**Profile Summary:**



Total Years of experience – 10+ years

**Certifications:**

Salesforce Certified Platform Developer-1

Salesforce.com Certified Administrator

**Key Technical Skills & Knowledge**

Salesforce.com (Configuration and Customization) Service Cloud Console Sales Cloud Console Triggers

Test Classes Batch Class Integration

LWC (Lightning Web Components) Informatica Cloud Siebel CRM

Python

-🡪 Copado Tool

* Around 10+ years of experience in IT industry and 4+ years of experience in

### Salesforce.com CRM Platform

* 2+ Years of experience in Informatica cloud and 4 Years of experience in Siebel CRM
* Strong communication & understanding skills to work efficiently with clients and team members

### Having Experience in Client Location.

* Having experience on client requirement analysis, development, testing.
* Extensive experience in analyzing business requirements, entity relationships and converting to Sales force custom objects**, lookup relationships, junction objects, master-detail relationships.**
* Extensive experience in designing **Custom Formula Fields, Field Dependencies, Validation Rules, and Approval Processes for automated alerts, field updates, and Email** generation according to application requirements
* Proficiency in SFDC Administrative tasks like **creating Profiles, Roles, Users, Page Layouts, Workflows and Flows.**
* Hands on experience with **Apex Language, Apex Trigger, Apex Class, Apex Test Methods and Visual force Pages.**
* **Having Experience in Lightning web components**
* **Having Experience in Copado Tool for deploying the salesforce components from one environment to another environment.**
* **Worked in Agile Methodology.**
* Fast and effective in learning and grasping new concepts
* Experience in migrating data from legacy systems to Sales force using **Informatica Cloud.**
* Excellent problem-solving skills along with zeal to work in team – zeal to learn, enforce best practices and guidelines
* Ability to work in groups as well as independently with minimum supervision and initiative to learn new technologies and tools quickly.
* Excellent debugging and problem-solving skills with focus on innovative solutions.
* Hands on experience on different tools:
  + Salesforce CRM
  + Informatica Cloud
  + Siebel CRM
  + JIRA
  + Microsoft office – MS Excel
  + Copado

**Education Details:**

|  |  |  |
| --- | --- | --- |
| **Degree** | **Institute** | **Major and Specialization** |
| Bachelor of technology in electronics and communication engineering (B.Tech) | SKR ( Anna University) | Electronics and Communication |

**Salesforce CRM Implementation**

**Project Experience:**

# PROJECT 1:

**Name :** SFDC Specialist

**Client :** BMW

**Role :** Senior Developer

### Team Size 5

**Duration :** Jul 2021 to Aug 2022**.**

Environment : Saleforce.com platform, Customization , Integration and LWC (Lightning web components)

## Project Description:

WHCRM Lead Management in BMW. Salesforce will get data from different Source systems as a Leads and Once the Lead is qualified for to convert then will convert that Lead and send that information to Retail system. As a WHCRM, want to know the Dealer of a Lead AND/OR Person Account in order to keep track of all possible relations of the Customer with Dealers and maintain 360° view of the relationship of the Customer with BMW Group.

## Role and Responsibilities:

* Creating technical Salesforce solutions that meet client’s business and technical requirements
* Work with clients and end users to gather, understand, and define business requirements
* Develop user stories and to-be process flows to support the design and development of Salesforce solutions for clients
* Hands on experience configuring Salesforce or similar CRM Product, including workflows, validation rules, and security controls
* Drive and desire to learn and grow both technical and functional skill sets.
* Implemented Salesforce Customization like Apex Classes, Triggers and Integration.
* Adept in end-to-end application development from Requirement gathering, analysis, implementation, testing and documentation.
* Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.
* Collaborate with developers to test and verify that solutions will meet the business requirements.

Role: Senior Associate – [SFDC] [Jun’2020 – Jun 2021]

# PROJECT 2:

**Name :** SFDC Specialist

**Client :** Telefonica

**Role :** Senior Associate

### Team Size 10

**Duration :** Jun 2020 to Jun 2021**.**

Environment : Saleforce.com platform , Customization , Integration and LWC (Lightning web components)

## Project Description:

**Description:** This project involved in Sales Process for Mobile Communication Devices. It primarily sells mobile and landline connections under the core brand O2. It is a business solution to avail better offers by the customer. The project involved in complete Sales Process from Lead generation until Order Activation.

## Role and Responsibilities:

* Requirements gathering from Client
* Develop the Design and implementation for the Requirements.
* Interact with Client as per needed.
* Interacted with Team members and clarified the doubts
* Help in implementation of the accelerators
* Share knowledge in technical and functional prospective.
* Implemented Salesforce Customization like Apex Classes, Triggers and Integration.
* Implemented the Lightning web components.
* Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.
* Collaborate with developers to test and verify that solutions will meet the business requirements.
* Prepared the Technical and Functional Design Documents.

Role: Senior Associate – [SFDC] [Sep’2019 – May 2020]

# PROJECT 3:

**Name :** SFDC Specialist

**Client :** BMW

**Role :** Senior Associate

### Team Size 10

**Duration :** Sep 2019 to till**.**

Environment : Saleforce.com platform , Customization , Integration and LWC (Lightning web components)

## Project Description:

WHCRM Lead Management in BMW. Salesforce will get data from different Source systems as a Leads and Once the Lead is qualified for to convert then will convert that Lead and send that information to Retail system. As a WHCRM, want to know the Dealer of a Lead AND/OR Person Account in order to keep track of all possible relations of the Customer with Dealers and maintain 360° view of the relationship of the Customer with BMW Group.

## Role and Responsibilities:

* Requirements gathering from Client
* Develop the Design and implementation for the Requirements.
* Interact with Client as per needed.
* Interacted with Team members and clarified the doubts
* Help in implementation of the accelerators
* Share knowledge in technical and functional prospective.
* Implemented Salesforce Customization like Apex Classes, Triggers and Integration.
* Implemented the Lightning web component.
* Prepared the Technical and Functional Design Documents.

# PROJECT 4:

**Name** : Amgen and Novartis Programs

**Client** : McKesson

**Role** : Developer, Production Support.

### Team Size 6

**Duration** : Sep 2015 to Aug 2019.

**Environment** : Siebel CRM, Saleforce.com platform, Data Loader, Workflow & Approvals, Visual Force Pages and Informatica Cloud.

## Project Description:

Amgen and Novartis Programs enables you to implement SFDC Service cloud for Multiple programs using multi-tenant architecture on single SFDC instance based on roles, profiles and permission sets. This program replace legacy Siebel CRM system and other legacy integrations with cloud based salesforce and informatica cloud.

The Amgen and Novartis Program Support Center will serve as a primary reimbursement resource program and will provide information and support on reimbursement issues related to covered drugs. The services will support receiving Enrollment forms into the Support Center for Benefit Investigation, triaging Prescriptions Insurance Verification, Copay Assistance, Reauthorization Assistance, Claim Denial Medical, Claim Denial Pharmacy and Alternate Funding Research where applicable.

## Role and Responsibilities:

* Requirements gathering and Analysis.
* Interacted with Customer and clarified the requirements.
* Interacted with Team members and clarified the doubts.
* Bug fixing while moving code to production.
* Creating Workflow Rules, Apex Classes and Validations rules.
* Customization of UI objects like Visual Force Pages.
* Creation of Workflows, Approval process and configuration.
* Implement a Salesforce-based solution for Mckesson and integrating the Salesforce system with different source systems using informatica cloud.
* Used Out the box functionalities to implement clients requirement
* Performed complex data loads using informatica in the application.

**Siebel CRM Implementation**

# PROJECT 5:

**Name** : Siebel Call Center Application

**Client** : DELL

**Role** : Developer

### Team Size 4

**Environment** : Siebel e-Call center Applications 8.1.11, Oracle 11g..

## Project Description:

DELL is a top five global Business Process Outsourcing (BPO) provider. DELL global footprint is anchored by our right-shore strategy, which focuses on providing the right Services to the right customers from the most appropriate locations. Our consistent Service quality across channels, media and countries helps our clients. Reduce Service Costs. Improve Customer Retention. Increase Revenue per Customer. DELL partners

with our clients to provide the most efficient and effective customer care solutions to help They meet their business objectives.

## Role and Responsibilities:

* Interacted with Customer and clarified the requirements.
* Requirements gathering and Analysis.
* Customizing and Configuring the Siebel Call Center Application using Siebel Tools.
* Involved in the preparation of low-level technical design document for the project
* Involved in code and configuration reviews following Oracle best practices.
* Customized user interface objects to achieve desired functionality using Siebel Tools, by modifying Siebel Objects (Screens, Views, Applets, Joins, Links, Pick lists, Pick Applets, MVG applet and Drill down).Generating reports for clients and end-users.
* Worked on Application Data maps.
* Extensively worked on Service Workflows.
* Worked on Business Services.
* Used Out the box functionalities to implement clients requirement.

# PROJECT 6:

**Name** : Siebel Call Center Application

**Client** : At &T

**Role** : Developer

### Team Size 5

**Environment** : Siebel e-Call center Applications 8.1.11, Oracle 11g.

## Project Description:

AT&T is a With our acquisition of Time Warner, we are building a truly modern media

company that will create the best entertainment and communications experiences in the

World. AT&T partners with our clients to provide the most efficient and effective customer care solutions to help them meet their business objectives.

## Role and Responsibilities:

* Interacted with Customer and clarified the requirements.
* Requirements gathering and Analysis.
* Customizing and Configuring the Siebel Call Center Application using Siebel Tools.
* Involved in the preparation of low-level technical design document for the project
* Involved in code and configuration reviews following Oracle best practices.
* Customized user interface objects to achieve desired functionality using Siebel Tools, by modifying Siebel Objects (Screens, Views, Applets, Joins, Links, Pick lists, Pick Applets, MVG applet and Drill down).Generating reports for clients and end-users.
* Worked on Application Data maps.
* Extensively worked on Service Workflows.
* Worked on Business Services.
* Used Out the box functionalities to implement clients requirement.

Achievements:

* Awarded Most Effective Contributor to a project consecutively for two quarters in Mckesson project and CII Innovators award in EAS for the year 2018.

## 

### Previous Experience:

### Cognizant Technology Solutions : 10/2016 to 08/2022

Buzzworks Business Solutions : From : 09/2015 To :10/2016 Covalence Technologies : From : 04/2015 To : 07/2015 Experis It Solutions : From : 09/2014 To : 04/2015

Collabera Technology Solutions : From : 03/2014 To : 09/2014 Aidin Technology PVT Ltd : From : 06/2011 To : 07/2013