

Objective

Software professional with **15+ years of IT experience** in that **4+ years of Experience in Salesforce** and **10+ Experience in Java** looking for opportunities as a **Senior Salesforce Developer/Lead in Salesforce**.

Professional Summary

- Good Experience in **Salesforce Admin and Development**
- **Having ample Experience in working with 10+ domains**
- Having excellent experience in working in **25+ projects** with all phases in SDLC process and best practices
- Worked with **15+ customers**, having good **client-facing written and oral communication skills**
- Having adequate experience in project management.

Domain Expertise

- Healthcare
- ecommerce
- Education
- Travel
- Logistics
- Transport
- Insurance
- Entertainment

Area of expertise

- Salesforce
- Agile & Scrum
- Project Management
- Java
- SQL

Technical Skills

- **Cloud** : Salesforce (Apex, Visual Force Pages, Batch Processing, Integration, Lightning component, LWC, Process automation, security settings)
- **Operating System** : Windows, Linux
- **Programming Language** : Java, C++, C
- **Web Technologies** : HTML, CSS, Java script
- **Framework** : Struts, Spring
- **Version Control Tools** : CVS, SVN, VSS
- **Tracking Tools** : Jira, Bugzilla, Mantis
- **IDE** : VSCode, Eclipse, Netbeans
- **Server** : JBoss, Tomcat

Training & Certification

- Certified in **Salesforce Platform Developer I** Exam by Salesforce in June 2022
- Certified in **Salesforce Administrator** by Salesforce in November 2022
- Certified **Agile Scrum Master** by Exin in **OCT 2021**.
- Certified in **JLPT N4** Japanese language.

Achievements

- **Trailhead Expeditioner** in with **44,000+ points, 53 badges and 5 Trails**

Career Profile

SRM Technologies (Jan 2004 - Till Date), Chennai

- Working in **Software Development** with various designations like Analyst Programmer, System Analyst and Project Leader from April 2006 to Till Date
- Worked in **Software Testing** (May 2005 – March 2006)
- Worked as an **Instructional Designer** performing Technical Writing (Jan 2004 – Apr - 2005)

Projects

Project Name - DXC – Digital Engagement

Duration: Aug 2021 to till date

Customer –Top Bank Customer, Japan

Technology : Salesforce (Einstein ChatBot, REST API, Batch Processing, DML, Data Loader, Data Migration, Apex classes, Triggers, Visual Force Pages, LWC)

Role & Responsibilities – Handled the team of 6 members, coordination with the customer, involved in coding, Review, testing and documentation.

Description

This is the project is to develop a Chabot for IB portal customers. The Agents chat with the customers and the chat scripts are saved in SC system. The completed chat scripts will be transferred to FSC system using Link Batch. Once the chat scripts transferred to FSC system, those chat scripts in SC system will get deleted using DeleteBatch in SC system. The Tranferred Chat scripts can be viewed in various Reports and Dashboard.

Achievements

- Delivered the project on time to the customer
- zero defects were reported from customer
- Got appreciation from customer for extended support during UAT.

Project Name - Media Back office

Duration: Jan 2020 – July 2021

Customer – Japanese customer

Technology : salesforce (REST API, Apex classes, Triggers, DML, Visual Force Pages, Data Loader, Data Migration, File Management, WorkFlow, Process Builder), Java, VC++

Role & Responsibilities – Handled the team of 6 members, coordination with customer, involved in coding, Review, testing and documentation.

Description

EPMS is to track the performance of the Employees in Media Back office Limited, where image files are assigned from Global head to production unit head through Web Services. From Production unit head ,files will be assigned to the Shift in charge , in turn assigned to the operators through Salesforce , who will be processing the image files in Photoshop and update back in tracker, which is been evaluated by the QC ,and updated again in tracker for the delivery , through web server.

Achievements

- Delivered the project on time to the customer
- As this project was successfully delivered, got 3 more projects from the same customer in different technologies

Project Name - Onyx Sunset

Duration: August 2018 – Dec 2019

Customer - Rakuten

Role – Senior Salesforce Developer, Testing Leader

Technology : Salesforce (Apex Classes, Apex Triggers, Data Migration, Data Loader, Visual Force Pages, Aura components)

Description

Rakuten Insurance Counter, an Integrated CRM, was newly introduced to serve the three companies life, non-life, and minority. With the existing CRM, Linking masters are implemented and a New automatic request creation process when importing CSV, a new queue and case list view is implemented.

Achievements

- Delivered the project before scheduled time to the customer
- Long term customer having 10+ years relationship. Working on various new projects and Maintenance support as well
- Getting projects continuously from Rakuten

- **Project Name :** HOYA ERP **Duration: 3 years**
- **Customer -** HOYA
- **Role & Responsibilities** – Worked as a senior java developer, involved in coding, Review, testing, documentation, and client communication.
- **Technology:** Java, Spring, Hibernate, MySQL, Oracle
- HOYA is the Lens and Lens Accessories manufacturing and selling company, which is established in more than 28 countries. HOYA is in the process of developing an ERP product, which is common to all its branches of HOYA across the globe. This ERP contains an ordering lens, to deliver the product to the customer. (ordering, lab process, price calculation, despatch). This ERP is customized for 10 corporations all over the world. This project has all the phases from Requirement Analysis to System Testing. Involved in all the phases of this project

Achievements

- Delivered the project on time to the customer and extended production support given to the customer.
- Hoya ERP is implemented for 10+ corporations across the world.
- Handling production support for multiple locations successfully.
- As a team solving the issues in no time
- Because of the great support, HOYA is a long-term customer for 15+ years.
- Getting projects continuously from HOYA

Education

- MCA, Pondicherry University, CGPA 6.52
- B.Sc Maths, Queen Mary's College, Madras university