

Nivetha Palanisamy

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Profile

Experienced Salesforce Developer with overall 9+ years of experience and 5.6 years in Salesforce with proven skills in **Apex, Triggers, Aura, LWC, Flows, REST Integration, VF Page, Data Loader**. Good knowledge in deployment tools like **Flosum** and **ANT**. Ability to engage in continuous learning, innovate and work with team spirit towards the goal of the organization.

Experience

Manager, Capgemini (2018 June – Current)

My Customer Training (MCT) is a custom lightning app which helps to track the training on the health care equipment provided to the customers. It also includes ServiceMax app that helps technicians to track their work in mobile as well.

Have implemented complex functionality using LWC to build customer report with different languages that is generated to customers on training completion. Involved in Learning Experience project that helps to get the courses via REST API from third party system Adobe and puts them in MCT.

Honeywell FSL involves booking appointments to the technicians on the work orders using Field Service Lightning App. Implemented complex flows and Customized push notifications in FSL App. Involved in migrating the changes using Flosum deployment tool.

Iceland Foods is an online retail store integrating service cloud with Salesforce Commerce Cloud via REST integration to fetch the related details. Involved in exporting from service cloud via REST Integration to Iceland Data Warehouse. Designed UI using Aura and functionalities to show the order items, placing an order, cancel an order and process refund.

Associate, Cognizant (2013 Aug – 2018 June)

Digital is basically on Sales cloud which involves dealing with software installation. Involved in cleanup of existing classes, layouts, triggers and row lock errors.

Bond provides support on incidents arising during policy addition or generation. Also involved in designing forms for Liability Application using Adobe LiveCycle Designer Tool which attach to the policy on generation.

Educational Qualification

B.E (CSE) from Sri Venkateshwara College of Engineering in 2013.

Certifications

Certified Salesforce Administrator
Certified Platform Developer 1
Certified Sharing & Visibility Architect