Kalaivanan K
Salesforce Consultant

Mobile: +91 9597925254

Kalaimkumca@gmail.com

PROFESSIONAL SUMMARY

Having 13+ years of experience in IT industry with 8+ years of experience in the Salesforce.com CRM Platform as a Salesforce Consultant. Experienced in Business Analysis, Design, Administration, Configuration, Implementation, Data management, Training, Report & Analytics and Support of Salesforce CRM. Holds ADM 201 and Sales Cloud Consultant Certifications.

SKILLS

- Salesforce.com Implementations
- Solution Involving Best Practices, Adoption and Functional and Technical leadership
- Requirement Gathering and Gap Analysis
- CRM Business process re-engineering and Solution Designing
- Exceptional time management
- System Integrations and Functional Testing
- Conducting User Acceptance testing and End user Training
- Performance optimization
- Troubleshooting and debugging
- Data Management and Data Modelling
- Advanced Knowledge in Service cloud and Sales Cloud
- Learning Community Cloud
- Web Technologies: HTML
- Methodologies: Agile, Scrum

Certifications

- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Administrator

EDUCATION

- Master of Computer Application (MCA), Madurai Kamaraj University (June 2008)
- Bachelor of Computer Science, M.K.U.E.College (May 2005)
- Higher Secondary Course, K.J.E.M.Hr.Sec.School (April 2002)
- High School, K.J.E.M.Hr.Sec.School (April 2000)

WORK EXPERIENCE

Salesforce Team Lead, Aug 2017 to Till Date
Pearson Educations India PVT LTD – Bengaluru, India

Roles and Responsibilities:

- Extensive experience in sales cloud and service cloud.
- Working with administrative tasks like creating profiles, roles, users, page layouts, email services, Approvals, Workflows, Security and Sharing Rules, Reports, Dashboards, Tasks and actions.
- Working with development and testing team to accomplish timely release objectives.
- Managing Multiple SFDC instance for various country business process.
- Involved in Lighting Migrations. and managing SFDC instances with Lightning.
- Experienced for create user manual and provide user training.
- Extensive experience in Data Migration.
- Worked on Data Loader for SFDC Standard objects and Custom objects
- Experience in web to lead and web to case integrations.
- Having experience in Multi currency setup.

- Execution knowledge of Custom Formula Fields, Picklists, Field Dependencies, Validation Rules, Workflows, Approval Processes, field updates. assignments and Email notifications according to application requirements.
- Design of various custom app, custom objects, custom fields, role-based page layouts, custom tabs as per the requirements.
- Designed Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Experience on working with custom objects, custom fields, Picklist, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, Custom Tabs, Custom Reports, Report folders, Dashboards.
- Extensive experience of automating complex business processes using Process builder, workflows, approval process.
- Experience in creating Process builder processes.
- Learning Community Cloud.

Salesforce Consultant, Feb 2016 to Aug 2017
3M Malaysia Sdn Bhd – Selangor, Malaysia

Roles and Responsibilities:
- Extensive experience in sales cloud and service cloud.
- Managed Multiple SFDC instances for MY, PH, HK, SG
- Worked with development and testing team to accomplish timely release objectives.
- Involved in requirement Gathering and design solution documents.
- Involved in org setup and user onboard for multiple Instances.
- Involved in the integration with ERP.
- Involved in Bulk Product data migration from ERP to SFDC.
- Experienced in Data migrations.
- Involved in design custom reports and dashboards for Management team.
- Experienced in user acceptance testing and End user training

Application Support Engineer, Jan 2014 to Jan 2016
Pearson Educations India PVT LTD – Bengaluru, India

Roles and Responsibilities:
- Involved in Service Cloud setup for Digitally Business customer support.
- Helped China, Honk Hong, Turkey, HA to onboard SFDC for Service cloud.
- Introduced Jira for India Development team.
- Involved Project migration from Bugzilla to Jira.
- Managed Multiple applications as SFDC, Prism, Book Master, Jira, Tally, Oracle, Pearson Brand Site.
- Gathered multiple department Experience from Sales, Customer Service, Editorial, Customer support, Finance, and Development teams.
- Experienced in service now application.
- Provided Extensive support for Various department users and applications.

Application Support Engineer, Dec 2009 to Mar 2013
Mphasis an HP Company – Chennai, India

Roles and Responsibilities:
- Worked for Ahold Client. Gathered experience in Retail, Manufacturing and Supply chain industry.
- Managed Jira and BMC Remedy.
- Handled large number tickets with BMC remedy toll.
- Experienced Team management with 5 members of team with 24/7 Support.
- Experienced team coordination and Coordinated 36 teams Mainframe Development and support
- Learned Data Analysis with BMC remedy and Jira.
- Helped Development team to onboard Jira and Adoption.

PERSONAL DETAILS

- **Father's Name**   Kuppusamy.R
- **Date of Birth**   16-05-1984
- **Gender**   Male
- **Language Known**   English, Tamil
- **Nationality**   Indian