**K Vijayalakshmi**

Experience: 7+ years

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**Current Position:** Senior Consultant

# PROFILE SUMMARY

* 7+ years of experience in analyzing business requirements, design, development and implementing global CRM solution in Salesforce.com.
* Expertise in analyzing business requirements and translating them into technical solutions.
* Proficient in Configuration, Customization, Programming with Apex (Class & Triggers), Visualforce and Lightning.
* Expertise in REST & SAOP APIs and web services by integrating Salesforce with external systems.
* Expertise in implementing the Security Model (Object, Field & Record level) in Sales force.
* Configure and Customize the Force.com organization, Create & maintain Custom Objects, Custom Fields, Formulas, Reports, Dashboards, Validation Rules, Security Settings, Users & Profiles, Role Hierarchy, create VF pages, Apex Classes, Apex Triggers, Test Classes and Deployment between sandboxes, Production.
* Good knowledge in Sales Cloud, Service Cloud and Community Cloud.
* Creative and analytical thinker with strong problem-solving skills, and strong data management abilities.
* Good interpersonal communication skills and an affinity to work in a team environment.
* Ability to drive entire product lifecycle from collecting requirements, design, implementation to production releases.

# Skill Set

# TECHNICAL

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| --- | --- |
| **CRM** | Salesforce.com |
| **Salesforce.com Technical Areas** | Salesforce.com CRM, Force.com Platform: -Visual force pages, Lightning Components, Apex Classes, Triggers, REST API, SOAP Web Service, Batch Apex, Workflows, Process Builder, Approval Process, Milestones, Escalation Rules, Validation Rules, Reports, Dashboards etc. |
| **Programming Languages** | Apex |
| **Internet Technologies**  | HTML, Java Script, JQuery |
| **Operating Systems** | Windows 7/10, Android, iOS |
| **Tools** | Data Loader, Eclipse, Dataloader.io, Conga Composer, Jira |

# PROFESSIONAL CERTIFICATIONS

* Salesforce.com Certified Platform Developer II
* Salesforce.com Sharing and Visibility Designer
* Salesforce.com Certified Platform Developer I
* Salesforce.com Platform App Builder.
* Salesforce.com Certified Administrator ADM-201.
* Salesforce.com Sales Cloud Consultant.
* Salesforce.com Service Cloud Consultant.

# Academic Qualification

* Bachelor of Engineering in 2012 from SCSVMV University

# WORK EXPERIENCE

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| --- | --- |
| Working for Capgemini Technology Solutions India Ltd. as a Senior Consultant  | July 2019 - Present  |
| Worked for Cognizant Technology Solutions as a Consultant | April 2013 - July 2019 |

# PROJECT DETAILS

**Client:** Toyota

**Project title**: Next Best Moment

**Company:** Capgemini Technology Solutions India Ltd.

**Role:** SeniorSalesforce Developer

**Period:** March 2019 – Present

**Description:**

The purpose of the projectis to provide Dealers with a holistic view of nurtured guests during their lifecycle at Toyota and provide recommendations as to what the next best action may be.

**Responsibilities:**

* Project requirement gathering and analysis.
* Ensure that development projects meet business requirements and goals, fulfill end-user requirements, and identify and resolve system issues.
* Designed and architected solutions for various functionalities using Lightning Components, Apex Triggers, Apex Classes, Batch Apex and Process Builder.
* Integrated Salesforce with Dell Boomi using REST API.
* Worked on Validation Rules, Record Types, Page Layouts, And Custom Metadata Types.
* Maintained a flexible and proactive work environment to facilitate a quick response to changing project requirements and customer objectives and innovate ways to meet mission goals successfully.
* Advise on best practices in application development (balancing configuration with customization), deployment, testing (unit and systems).

**Client:** Toyota

**Project title**: Toyota Motor Corporation Australia Limited

**Company:** Capgemini Technology Solutions India Ltd.

**Role:** SeniorSalesforce Developer

**Period:** July 2019 – February 2019

**Description:**

The project is designed to increase MyToyota registrations by providing various offers to customers and to manage Dealer, Vehicle, Service and Customer data within Salesforce. The application is connected to Marketing Cloud and we are using MC to send email and SMS campaigns.

**Responsibilities:**

* Project requirement gathering and analysis.
* Customized solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals.
* Designed and architected solutions for various functionalities using Apex Triggers, Apex Classes, Platform Events and Process Builder.
* Integrated Salesforce with Marketing Cloud using REST API.
* Integrated Salesforce with Dell Boomi using SOAP Web Service.
* Designed Database model by creating multiple objects, fields and object relationships.
* Worked on Validation Rules, Record Types, Page Layouts, And Custom Metadata Types.
* Work closely with multi-functional teams to provide technical solutions (including out of box solutions) aligned to sophisticated business needs.
* Provide in depth analysis of production issues and resolve it on timely manner and UAT Support.

**Client:** Abbott(Abbott Nutrition Division)

**Project title**: Abbott Nutrition Pediatrics

**Company:** Cognizant Technology Solutions

**Role:** Onsite Coordinator, Salesforce Developer

**Period:** February 2017 – July 2019

**Description:**

The application is built on force.com platform and is designed to manage various functionalities (Inventories, Orders, Disbursements, Products, Direct Shipments) used by AN sales reps and sales coordinators. It is integrated with multiple external systems like SAP, IDMS, NCSMS, and Harte-Hanks. The org also has service console app which will be used by customer support to provide efficient support.

**Responsibilities:**

* Project requirement gathering and analysis.
* Drive entire product lifecycle from collecting requirements, design, implementation to production releases
* Worked as onsite coordinator and interacted with clients directly to discuss the requirements, to assist them in Salesforce technical and functional areas.
* Attending daily calls with offshore team and client. Giving demo to client on a weekly basis.
* Designed and architected solutions for multiple requirements using Visual force pages, aura lightning components, Apex Classes and Triggers.
* Embedded Power BI dashboards in Salesforce using REST API.
* Worked on Cases, Entitlement Process, and Escalation Rules.
* Work with partners to analyze business operations and processes to identify critical metrics and improve inefficiencies.
* Provide in depth analysis of production issues and resolve it on timely manner and escalate when necessary.
* Provided UAT support and end user training.
* Mentored a team of junior developers by training and assisting them.

**Client:** Abbott **(**Abbott Vascular Division)

**Project title: Global Field Inventory Management (GFIM)**

**Company:** Cognizant Technology Solutions

**Role:** Salesforce Developer

**Period:** February 2016 – January 2017

**Description:**

GFIM is an Application used to scan consigned inventory and manage consignment returns, exchanges, transfers, replenishments and reductions.

**Responsibilities:**

* Development of functionalities using Visual force pages, Apex Classes and Triggers.
* Worked on Email Services.
* Designed and Configured Process Builder, Workflow Rules, Approval Process, Validation Rules etc.,
* Done sharing and security setup, profiles and roles creation.
* Data loading through Data Loader.
* Worked on App Exchange tool “Conga Composer”.
* Deployment between sandboxes and UAT to Production.
* UAT Support and defect fixing.

**Client:** Abbott(Abbott Diagnostics Division)

**Project title:** Global Business Review

**Company:** Cognizant Technology Solutions

**Role:** Salesforce Developer

**Period:** September 2015 to January 2016

**Description:**

It is a dashboard application which is integrated with Cognos and MylabReport where Account owners can schedule a business review task by logging into salesforce and selects the parameters for report from a custom tab which is developed for Global Business Review and submits the request. The request will go to cognos from backend and cognos emails the report to account owners once the report is generated.

**Responsibilities:**

* Project requirement gathering and analysis.
* Worked on salesforce CRM Content management. Worked on content Version and Content Distribution objects.
* Development of functionalities using Visual force pages Apex Classes and Triggers.
* Wrote Test Classes for optimum code coverage.

**Client:** Abbott (Abbott Vascular Division)

**Project title:** SH SFDC Referral Enhancement

**Company:** Cognizant Technology Solutions

**Role:** Salesforce Developer

**Period:** May 2015 to August 2015

**Description:**

The project will implement global level changes to enable activity tracking, physician profiling, contact creation and to track key TDS compensation parameters and optimizing resources by accurately tracking activities and customers.

**Responsibilities:**

* Project requirement gathering and analysis.
* End to end Development in Salesforce. Done customizations like visual force pages, Apex class, apex triggers etc.
* Developed Validation rules, Workflows, Record Types, Page Layouts, Custom Settings, Profiles, Permission sets.
* Creating reports, Dashboards, Data loading.
* Wrote Test Classes for optimum code coverage.

**Client:** Abbott (Abbott Molecular Division)

**Project title:** Day in the Lab

**Company:** Cognizant Technology Solutions

**Role:** Salesforce Developer

**Period:** December 2014 to April 2015

**Description:**

It is a mobile customer lab workflow information capture application to begin accumulating lab workflow information on customers for data analysis and mining through salesforce.com. Abbott Molecular sales reps would capture customer lab workflow information and statistics on a mobile application that syncs with Abbott Molecular‘s instance of salesforce.com.

**Responsibilities:**

* Project requirement gathering and analysis.
* End to end Development in Salesforce. Developed various Custom Objects, Tabs, validation rules on the objects, Custom Settings, Mobile Configuration and Customization for salesforce1 Mobile App.
* Done customizations like visual force pages, Apex class, apex triggers etc.
* Wrote Test Classes for optimum code coverage.

**Client:** United Health Group

**Project title:** Integrated Pricing

**Company:** Cognizant Technology Solutions

**Role:** Salesforce Developer

**Period:** February 2014 – November 2014

**Description:**

 This project is implemented to generate quotes and orders to enhance Sales and

 Marketing functions of Optum Phoenix.

**Responsibilities:**

* Project requirement gathering and analysis.
* End to end Development in Salesforce. Developed various Custom Objects, Tabs, validation rules, Components and Custom links.
* Done customizations like visual force pages, Apex class, apex triggers etc.
* Complex data loading using Apex Data Loader.

**Client:** Johnson & Johnson

**Project title:** LATAM

**Company:** Cognizant Technology Solutions

**Role:** Salesforce Developer

**Period:** August 2013 – January 2014

**Description**:

The project dealt with providing the Sales Reps and Marketing personnel ability to forecast sales for each account accessible to them. A customized solution was developed to provide Account and Sales access to the users.

**Responsibilities**:

* Resolution of defects.
* Involved in creating Reports, Dashboards, and Validation rules, Security Settings, Users & Profiles, Role Hierarchy and Workflow & Approval Process.
* Performed Unit Testing for Apex classes & triggers in sandbox instance.
* Migration of the project to different instances and production deployment

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