INDUMATHI ALAVANDHAR

PROFESSIONAL SUMMARY

Around 9 Years of IT experience in all phases of Software Development Life Cycle (SDLC) in that, implementation & enhancement of projects using Salesforce.com CRM and Java/J2EE technologies and followed Agile (SCRUM)&Waterfall Methodologies. 5 Years of extensive knowledge of Salesforce.com CRM and its Development Life Cycle as a Developer / Administrator, Involved on salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lightning design system.

* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
* Extensive experience using Salesforce Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide -default, Sharing rules, Work Flows, Approval processes, Reports/Graphs and Dashboards.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visualforce Pages, and Apex classes.
* Proficient in using meta-data migration tools like Eclipse IDE and Salesforce Apex Data Loader.
* Experienced in integration of Salesforce.com with external applications by using different aspects of Web Services (SOAP and REST API).
* Managed complete system configuration and user setup as needed.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Cases, Solutions, Forecasts, Reports, and Dashboards.
* Created Reports and Dashboards to meet complex reporting requirements.
* Used Force.com developer toolkit Force.com IDE, Sublime Text 3(Mavens mate) including Apex classes, Apex triggers, Standard and custom controllers, Extensions in Visual force pages.
* Good experience in defining salesforce.com web to lead, web to case, case assignment rules and user access privileges.
* Experience of deriving and using UML Use Cases, Activity Diagrams, Class Diagrams during the analysis, design and implementation phase of the projects.
* Experience in web technologies like HTML, XML, CSS, JSP and JavaScript.
* Provided technical and functional expertise to project teams.
* Worked with internal resources (technical and administrative) to execute and document projects at the client site as needed.
* Worked on Salesforce communities and created Visualforce pages for Communities.



Master of Science in PERIYAR UNIVERSITY 2008. India.

* Salesforce Administrator
* Salesforce Certified Platform Developer 1

**Salesforce**: Apex, Visual force, Controllers, Triggers, Batch & Schedule classes, Salesforce1, Lightning (Components, Apps, Events), Lighting Web Components, Web Services, SOAP, REST, Sales cloud, Force.com Platform, Sites, Knowledge, Article Management, SOQL, SOSL, Reports, Dashboards.

**SFDC Tools**: Eclipse, Developer Console, Workbench, Force.com Migration tool (Ant based), Force.com Explorer, Data Loader, Excel Connector, Command line Data loader, Cast Iron

Languages: C, C++, SQL, SOQL, SOSL. Apex Programming, Java.

**Web Technologies**: XML, HTML5/4, CSSS3/2, JavaScript, jQuery, AngularJS

**Databases**: SQL, PL/SQL, Oracle 11g/10g/9i, SQL Server 2008/2005, MySQL

**Application Servers**: Apache Tomcat, Sun Web server, Resonate, WebSphere 4.0/4.1, Tomcat 6.0, JBOSS 5.

Salesforce Developer

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Education

Certifications

Technical Skills

* Used different data tools like Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Worked on various Salesforce/Veeva integrations with SAP, Oracle and other third party systems to support Order Management module.
* Worked on complete life cycle of SFDC Implementation.
* Installed Pardot from App Exchange, configured and set up users, groups, Connector, Tracker Domain.
* Deployment and Integration of Docusisystem with CRM (Salesforce) - Creation and setup of fields, forms, handlers, segmentation rules, automation rules, email templates and auto responders.
* Experience working with Salesforce.com sandbox, Service Max field service and production environments.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Experience with Apttus, Big machines CPQ and built AppExchange applications with AngularJS and Bootstrap.
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer.
* Experience in using the Force.com Explorer to browse data model schema, custom objects, fields, build and test SOQL queries.
* Developed UI containing angular/JQuery in Salesforce
* Experience in web technologies like HTML, XML, and JavaScript, ExtJs and also experienced on working with data structures to manage large amount of data efficiently.
* Proficiency in Object Oriented Languages like C++, Java, J2EE, JSP, Servlets and other Java technologies.
* Strong Database (RDBMS) development experience in writing queries, functions, stored procedures, triggers, and views in Oracle, SQL, PL/SQL and MS Access.
* Excellent work ethics, self-motivated, quick learner and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.

PROFESSIONAL SUMMARY

**Salesforce Lightning Developer**

**Fiserv, Safford, TX. Aug 2020 – Present**

**Responsibilities**

* Worked on various Salesforce.com standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Contract, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Installed Pardot from App Exchange, configured and set up users, groups, Connector, Tracker Domain.
* Deployment and Integration of Pardot system with CRM (Salesforce) - Creation and setup of fields, forms, handlers, segmentation rules, automation rules, email templates and auto responders.
* Imported Leads from Salesforce and created Prospects in Pardot and added them in separate Lists.
* Created Automation rules, Segmentation Lists, Landing Pages, Email templates using CSS, HTML.
* Worked on Engagement Studio, created in-detailed steps and scheduled emails to go out to different lists at specific timings and track user engagement in the program and Created Reports & Dashboards for business at the end of the Campaign.
* Installed Adobe Sign for Salesforce from App Exchange and Set up Users, Permission sets.
* Created Agreement Templates in Adobe, worked on Data Mapping, Merge mapping of Agreement fields.
* Worked on Relating the Standard and Custom Objects with Adobe Sign and bulk send Agreement Process.
* Invoked the Managed Apex class using Process Builders to automate the process of sending agreement as per the business needs.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data clean-up and/or Data migration to/from salesforce.com
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Worked on DocuSign for Salesforce created users, Assigned Permission sets and Sharing Envelopes among users.
* Worked on Creating Document Custom fields and linked it with salesforce to write back on to the record after completion.
* Worked on Invoking DocuSign using Conga Composer by creating custom links and buttons.
* Created Conga Email Templates and Email templates used in Conga Custom and standard buttons added on list view and Detail view pages to automate the process based on business logic.
* Created Conga users and assigned permissions sets as per the business need.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Assign Invoice numbers in different formats based on the country using Custom settings and Apex code and push it to Conga Composer for Invoice generation.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Developed several Custom Reports & Dashboards that are used by Business user and Managers.
* Integration with ETL tools like Informatics, Infosphere.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Configured Chatter for the Users in the Organization for collaboration.
* Created Email templates in Text, HTML and visual Force necessary for the application.
* Developed visual Force pages with JavaScript and Apex classes.
* Written Apex Test classes to Unit Test Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* Deployed applications from Sandbox to Production.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Conga Composer, DocuSign for Salesforce, Adobe for Salesforce, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Tableau, Seattle, USA Apr 2019 – July 2020**

**Salesforce Developer**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus CPQ, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, Docusign etc.
* Strong Experience in Salesforce Lightning components design & designing compact layouts using Apex triggers, Page layouts, Visual force pages, workflows for Mobile platform.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE.
* Experience in creating Lightning Components and used Lightning Design System to convert existing Visual force pages to lightning components.
* Involved in using Lightening, Process Builder and Workflows. Worked on customization of visual force to have Lightening Experience for desktop and mobile applications.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions.
* Extensive experience on S controls, Visual force pages and Page layouts according to the Business requirements.
* Built SF1 quick action Visual force pages using lightening components.
* Worked on using Lightening Design Systems to develop the Visual force pages for SF1.
* Developed Lighting apps using Lighting Components and made them compatible with salesforce1 mobile app.
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.

Environment: Saleforce.com platform, Apex Language, Wave Analytics, wave dashboards, Visual Force, Lightning, HTML, Java Script, Reports, Dashboards, Sales Wave App, Sql, JSON, Service Wave App, Wave Analytics, Data Prep tool, Data Manager, Data flow, Atom, Wave Labs, Data Utils, Informatica Rev, Informatica, Dell Boomi, Eclipse IDE Plug-in, Sandbox data loading, Eclipse IDE Plug-in, Windows, Agile

**Crown Equipment Corporation, New Bremen, OH Nov 2017 – March 2019**

**Salesforce Developer**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created a user interface using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects and Developed UI containing angular/JQuery in Salesforce
* Performed the detailed analysis of functional and technical requirements, designed & deployed the custom objects, identified the lookup and master-detail relationships, and created the junction objects. Demonstrated ability to translate customer requirements into specification.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab and created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Involved in Service cloud and Sales cloud for Implementation/Customization.
* Managed and maintained Marketo marketing automation platform.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Created custom object creations with multiple record types, page lay outs, custom buttons, validation rules and apex triggers.
* Deployed Customizations from Sandbox to production Environment by creating Change Sets and using the ANT Migration tool.
* Utilized Salesforce Lightning Experience Process Flows to automate Business process
* Created custom reports and dashboards outlining key sales metrics for upper level management and provided daily administration and support to Marketing Cloud.
* Business Process and Sales Process creation for Direct & Channel Sales, as well as Marketing Workflow Integration (Marketo) (Exact target).
* Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used Service Max App exchange field service for efficiently managing the customer contracts and configured relations between service max and SFDC.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force pages to develop custom business logic.
* Used Service Max App exchange field service for efficiently managing the customer contracts.
* Built, measured and managed company marketing campaigns within Marketo, a marketing automation software.
* Utilized Salesforce Lightning Experience Process Flows to automate Business process
* Worked on installing and integrating ApttusCPQ and Apttus approvals package with Salesforce Sales process.
* Implemented CPQ (Configure Price Quote) solution using ApttusCPQ & Contract Management and also used Apttus CPQ to configure price and quotes for the organization based on regional prices. Managed CPQ process from both SFDC opportunity and excel.
* Developed Visual force Pages and Components to include extra functionality and developed Apex Classes to provide functionality to the visual pages.
* Worked with various Salesforce.com standard objects like Users, Contacts, Reports, Dashboards
* Worked on complete life cycle of SFDC Implementation.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Informatica, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Web services, WSDL, SFDC Sandbox, Lightning, Eclipse IDE Plug-in, Oracle 10g, Windows XP

**TFI International, QC July 2016 – Oct 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, Docu sign etc.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE
* Extensive experience on S controls, Visual force pages and Page layouts according to the Business requirements
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customer’s complaints
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data clean-up and/or Data migration to/from salesforce.com
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Created mash up between Sales force CRM and Gmail through Force.com App Exchange's Email integration engine.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Assign Invoice numbers in different formats based on the country using Custom settings and Apex code and push it to Conga Composer for Invoice generation.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Developed several Custom Reports & Dashboards that are used by Business user and Managers.
* Integration with ETL tools like Informatica, Info sphere.
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Worked on maintaining the complete contract management using Apttus.
* Involved in collecting the data during contracting process back in to the Salesforce instance using Apttus.
* Involved in various user stories and worked with QA team to test in various sandbox environments and update fields in Production.
* Configure and Maintained the Sandbox Environment for easy facilitation of Development and QA Activities.
* Created custom Java Application to Interact with Salesforce using SOAP and Rest web services
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Configured Chatter for the Users in the Organization for collaboration.
* Writing customized SOQL queries to extract the data pertaining to the calls made by the reps.
* Created Email templates in Text, HTML and visual Force necessary for the application.
* Developed visual Force pages with JavaScript and Apex classes.
* Performed apex callout using Web Service to external applications from Salesforce using Http Request and Http classes.
* Written Apex Test classes to Unit test Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* Deployed applications from Sandbox to Production.

**Environment:** Saleforce.com platform, Seibel CRM, APEX Language, Visualforce (Pages, Component & Controllers), Salesforce Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script, Web services, WSDL, Sandbox, Eclipse IDE Plug-in, Hoovers.

**Intec Infra- Tech Pvt Ltd,** **Gurugram, India. Jun 2011 to Feb2015**

**Java/J2EE Developer**

**Responsibilities**:

* Involved in the process of analysis, design, and development of the application.
* Developed user interface using JSP, Struts and Java Script to simplify the complexities of the application.
* The entire application was developed in J2EE using an MVC based architecture with help of
* Apache Struts 1.3.8.
* Coded Struts Action classes, Model classes.
* Implemented the application using the concrete principles laid down by several Java/J2EE Design patterns like Business Delegate, MVC, Singleton, Data Transfer Object (DTO) and Service Locator
* Used JavaScript for client-side validations, and AJAX to create interactive front-end GUI.
* Implemented client side validations using JavaScript.
* Used Form Based Authentication.
* Used Web Sphere as the application server for deployment.
* Involved in writing stored procedures, complex queries using SQL to process the data on MYSQL DB.
* Performed unit testing on various project modules using JUnit framework.
* Used Apache Ant as build tool.
* Used IBM Rational Clear Case as version control tool for maintaining source code and project documents.
* Implemented Log4J for Logging Errors, debugging and tracking.

**Environment**: Java, JSP, Servlets, Struts, HTML, CSS, JavaScript, JUnit, Shell, SQL, JBOSS, Eclipse, CVS, Linux/UNIX.

Jeffrey

Herrera