all phases of SDLC, which includes Design, Requirement Analysis, Coding, and Implementation.
* Worked Platforms: Service Cloud.
* Experience in Salesforce admin configuration.
* Experience in tasks like Page Layouts, Record types, Workflows, Process Builder, Validation rules, Reports, Dashboards.
* Experience in lightning.
* Experience in SOQL and SOSL query language with respect to governor limits.
* Good Experience in Apex Development including apex class, trigger, batch and etc.

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| **PROJECT PROFILE:**  **Project 1: Small Ticket**  Client | : Leading US Retailer |
| Technology | : Mainframe and Oracle |
| Period | : 32 months (Nov 2015 – Aug 2018) |
| Role | : Developer |
| Project Phase(s) | : Production Support |

**ROLES & RESPONSIBILITIES**

* Analysing and providing solutions for incidents.
* Providing Value adds which improve the business benefits.
* Delivering enhancements.
* Unix Server Maintenece.
* Supported release activities.

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| **Project 2: Salesforce Retail Distribution**  Client  Technology  Period | : Leading US Insurer  : Salesforce  : 21 months (Sep 2018 – April 2020) |
| Role | : Developer |
| Project Phase(s) | : Development |

**ROLES & RESPONSIBILITIES**

* Client Relationship Unit was established to assist the Agent to handle their Accounts.
* Involved in development of Advisor Assist using lightning aura component and Custom reports functionality to assist the Agents.
* Developed Goal profiles management system to handle the works allocated to agents and analysis the business growth.
* Provided solution and developed many standard and custom reports & dashboards which would gave an holistic view of entire business.

**ACADEMIC QUALIFICATION:**

* SSLC-State Board-T.A.Hr.Sec.School,Kallimandhayam (2006-2007).
* HSLC-State Board- T.A.Hr.Sec.School,Kallimandhayam (2008-2009).
* BE-Electronics And Communication Engineering (2009-2013)-Selvam College Of Technology,Namakkal.

**DECLARATION:**

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

PLACE: Coimbatore

DATE: 13-07-2020 **(RameshKumar.S)**