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| **Gowtham Loganathan** | |  | | **Mobile**: +91 8610433308  **Email**: gowthamsfdev@gmail.com |
| **Key Skills and Knowledge**  Salesforce.com Development  Salesforce Administration  **Tools**  Apex Programming  Triggers  Approvals  Workflow  Apex Data Loader  **Certifications**   * Salesforce Certified Administrator * Salesforce Certified Platform Developer I |  | | **Summary of Experience and Qualifications:**  Highly seasoned and accomplished Salesforce Administrator with 3+ years of experience in force.com platform. Seeking career opportunities in CRM consulting where I can continue to enhance my strong technical and analytical skills and contribute to the success of the organization.  **Career Highlights:**   * A highly motivated and committed Application Engineer with a strong record of client satisfaction * Extensive domain knowledge and skill set to customize Salesforce CRM applications * Good knowledge in creating Custom Objects, Workflows, Apex programming, Visual Force in Salesforce * Customize Salesforce.com fields, page layouts, record types, Process Builders, list views, queues, reports, dashboards, etc. * Performing administrator tasks such as creating accounts and profiles, defining fields, maintaining drop-down list values, etc. * Configured and customized Salesforce standard and custom objects. * Experienced in using triggers and event types. * Data migration and updates through the tools provided by Data Loader * Proficient in SDLC Process, Product development and Custom Application Development for global users * Knowledge in Salesforce CPQ. * Perform Upgrade to Trackwise Digital packages, DMS, TMS and other TWD apps. * Deployment using Gearset.   **Professional Synopsis:**   |  |  |  | | --- | --- | --- | | **Total Experience** | 9+ years | | | **Company** | **Designation** | **Duration** | | ACODEIDEA | Salesforce Engineer | Sep 2018 - Till Date | | XORTICAN TECHNOLOGIES | Software Engineer | Oct 2015 - Sep 2018 | | COGNIZANT | Programmer | Jul 2011 - Jul 2015 |   **Education Details:**   * Degree in (B.sc) Information Technology from SNMV CAS affiliated to Bharathiyar University Coimbatore   graduated in June 2010.    **PROFESSIONAL** **EXPERIENCE:**  **ACODEIDEA: Salesforce Engineer**  **Project:** Track Wise Digital (multiple clients):Sep 2018 to Till Date  **Team size:** 5  **Project Specific Skills:** Apex, Approvals, Workflow, Salesforce Administration, TWD\_Workflow  **Project Description:**  The objective of this project is used to maintain agency related process in insurance cycle. This system will maintain all Agency team member list, plans, weekly. Agent can calculate profit sharing from the profit-sharing illustrator. Territory manager and agents are the users for this application.  **Responsibilities:**   * Requirement Analysis, Design and Development * Custom object creation. * Creating workflows and actions. * Configuring profiles/roles. * Test script design. * Configure Trackwise Digital Platform, Complaints, DMS & TMS * Upgrade Trackwise Digital Platform, Complaints and other TWD apps. * Deployment using Gearset and Changeset * Trackwise Digital Administration   **XORTICAN TECHNOLOGIES: Software Engineer**  **Project:** Agency Management CRM:Feb 2017 to Aug 2018  **Team size:** 5  **Project Specific Skills:** Apex, Approvals, Workflow, Salesforce Testing, Software Testing  **Project Description:**  The objective of this project is used to maintain agency related process in insurance cycle. This system will maintain all Agency team member list, plans, weekly. Agent can calculate profit sharing from the profit-sharing illustrator. Territory manager and agents are the users for this application.  **Responsibilities:**   * Requirement Analysis, Design and Development * Configured and customized Salesforce standard and custom objects. * Performed on the release activities from Sandbox to production * Worked on record types and approval process. * Worked on the security profiles/roles and configuration * Involved in various phases of SDLC, version control, change management, etc. * Extending existing functionalities to current business requirement.     **Project:** Service Centre Workstation: Apr 2016 to Jan 2017  **Team size:** 5  **Project Specific Skills:**  Quality Center, Jira, Manual Testing, Mobile application Testing  **Project Description:**  This application is for small Business Service Center to perform service tracking. This system maintains all  Service trackers and extract it into csv format. These records will be sent to other external downstream systems through multiple Batch Jobs. All the extracted data will be stored in Attachment Object.  **Responsibilities:**   * Gathering the requirements from business and developing the modules * Debugging issues in Apex and Visual Force codes. * Maintenance, unit testing and debugging critical issues. * Worked on the security profiles/roles and configuration * Attend client meetings, work to gather and understand requirements; interact with team members to develop and maintain applications. * Proven ability to work independently and in a team environment.     **Project:** Risk Control Workstation:  **Duration**: Oct 2015 to Apr 2016  **Team size:** 5  **Project Specific Skills:** SQL developer, SVN, Quality Center, Jira, ODI, Manual Testing  **Project Description:**  Risk Control Workstation application has three different user logins- Admin, RCW user & Manager. By logging in as an Admin user, a user can determine how the application appears for each user (RCW user, Manager). Admin determines the user level access to the RCW application. A newly created policy should complete all stages like schedule-> Response-> Underwriter-> Complete. The System gives multiple functionalities such as Standard Reporting and Ad-hoc reporting etc.  **Responsibilities:**   * Maintaining support documents, maintaining Weekly Status Reports * Responsible for Test Design and Test Execution. * Performed functional and regression testing. * Defect Tracking and Reporting. * Testing mobile web applications, cross browser, cross device testing. * Performed GUI Tests, Functionality testing, Integration Testing and Ad hoc Testing.   **COGNIZANT: Programmer**  **Project:** Liberty Mutual-ECLPS\_SRS\_2.3  **Duration**: June2013 to Sep 2015  **Team size:** 8  **Project Specific Skills:** Manual Testing**,** Core Java, HTML, MySQL, BladeLogic, SPLUNK  **Project Description:**  ECLPS systems provide capabilities that allow agents to access Agency Market back-office systems (policy, claims, billing, etc.) using third party agency management tools. The major portions of Agency Automation systems are Batch download of policies, commissions, claims. Real-time transactions including Quote/Issue, First Notice of Loss (FNOL), Inquiry transactions (Policy, Claims, Billing, Loss Run), TS Alerts, etc.,  **Responsibilities:**   * Responsible for Test design and Test Execution. * Involved in Functional, End to End Testing. * Defect Retesting and Regression testing for the modules. * Attending Requirement walkthrough call with team and preparing Query and High-level scenarios for requirements, sending Query to BA team for clarification. * Support, co-ordination and responsibility of the testing activities which includes review of test cases and test conditions.   **Project:** Coventry: WCS  **Duration:** Jul 2011 to May 2013  **Team Size:** 8  **Project Specific Skills:** B2B, SQL, Microsoft SharePoint, Bill Review4  **Project Description:**  Bill Review 4 is a Workers Compensation Bill Review Application. Bill review application enables the processor to verify the bill submitted by the provider for the treatment provided to the employee who has an insurance. BR4 enables the processor to identify and resolve inaccurate, inapplicable or medically inappropriate and excessive charges. Verify that charges fall within fee schedule or usual and customary rates.  **Responsibilities:**   * Incident Management - Handling high priority incidents during off-hours that involves troubleshooting, and when further assistance required, identifying and engaging the right teams * Ensuring robust engagement management, issue resolutions and escalations * Contributed to the Knowledge Management initiatives in the team * Handled the Process Automation activities in the project. | |