Kiran M

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**Professional Summary:**

Overall **6+ years** of IT experience and **4+ years of experience on Salesforce.com**/Force.com implementation with an earned reputation for meeting demanding deadlines and delivering critical solutions on various levels of Software Development in CRM Application Development, Database, Data Modeling and Java developing and Customer-focused Desktop Support and server administration with 2+ years of experience with a broad spectrum of computer and operating systems applications and hardware. Exceptional customer service and communication skills; consistently conveys competence and concern to end users. Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution.

**Skill Summary:**

* Experience in creating Custom Objects, Custom Formula Fields, Field dependencies, Relationships, Picklists, Custom Tabs, Validation rules, **Workflows**, Approval Processes, Page Layouts, Search Layouts, Email Templates to meet the client's requirement and functionality.
* Experience in creating Profiles, Roles, Permission Sets and Organization Wide Defaults.
* Experience in front end development using HTML5, CSS3, **JavaScript**, and **jQuery**, Ajax, JSON.
* Knowledge in analyzing business requirements, entity relationships and converting to Salesforce custom objects, Lookup Relationships, Master-Detail Relationships.
* Experience in Data import and Export using Data Import Wizard and **Data Loader**. Developed Custom reports and Dashboards to continuously monitor data quality and integrity.
* Experienced in using **SOQL** and **SOSL** Queries within Governor limits for data fetching and manipulation needs of the application.
* Handled **SOAP/REST** Web services consumption for fetching content from the Internal Web server.
* Skilled in analyzing, configuring, and installing desktop/Servers
* Worked on sales and service cloud implementations.
* Experienced in Customizing records with Approvals, Automating Business Processes with process Builder and workflow by collecting data from users and operating on it.
* Hands on Service and Sales cloud functionality to develop the newly custom changes.
* Hands on experience with data migration tools Import Wizard, Apex Data Loader, Jitterbit Cloud Data Loader and Informatics Cloud Data Loader for Salesforce.
* Proficient with tools like VSCode, **Eclipse** IDE (Force.com Plug-in), Developer Console for developing, customizing of Apex Class, Visualforce pages, Knowledge Management, Code coverage and changing metadata components; Force.com, Explorer, Force.com beta version and Workbench
* Experience in Salesforce **Lightning** schema builder, process builder, app builder, components and lightning connect.
* Experience of providing technical support and training to users
* Ability to update desktop/Servers with changes in the technology.

**Education**:

University/School: Guru Ghasidas university.

Bachelors: Bachelor’s in computer science (Bilaspur, Chhattisgarh, India)

**Certifications:**

Certified Salesforce Platform Developer – I

Certified Salesforce Administrator – I

Certified Salesforce Service Cloud Consultant

**Technical Forte:**

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| --- | --- |
| **Languages** | Java, Java Script, Apex, Visualforce, PowerShell, PHP |
| **Salesforce Technologies** | Salesforce Lightning Design System, Lightning Components, Salesforce CRM, Apex language, Apex classes/Controllers, Standard/Custom Objects, Apex Triggers, Apex Scheduler, SOQL, SOSL, Visualforce pages, Visualforce Components and Controllers. |
| **ETL Tools** | Apex Data Loader, dataloader.io, Export Wizard |
| **Web Programming** | HTML, CSS, JavaScript, jQuery, XML, Bootstrap |
| **IDEs/Utilities** | Force.com IDE, Force.com Eclipse Plug-in, Eclipse, VSCode |
| **Database** | Oracle 10g/11g, MS SQL, DB2, SQL. |
| **Operating Systems** | Win XP, Win 7, Win 8, Win 10, Macs) |
| **Reporting** **Tools** | Oracle BI Publisher 10g/11g. |

**Salesforce Developer| ITAPPSLLC | NY |April 2018 – Present**

**Job Responsibilities:**

* Worked on new **Lightning** Interface transition, SFDC communities, Products, and Custom Objects.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform and Worked on **Lightning Migration** process classic to Lightning.
* Experience on **Community Ideas** and **Knowledge articles** using service cloud.
* Develop the new Implementation using the **Apex**, Visual Force pages and **Aura** Components and Code coverage for Test classes.
* Worked on Third-party application using **REST** call outs and call in’s from SFDC to customer application view.
* Using Batch Apex and integrations with other applications.
* Implementing to Email-case of customer email queue case deflections tracking.
* Worked on **SSO**(Single-Sign-On) and **Auth**, SAML configuration setup for to develop the App.
* **Data Categories** of Knowledge articles for customers to fetch required articles
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Omni-Channel to assign the cases to the queue and Skills-based routing in **service cloud**.

**Salesforce Developer| ITAPPSLLC | NJ |April 2016 – March 2018**

**Job Responsibilities:**

* Designed and implemented dashboards and tailored reports for sales, ad ops, and finance departments and Performed data maintenance.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Cases, Campaigns, Reports and Dashboards.
* Used SOQL & SOSL considering the **Governor Limits** for data manipulation needs of the application using Force.com Explorer.
* Worked on shield platform encryption for masking the confidential fields as per the customer requirements.
* Created page layouts, **search layouts** to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Worked on Lightning Aura Components to build new implementation.
* Troubleshoot the issues with custom merge process and **integrations** with different applications.
* Designed and deployed Custom tabs, Custom Objects, Components, **Visual Force Pages**, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Provided training to Level 1 Support to use the CRM application and to use Client Services Ticketing System.
* Worked on Skills-based routing and omni-channel, Marcos in **service cloud**.
* Involved in Data Mapping and Data Migration from legacy systems to SalesForce.com objects and fields.
* Integrated SFDC with Third party applications like **DocuSign** and LMS.
* Involved in Data Mapping and Data Migration from legacy systems to SalesForce.com objects and fields.
* Experience in **Administration**, Configuration, Implementation, and support experience with Salesforce platform.

**System Administrator-II | AIS (American Info Systems) | NY | April 2015 –April 2016**

**Job Responsibilities:**

* Installed of latest versions of Operating Systems on demand, per requirements of the clients.
* Sorted complex issues pertaining to hardware and network failure – Monitored both Hardware and Software systems for errors and updated them regularly to maintain proper functioning and flow of information.
* Performed security monitoring tests to identify intrusions.
* Utilize Windows Server Update Services to manage and deploy software patches.
* Microsoft System Center Configuration Manager (SCCM) 2007 deployment on various environments.
* Microsoft SCCM package creation and task sequence advertisements.
* SCCM manifest creations and imports of variables.
* Windows Server 2008 Hyper-V virtualization configuration for servers.
* Provided IT support for monitoring emails and service desk call for wintel platform servers
* Installed, configured, debugged software and hardware.
* Maintained security upgrades for installed software.
* Provided OS installations & upgrades for labs daily.
* Maintained hardware/software for development/test PCs.
* Administer Microsoft Windows Servers (Active Directory), Microsoft Workstations, and network security devices for 3000 users.
* Migrated to Windows 2003 Server/Exchange 2003 Server with Blackberry Integration Services, Windows Server Updates Services (WSUS), and Microsoft Operations Manager.

**Desktop Support | ITAPPSLLC | VA | February 2014 – March 2015**

**Job Responsibilities:**

* Provided technical support, including identifying problem incidents with their subsequent resolutions.
* Assisted company personnel with desktop operation, including both hardware and software – Provided employee training and instructions (through presentations) regarding basic operation of software and hardware, technical support and quality standards.
* Supervised and performed installation of new IT network equipment and system software.
* Administered creation of IT accounts and computer systems and offered support.
* Updated management on a regular basis through reports and presentations and via email,
* Maintained company peripheral network devices regularly, including printers and scanners.
* Tested the IT networking systems, monitored the performance of network servers and maintained firm’s computer systems.
* Ensured functionality of desktop systems throughout departments through frequent evaluations and routine maintenance.
* Planned and executed routine repairs and system upgrades.
* Made use of helpdesk systems to prioritize work-load and update queries and calls.
* Documented and maintained supply of all required inventory.

**Member Technical | ADP | NJ |April 2013 - January 2014**

**Job Responsibilities:**

* Maintenance of Exchange server and managing User Profiles, Storage boxes and DLs.
* Maintenance of Active Directory and Managing User Account and User Rights on the System and Shared Drive.
* Configuring and troubleshooting drivers for variety of peripherals used by client.
* Administration of Users account on RSA ACE/Server for VPN Remote Access.
* Creation of RSA Accounts.
* Assigning Tokens (Hard/Soft) According to Business requirements
* Applying restrictions on the Access.
* Installing and maintaining of Client software packages Maintenance and managing Access Controllers and Attendance System.
* Training for new Joiners.
* Attending Client Calls.
* Review Performance Reports of Agents.
* Pulling out Break, Performance and Incidents and Clarify Reports to measure their Performance.
* Listening to Agents Call.