**John Britto Gnanapragasam**

**Salesforce Administrator/Developer**

**Charlotte, NC | +19802513712 |** [johnbrittobe@gmail.com](mailto:johnbrittobe@gmail.com) A picture containing text, monitor, screen, gauge

Description automatically generated

|  |
| --- |
| **Professional SUMMARY:** |

5 years of experience in Salesforce Administrator and Development and Certified MuleSoft Developer with 2 years of experience in MuleSoft development, including analysis, development, and integration, totally 14 years of experience with various technologies including MuleSoft, Salesforce, Lightning & VisualForce Framework, Apex, SOQL, APIGEE, Power Builder, Linux, Unix, Splunk and databases like SQL and Sybase.

* Meeting with project managers to determine CRM needs.
* Developing customized solutions within the Salesforce platform.
* Designing, coding, and implementing Salesforce applications.
* Testing the stability and functionality of the application.
* Troubleshooting and fixing bugs.
* Importing sales department leads, contacts, and other data.
* Writing documents and providing technical training for Salesforce staff.
* Maintaining the security and integrity of the application software.
* Maintaining the sales cloud, as well as building custom reports and dashboards.
* All aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups
* Identify and gather requirements from users and stakeholders
* Salesforce configuration changes, including (but not limited to): Workflow, Process Builder, fields, page layouts, record types, custom settings, dashboards, and reports
* Documenting processes, including error reports and changes to field history tables.
* Preparing reports for sales and other departments.
* Design, test and develop to meet user needs.
* Handle all the raised issues/ New requirements.
* Followed AGILE to complete the user stories as per the planned sprints and River.
* Worked on Lightning & VisualForce components, Apex Trigger, SOQL, JavaScript, and jQuery
* Worked as Technical Lead for team size of 14 employees.
* Committed to learning new technologies.
* Excellent team coordination skills.
* Excellent communication and presentation skills.

**Technical Skills:**

* **Salesforce.com (Force.com, Lightning & Visual Force, Apex and SOQL), Lightning Web Component**
* **Middleware**:

**MuleSoft** (Anypoint Studio, Cloud Hub, API Designer, API Manger, RAML) & APIGEE.

* **Markup Languages**: XML, HTML, CSS, JavaScript & JQuery,
* **Operating Systems**: Windows, Linux & Unix.
* **IDE Tools**: Salesforce, Visual Studio Code, Anypoint Studio, Anypoint Platform, Designer, Eclipse, PowerBuilder, Sybase, Splunk, RAD.
* **Other Tools:**JIRA, Maven, SOAP, REST, GitHub, SVN, Bit bucket, Jenkins, Rally, TFS, HP Testing Suite.

**Certifications**

* **MuleSoft Certified Integration Architect - Level 1**
* **MuleSoft Certified Developer - Level 1 (Mule 4)**

**Work EXPERIENCE:**

**1. Salesforce Administrator/Developer**

Tata Consultancy Services, Charlotte NC, June 2017–present

Client: American International Group

**Responsibilities:**

* Design, test and develop to meet user needs.
* Handle all the raised issues/ New requirements.
* Followed AGILE to complete the user stories as per the planned sprints and River.
* Developed lightning apps with LWC.
* Importing sales department leads, contacts, and other data.
* Maintaining the sales cloud, as well as building custom reports and dashboards.
* Documenting processes, including error reports and changes to field history tables.
* Preparing reports for sales and other departments.
* All aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups
* User support tickets
* Identify and gather requirements from users and stakeholders
* Workflow, Process Builder, fields, page layouts, record types, custom settings, dashboards, and reports

**2.MuleSoft DEVELOPER**

Tata Consultancy Services, Charlotte, NC, Nov 2015– May 2017

Client: American International Group

**Responsibilities:**

* Working as a MuleSoft Developer and led the team.
* translate functional and non-functional requirements into well-documented integration interfaces and implementation designs.
* select the best mule components and patterns for integration solution designs.
* select the deployment approach and configuration of AnyPoint platform with any of the available deployment options (MuleSoft-hosted or customer-hosted control plane and runtime plane).
* Design Mule Applications for the various deployment options of the AnyPoint platform runtime plane.
* Advise technical teams on performance, scalability, reliability, monitoring, and other operation concerns of integration solutions on AnyPoint platform.
* Also, Working as a MuleSoft developer on Mule 3 version.
* Worked on complex transformation logic using Dataweave 2.0 with different formats.
* Followed all the coding standards including Munit for each of the applications
* Used Maven, GIT, Jenkins, Anypoint Platform, Artifactory, Studio during the development and deployment.
* Handle all the raised issues/ New requirements.
* Followed AGILE to complete the user stories as per the planned sprints and River.

**3. Apigee Support**

Tata Consultancy Services, Chennai, NC, Oct 2014–Oct 2015

**Responsibilities:**

* 24/7 production support for APIGEE API proxies.
* Taking care of all the HTTP issues and configuration changes in Linux environment.
* Worked as an administrator in APIGEE edge and developer portal.
* Worked on the configuration on the message processor and Routers.
* Worked on the Linux for APIGEE server configuration and Splunk for monitoring.

**4.PowerBuilder & Sybase Developer**

Tata Consultancy Services, Chennai, Tamil Nadu, Mar 2011–Sep 2014

Client: McKesson Technology.

**Responsibilities:**

* Analyze framework and various modules involved in this project and providing support to the client.
* Maintaining the existing module and developing new module based on the user requirement.
* Interacting with onsite people, taking clarifications regarding applications.
* Involved in writing Sybase Queries.
* Designed and Implemented Tables, Functions, Stored procedures, views, and triggers in Sybase based on the application requirements.
* Regression testing was performed after each new build of the application.
* Defect logging and Defect follow up in Team Track.
* Have worked with database testing and Sybase queries.

**5.PowerBuilder & Sybase Developer**

Genius Consultancy Limited, Chennai, Tamil Nadu, Jun 2007–Jan 2011

Client: Balmer Lawrie Ltd.

**Responsibilities:**

* Analyze framework and various modules involved in this project and providing support to the client.
* Maintaining the existing module and developing new module based on the user requirement.
* Interacting with onsite people, taking clarifications regarding applications.
* Involved in writing Sybase Queries.
* Designed and Implemented Tables, Functions, Stored procedures, views, and triggers in Sybase based on the application requirements.
* Regression testing was performed after each new build of the application.
* Defect logging and Defect follow up in Team Track.
* Have worked with database testing and Sybase queries.

**Education**

Bachelor of Science in Electronics and Communications

Anna University, Chennai, Tamil Nadu, May 2005