



Preethbaran R

Mail Id: enq2019@gmail.com

Mobile Number: +91-9944280652

PROFESSIONAL SUMMARY:

- 4.7 years of experience in implementing CRM solutions on Salesforce Platform.
- Strong Knowledge in SFDC Customization and implementing sales cloud and Service cloud.
- Experienced in Creating Roles, Profiles, Validation Rules, Email Services, Page Layouts, Workflow Alerts and Actions, Entitlement Process, Process builder and Approval Workflow for implementing complex business process automations.
- Worked extensively on various Salesforce.com standard objects like Accounts, Contacts, and opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.
- Strong understanding of Security Controls for implementing security such as sharing rules at object, field, and record level for different users at different levels of organization
- Experience in customizing Force.com UI using Visual Force and Page builder technology - Page layouts, Search Layouts, Custom links, Custom Buttons etc.
- Proficient working in Force.com IDE, Eclipse and created and configured multiple Sandbox environment like Developer Sandbox, Testing Sandbox.
- Robustly experienced in Data Migration using Data load tools like Data loader, Import Wizard, Command Line Data Loader and Workbench.
- Greatly skilled in Deployment using change set.
- Experienced with integration of AppExchange applications. (Adobe eSign, SMS Magic, Five9, Avaya)
- Internally trained for Five9 (IVR Calls).
- Configured the Avaya CTI.
- Configured the Command Line Data Loader for Data Migration.
- Configured SOAP UI & Postman for API.
- Configured managed package.
- Basic understanding about REST API, SOAP API, WSDL and SOAP UI.
- Worked on Lightning Flows, Mock Server on Postman, and creating test cases.

CERTIFICATION:

- Salesforce.com App Builder Certified Developer. (Certification Number:2376331)
- Salesforce Certified Administrator.(Certification Number:2673331)



- Salesforce Certified Advanced Administrator
- Salesforce Platform Developer 1. (Certification Number:17249107)
- Five9 Inbound Administrator Certification Exam (Certification Number:94212)
- Five9 Outbound Administrator Certification Exam (Certification Number:94212)

EXPERIENCE DETAILS

PROJECTS HANDLED

1) Western International University (WIU)

Description:

The project developed for WIU (Education Space). The main objective is to enhance their existing Salesforce environment.

Responsibilities :(Salesforce Developer and Salesforce Administrator)

- Developing **Apex Triggers, Apex Classes** and **Test Methods** and maintaining **roles, profiles** and **user Accounts**.
- Developing the complex **Apex Batchjobs** and changes to the existing Jobs for better performance.
- Creating the **Custom buttons** with **Apex code**.
- Worked on reports and created the **Visualforce pages** to represent the data in reports in **graphical format**.
- Configuring **Email to Case, Knowledge Base&Web to Case**.
- Configuring **Service Cloud concepts**.
- Worked with **data loader** to extract the data from the database get the data into Salesforce.
- Implement new enhancements including creation of Process builder, Entitlement Process, workflows, email alerts and templates.
- To create custom objects and fields, manage user security profiles within the functional area and maintain multiple user roles.

Environment: Apex, Visualforce, Data Loader, HTML, Force.com IDE, Java Script

PROJECTS HANDLED

1) Loan Management System

Description:

The project is developed for Finance. The main objective is to enhance their existing



Salesforce environment.

Responsibilities : (Salesforce Developer and Salesforce Administrator)

- Developed many **Validation Rules, Workflow Rules** and **Trigger** on the object to achieve the functionality as per the business requirement.
- Developing **Apex Triggers, Apex Classes** and **Test Methods**.
- Integrated **Five9 CTI, softphone layout, Call Center for CTI adapter**, in to Salesforce.
- Implement new enhancements including creation of **Process builder, Email alerts** and **Templates**.

2) CL Originate

Description:

The project is developed for “**Secure Upload Portal**”. The main objective is to enhance their Documents into the Salesforce environment.

Responsibilities : (Salesforce Developer and Salesforce Administrator)

- Creating the **ADF Deal Room, Queues, Application Dashboard, Products, Document Category&Party Type** creation of Custom Objects.
- Creating the **Origination Configuration**.
- End to End deployment CL Originate Deployment handled.

PROJECTS HANDLED

Zurich (Insurance)

Description:

The project is developed for “**Recs2 Application**”. The main objective is to enhance their data integration with Z-Trust & External Objects.

Responsibilities : (Salesforce Developer and Salesforce Administrator)

- Performed the roles of **Salesforce.com Admin** and **Developer** as well as provided the technical solutions in the organization.
- Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation rules** on the **object** and tabs, components and **custom links**.
- Creating the custom **web services with partner WSDL&configured with SOAP UI** for Testing.
- Creating **External objects** for the proof of concept.
- Developed the **Command Line Data Loader** for the salesforce to automate the **Data migration**.
- Configuring the **Call Center** and **Softphone layout**.
- Configuring the **Avaya CTI** adapter with **Service Console**.
- Involved in deployment, deployed all the **classes, trigger, objects, components, pages** from



sandbox to production environment.

- Implemented/Implementing **Security Settings** and configured **profile, permission sets, Sharing setting, sharing rules&roles**.
- Implemented the **Person Account&Field Lightning Service** with **Work Order** in the force.com.
- Developing **Apex Triggers, Apex Classes** and **Test Methods** and maintaining **roles, profiles** and **user Accounts**.
- Developing the complex **Apex Batch, jobs** and changes to the existing **Jobs** for better performance.
- Worked on the **Trigger patters** and **Apex patterns**.
- Worked on appexchange tools like **Five9, Adobe E-Sign** and **Avaya CTI**.
- Aware of **Apex enterprise patterns**.

Direct Line Insurance (UK Insurance)

Description:

The project is developed for "**DLG insurance**". The main objective is to enhance their Car insurance with payment gateway

Responsibilities :(Salesforce Developer, Administrator & Integration)

- Worked on **Avaya CTI**.
- Implemented **call center applications, call transfer functionality** and **IVR options**.
- Implemented **Lightning Flows**.
- Implemented flow with **apex action, Lightning flows** and **sub flows**.
- Implemented the **Asynchronous Callout REST API** with **Lightning Flow**.
- Writing the test class for apex and integration classes.
- Implemented external objects.
- Integrated with **Mulesoft**.
- Configured **Lightning Flow with Quick Action Button**.
- Worked in **Agile Projects**.

SKILLS SUMMARY

| | |
|-----------------------------|---|
| SFDC Technologies and Tools | Salesforce CRM, Force.com platform, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force, Data Loader, Workflow & Approvals, Reports, Dashboards and Custom Objects, Entitlement Process. |
| Languages | C, C++, Java. |
| Design Skills and Tools | Object Oriented Analysis and Design. |
| Operating Systems | Windows (Windows XP/NT/7/8) |
| Database and Tools | Oracle, SQL. |



| | |
|--------|-------------------|
| IDE | Eclipse. |
| Web | HTML, JavaScript. |
| Others | Jira. |

ACADEMIC DETAILS:

Master of Computer Application, Christhu Raj College, Trichy in 2014 aggregate of 75%.

Bachelor of Computer science, Maharaja Arts & Science College, Coimbatore in 2010 aggregate of 60%.

Personal Skills

Comprehensive problem solving abilities.

Ability to deal with people diplomatically.

Flexibility to adopt new technologies & zeal to learn new grooming events.

PERSONAL PROFILE

| | | |
|-----------------------|---|---|
| Father's Name | : | S. Rajendran |
| Blood Group | : | B+ve |
| Gender | : | Male |
| Languages Known | : | English and Tamil. |
| Permanent Address | : | 1/855 ThuppakiNagar, Poolangudi colony, Trichy District-620025. |
| Communication Address | : | Shriram Elegant, 1c & 2c, Shriram Nagar, Thai Moogambigai Nagar, New Perungalathur, Chennai -600063. |

Declaration

I assure that all the above-furnished details are true to best of my knowledge.

Location:

PREETH BARAN.R

Date :

Signature.