

Ganesh V
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Profile Summary

- Having 5 years of experience as a Salesforce Developer/Administrator.
- Experience in Out of Box Features (Salesforce Admin), Configuration, Customization, Implementation, Lightning, and support experience with Salesforce platform.
- Experience in Sandbox Refresh from Production Instance.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks, and actions.
- Experience Creating Custom Permissions, Triggers, Permission Sets, Assignment Rules, Auto Response Rules, Escalation Rules.
- Experience in Salesforce Customization, Profile Management, Workflows, Approval process, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
- Worked on Lightning Process builders, flows, Chatter, and quick Actions.
- Worked on Complete Case Management Model.
- Hands on experience in writing queries using SOQL and SOSL.
- Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, dataloader.IO, Jitterbit data Loader, Import Wizard.
- Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
- Experience in working with Salesforce.com sandbox and production environments.
- Extensive experience with various Salesforce deployment methodologies including Change sets, Ant Migration tool kit and Eclipse.
- Experience working with Sales cloud, Service cloud and Marketing Cloud.
- Strong Knowledge in AppExchange Applications for integrating with third party applications.
- Worked on Writing the Acceptance Criteria, doing UAT testing (Like BA testing) and updating Business Test Scripts.
- Experienced in Agile methodology, worked with tools like Microsoft visual Studio, JIRA.
- Performing Smoke Testing, Functional Testing and Regression Testing
- Executing the test scenarios & test cases as per the sprint plan and capturing the test results.
- Involved in Preparation of Test Strategy Document
- Involved in reviewing test cases as per the Functional design document
- Involved in smoke and Regression testing.
- Involved in Integration testing of Nexus with SAP.

SKILLS

Salesforce
LWC
Administrator
Sales Cloud
Service Cloud
Communities
Einstein Analytics
Profiles
Permission Sets
Manual Sharing Rules
Criteria based SR
Owner based SR
OWD SR
Apex Sharing
Role Hierarchy
Validation Rules
Page Layouts
Record Types
Workflows
Process Builders
Flows
Email Templates
Approval Process
Duplicate Rules
Web To Lead
Web to Case
Email to case
Assignment Rules
Auto Response Rules
Escalation Rules
Apex Data Loader
Chatter
Force.com IDE
Manual testing
Regression Testing
Functional Testing
Unit Testing
Smoke Testing
Integration Testing.

EDUCATION:

B.E (Electronics & Communication Engineering)
Rajalakshmi Institute of Technology, Anna University, Chennai.

WORK EXPERIENCE:

Currently Working in **NEWFOUND INFO TECH PRIVATE LIMITED** , Bangalore

PROJECTS HANDLED

PROJECT#3: Healthcare

Role: Salesforce Developer

Client: Healthcare

Team Size: 12

At Healthcare, we are focused on enabling smarter healthcare. Every day, we are re-imagining how insights can lead to smarter healthcare, and we are committed to delivering products, services, innovations, and experiences to our clients across the continuum of care.

Responsibilities:

- Worked on Production Support completely (debugging the issues, assigning the permissions)
 - Involved in Salesforce Change requests & Incidents calls with various external and internal customers.
 - Participated in daily Scrum meetings for various data analysis tasks.
 - Worked on Sales Cloud and Service Cloud.
 - Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
 - Implemented pick lists, dependent picklists, lookups, master detail relationships, validation, and formula fields to the custom objects.
 - Involved in Data loading using Apex Data Loader and Jitter Bit data loader.
 - Worked on Lightning pages, designing layouts, Triggers.
 - Involved in integration process with Rest and Soap Api's.
 - Worked on apex programming, creating and customizing flows, triggers based on the requirements.
 - Preparing on HTML email templates, Visualforce Email templates.
 - Involved in creating custom components.
 - Developed Reports and Dashboards.
 - Worked on Dynamic Dashboards and Bucket Field.
 - Worked on Record Types and Button and Links.
 - Worked on all Relationships like Look Up, Master Detail and Junction Objects.
 - Worked on Roll Up Summary, Formula fields.
 - Worked on Page Layouts and Mini Page Layouts.
 - Hands on Implementation Knowledge on Communities (Customer and Partner Communities).
 - Executing the test scenarios & test cases as per the sprint plan and capturing the test results.
 - Involved in Preparation of Test Strategy Document
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- Involved in reviewing test cases as per the Functional design document
- Involved in smoke and Regression testing.

PROJECT#2: WISERSPREAD CRM Implementation

Role: Salesforce Developer

Client: WISERSPREAD

Team Size: 10

The project aims to streamline business development operations so Global Hospitals can better engage with its patients and physicians in the community. The solution will allow Global Hospitals Business Development (includes core Business Development, Branding, PR, and Communications) to run their campaigns in a systematic way.

Responsibilities:

- Maintain and develop the Custom objects, Custom fields, Custom tabs, and Validation rules.
 - Involved in requirements gathering.
 - Involved in creating objects, Fields, Page Layouts and Validation Rules etc.
 - Developed various Workflows and Triggers based upon requirements.
 - Developed in Activity Planner as per business requirements.
 - Involved in development of Promotional Stock Allocation as per business requirements.
 - Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
 - Involved in Data loading using Apex Data Loader and Jitter Bit data loader.
 - Involved in HTML email templates, Visualforce templates.
 - Worked on Dynamic Dashboards.
 - Involved in creating custom components.
 - Developed Reports and Dashboards.
 - Executing the test scenarios & test cases as per the sprint plan and capturing the test results.
 - Involved in Preparation of Test Strategy Document
 - Involved in reviewing test cases as per the Functional design document
 - Involved in smoke and Regression testing.
 - Worked on Dynamic Dashboards and Bucket Field.
 - Worked on Record Types and Button and Links.
 - Worked on all Relationships like Look Up, Master Detail and Junction Objects.
 - Worked on Roll Up Summary, Formula fields.
 - Worked on Page Layouts and Mini Page Layouts.
 - Hands on Implementation Knowledge on Communities (Customer and Partner Communities).
 - Involved in creating custom components.
 - Developed Reports and Dashboards for products Object.
 - Deployed the Project from Sandbox Environment to Production Environment.
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PROJECT#1: Bio-Rad

Role: Salesforce Support Analyst

Client: Bio-Rad

Team Size: 6

Bio-Rad has continued to provide the healthcare industry with innovative and useful products that help life science researchers accelerate the discovery process and medical diagnostic labs obtain faster, better results. Throughout our existence, we have built long-lasting customer relationships that help advance our research and development efforts in the introduction of new products and solutions

Responsibilities:

- Understanding and analyzing a functional requirement and transforming it to a technical specification.
 - Managing the ServiceNow tool to distribute the requests and incidents to the team members.
 - Used Data loader & Demand tools for Data migration on force.com platform.
 - Involved in administrative requests setting up and configuring new users.
 - Developed various Custom Objects, validation rules on the Fields, Public Groups and Queues.
 - Interacting with customers through emails and chat on issues.
 - Coordination with onsite project manager for requirements/Issues analysis.
 - Created Reports for user request analysis.
 - Deployed CPQ configuration to prod.
 - Deployed all setup to the live environment by using ANT tool.
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