**Experience Summary:**

* **10+ years of experience in Salesforce.com and overall 13+ years** of experience in to Information Technology industry experience which includes software analysis, design & development and Sound knowledge and experience in Salesforce.com (**Integration SOAP & REST API, Apex class, Visual force, SOQL, SOSL, and Triggers, Batch apex, Email services visual studio code (IDE), Gitlab, Salesforce Lightning**).
* Experience in working with **LWC and Community Portal.**
* Experience in Administration, Configuration, Implementation and Support of Sales force CRM
* Responsible for any configuration changes, enhancement requests or mass data updates
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Performed Workflow and Approval process and Data loader.
* Creating Custom reports, Dashboard, Deployment to production
* Create a Salesforce Case, lead from outside Salesforce Web-to-Case, Web-to-Lead.
* **Certified Salesforce Platform Developer-I, Platform Developer II, App builder and Sharing & visibility Designer and JavaScript Developer -I**
* Experience in Utilities, garments, Retail, shipping, Telecommunication and Healthcare Domains

**Educational qualification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Major** | **Institution** | **Year Passed** | **Marks Scored** |
| *Master of Computer Application* | Computer Applications | SCSVMV [Deemed university], Kanchipuram, Tamil Nadu, India | May-2006 | 8.8/10 [CGPA] |
| *Bachelor of Computer Science* | Computer  Science | Periyar University Salem,  TamilNadu ,India | April-2003 | 70.04% |
| *HSC* | Higher Secondary Course Certificate | TamilNadu State Education Board | March-2000 | 68.2% |
| *SSLC* | Secondary School Leaving Certificate | TamilNadu State Education Board | March-1998 | 71.4% |

**Technical Skills:**

Languages : Web services, SOAP API& REST API, Apex class, trigger, SOQL, SOSL

Framework : classic, Lightning Web Component(LWC)

Scripting Languages : Java Script, JQuery, Anjular JS

Web Technologies : Visual force, HTML, CSS

Reports : Dashboard & Reports (custom and standard)

IDE : Force.com IDE, eclipse, Visual Studio Code.

Deployment : ANT tool and Change set and VS code, Gitlab, sourceTree, Copado

**Work Experience**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Designation** | **From** | **To** |
| DevCare Solutions Pvt Ltd  [www.encora.com](http://www.encora.com) | Lead Developer-Salesforce | Nov-2021 | Till Date |
| Encora Technologies Sdn Bhd.  [www.encora.com](http://www.encora.com) | Lead Developer-Salesforce | Aug-2020 | Sep-2021 |
| ViewQwest Pte Ltd  [www.viewqwest.com](http://www.viewqwest.com) | Lead Developer | March-2017 | May-2020 |
| Wabco India Private Limited  [www.Wabco-auto.com](http://www.Wabco-auto.com) | Sr.Salesforce Developer | Jan-2016 | Jan-2017 |
| KPIT Technologies Private Ltd  [www.KPIT.com](http://www.KPIT.com) | Sr.Software Engineer | Feb-2015 | Sep-2015 |
| Swas Technologies  [www.swastech.com](http://www.swastech.com) | Sr.Software Analyst | June-2013 | Feb-2015 |
| Mobius Knowledge Services  [www.Mobiusservices.in](http://www.Mobiusservices.in) | Sr.Software Developer | Nov-2012 | May-2013 |

**Current Project**

**Project Name : DC-Health**

**Client : DC health Department, Washington DC.**

**Technology : Apex class, VF pages, Workflow, Trigger, Batch Apex, Community Portal, Flows, SOQL, Reports, Lightning web Component (LWC), Rest and SOAP api Integration, Survey force (AppExchange) Visual studio code, Copado, GitHub**

**Project Description:**

The **DC Contact Trace Force** is an expansive initiative within the Department of Health (DC Health).  The mission of DC Health is to promote health, wellness and equity across the District, and to protect the safety of residents, visitors and those doing business in our nation’s Capital. DC Health is responsible for identifying health risks; educating the public; preventing and controlling diseases, injuries and exposure to environmental hazards; promoting effective community collaborations; and optimizing equitable access to community resources.

**Roles & Responsibilities:**

* Managing Salesforce Production support Team(L2/L3).
* worked on LWC development
* communicating with stockholders to get details requirements if needed as part of development.
* Involving Architecture Design of Salesforce Projects and doing impact Analysis for new development
* Code Reviews of sprint development and mentoring developers in technical aspects.
* Worked on sprint development task Lightning and community portal.
* Worked on apex class, trigger, visual force pages, flows and lighting web component development.
* Worked on community portal with custom developments.
* Integrated with 3rd party system using Rest and SOAP.
* Involving in Copado and github side for deployment.

**Project Name : Solaris & CarConnect**

**Client :** [**www.strattonfinance.com.au**](http://www.strattonfinance.com.au)

**Technology : Visual studio code, Gitlab, Apex class, Trigger, Batch Apex, Process builder, SOQL, Lightning web Component(LWC), Rest and SOAP api Integration, Platform Events, MuleSoft, Jira, flow**

**Project Description:**

Solaris and Car connect is different Line of business in Stratton Finance. And it’s used to analyze credit score and repayment reputation of customer who will to buy used or old Car& Utes, Caravan& RV’s, and boat. Basically Stratton act as finance broker and meditator to other finance vendors as well. For this automation process the utilizing salesforce to streamline their business without having manual intervention. Salesforce has been integrating with External LMS (Lead management system) middle layer of MuleSoft.

**Roles & Responsibilities:**

* Worked on Jira assigned tickets & new requirements (CR, bug fixing, production support)
* Involved in End-to-End Requirement Analysis, design and development.
* Extensively worked on LWC development, apex class, trigger, platform event, co-ordinate with mulesoft team for LMS integration.
* Involved daily scram call and assign tickets to developer using Jira and follow up with them on daily basic using internal communication tool slack.
* Managing deployment process (CI/CD) VS code, Gitlab and review team member code to follow Stratton internal standard and best practices.
* Following scratch org managements for development.
* Involving initial Architectural design call of new projects and collecting impact analysis of existing system for CR and Enhancements.
* Addressing team members technical query and difficulties.

**Project Name : Customer Happiness (AirAsia-Malaysia, China, Japan, Korea, Taiwan).**

**AirAsia Fresh, Airasia Health, Santan, Teleport(LOB).**

**Client :** [**www.Airasia.com**](http://www.Airasia.com)

**Technology : Visual studio code, Apex class, VF pages, Workflow, Trigger, Batch Apex, Data loader, Customer Community Portal, Process builder, SOQL, Reports, Email to case, Anjular JS, Lightning web Component(LWC), Rest and SOAP api Integration, AVA Chatboat.**

**Project Description:**

Project is mainly designed for aftermarket customer to get their feedback for improvements and resolved their query using salesforce case and live chat using ava Chatboat for Airline and different LOB’s (line of business). Its supports different languages Malay, Basha Indonesia, Korea, Japanese, and Chinese. The same activates for LOB (Santan, AirAsia Fresh, Airasia Health, Teleport).

**Roles & Responsibilities:**

* Design and developed Archival salesforce data to GCS(storing) Big Query (Retrieve)
* Developed E-Forms for Santan, Airasia Health, Teleport and Ourshop.com using LWC and integrated with communities.
* Involved development task activities and align internal communication for Rest and SOAP integration (salesforce side and external API side).
* Worked on apex class, trigger, visual force pages, and lighting web component in support of development.
* Integrated with 3rd party system using Rest and SOAP api to fetch info about flight disruption like cancellation or delayed to send push notification to customers.
* Experience of managing day-to-day administration of salseforce.com instance. Involved in creating users, page layouts, workflows, Visualforce and creating new fields as required.
* Involved in deployment activities using Change set and gitlab with source tree.
* Import and Export the data from outside of Salesforce.

**Project Name : ViewQwest CRM**

**Client :** [**www.viewqwest.com**](http://www.viewqwest.com)

**Technology : Visual studio code, Apex class, VF pages, Workflow, Trigger, Batch Apex, Data loader, Process builder, SOQL, Reports, Email to case. Lightning for visual force, SQL, PHP (Rest API communication), Anjular JS, Zuora, and Bit glass, Classic to lightning migration, Lightning web Component(LWC).**

**Project Description:**

ViewQwest was the first outside of Japan to introduce 2Gbps, the world’s fastest residential internet connectivity. Salesforce has enabled boutique broadband provider ViewQwest to expand business in Singapore and Malaysia. ViewQwest is leveraging Salesforce's solution to manage an increasing number of subscriptions as it expands across the two nations. With Salesforce, the broadband provider has a platform to scale both subscriptions and service, which simplifies its entry into new markets. And provide support for existing customer based on information available in salesforce via CS, Billing, Tech support. Salesforce is centralized hub its integrated with php for web and Zuora for billing and Bit glass provide single sign on cloud security for customer support executives.

**Roles & Responsibilities:**

* Design and developed Archival salesforce data to Sql-server using RESTAPI, for classic and lightning.
* Developed mass maintenance email activity app for existing customer lightning.
* Experience of managing day-to-day administration of salseforce.com instance. Involved in creating users, page layouts, workflows, Visualforce and creating new fields as required.
* Resolving Case issues and creating change set and deploy to production
* Developed and maintained stored procedures and batch jobs for data synchronization between Salesforce and Offline Edition database.
* Business Trainer Responsible for curriculum development and delivery of a variety of Salesforce.com related Administrator trainings as well as proactively leading Salesforce.com implementations.
* Import and Export the data from outside of Salesforce.
* Developed Apex classes and Triggers to support the custom functionality.

**Project Name : WABCO CRM (TRAMO Sales)**

**Client :** [**www.wabco-auto.com**](http://www.wabco-auto.com)

**Technology : Force.com IDE, Apex class, VF pages, Workflow, Trigger, Batch Apex, Data loader, Process builder, Salesforce1 simulator, SOQL, SFDC Configuration, Reports, SOAP integration (SAP and TIBCO), Email to case.**

**Project Description:**

Wabco CRM Create relationship between OE (original Equipment) and AM (After Market). CRM contains following modules such as TRAMO sales, Opp management, Case management (for Both OE and AM), customer matrix, vehicle production, Pricing AM and Strategic marketing. Also having integration with SAP and TIBCO for customer management. The initial data comes from SAP. This solution cover full sales and services activity should be captured using salesforce.

**Responsibilities:**

* Involved in End-to-End Requirement Analysis, design and development.
* Web services using SOAP API, Configuration, Customization, writing apex class, trigger and Email template, email services.
* Developed Customized charts and reports.
* Daily Activities AGILE and SCRUM Storyboard.
* Involved in Calls with Clients
* Configuring Page Layouts, Record Types, Managing Fields and their dependencies, Tabs.

Developed Custom Objects, Fields, Validation Rules, page layouts, and OWD settings, Workflows, Custom Settings and Test Classes.

**Project Name : WAM (Work and Asset Management)**

**Client : Wessex Water Ltd. UK,** [**https://www.wessexwater.co.uk/**](https://www.wessexwater.co.uk/)

**Technology : Web services, Soap API, Apex class, Apex trigger, Visual force pages, Approvals, Workflows, Reports, Data loader, Email services**

**Project Description:**

WAM Programme deals with the Work and Asset Management (WAM) where assets are being managed and maintained by creating schedules and work orders to check the assets quality periodically. It acts as a repository of Assets and it involves creation of assets and creation of schedules for maintaining the assets. Click Software is a COTS product that deals with field service and Workforce management with products such as Click Schedule and Click Mobile. Click Schedule deals with automated work allocation and Click mobile is the application that enables field user to execute & update about the Job in field. The information regarding the assets will be updated to Click Schedule from the field using Click Mobile. Separate application for dealing with statutory assets and its management. Module dealing with creation of Containers for storage of assets in a stock area.

The enterprise solution of WAM is enabling Wessex water to merge all their businesses through automated systems that are connected through Cloud and thus it benefits their business process to be managed more efficiently.

**Responsibilities:**

Web services using SOAP API, Configuration, Customization, writing apex class, trigger and Email template, email services.

* Involved in End-to-End Requirement Analysis, design and development.
* Involved in Calls with Clients and Testing Team.
* Configuring Page Layouts, Record Types, Managing Fields and their dependencies, Tabs.
* Developed Custom Objects, Fields, Validation Rules, page layouts, and OWD settings, Workflows, Custom Settings and Test Classes.

**Personal information**

Father Name : Perumal

Sex : Male

Date of Birth : 12.06.1983

Languages Known : English and Tamil, Telugu

**Declaration**

I solemnly declare that all the cited things are true to my knowledge and honesty.

Place: Chennai.

Date: **[KARTHIKEYAN.P]**