

**RM. SETHUKKARASI**  
**SFDC – Technical Team Lead**

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#### PROFILE SUMMARY

- 6 years of experience in Salesforce application development.
- Performed End to End App configuration and worked on Salesforce & Apttus Applications, Requirement Estimation, process design, build User stories, technical Implementation, Testing and Deployment.
- Worked on various Salesforce Projects in Sales, Service Cloud. Have experience in building projects individually and as a part of team from requirements gathering to production deployment and support.
- Analyze the Business Requirement and provide solution, Customizing and configuring the App based on requirements and delivering on time, design and maintenance of application.
- Involved in preparation of TDD & FDD.
- Dedicated performer who demonstrates innovation, communication, and teamwork to ensure quality, timely project completion, deployment and support.
- Strong business process knowledge, and a demonstrated capability to apply technology solutions in addressing complex, global business issues.
- Well versed in SFDC Admin/Configuration & Customization.
- Experienced with Agile development practices
- Experienced with code optimization, Refactor the code and test classes.
- Having good experience on Sales cloud, Service Cloud, Finance cloud.
- Having basic experience on Community cloud.
- Capable of rapidly learning new technologies.
- Basic knowledge on Lightning aura components and LWC.
- Well versed in Deployment using COPADO Tool- Static/Dynamic/Destructive Deployments
- Complete Knowledge on DevOps Process
- Provided application production support during Go-Live of project.
- Represented project team in client location during project Go-Live.
- Completed 58 badges/modules in Trailhead and has scored 37,000 points.
- Earned EXPENDITIONER batch in Trailhead.
- Currently involved in Project discovery phase of multiple projects, involved in preparing SOW/ROM/PO, Cost Estimations and planning of projects and resource allocation.

#### SKILL SUMMARY

##### SF EXPERTISE

- Customization: Apex Class/Batch Class/Test Class/Apex Trigger
- Configuration/Admin: Workflow rules, validation rules, process builders, Flow, page layouts, managing field level securities, custom settings and metadata, User Interface, Tabs, Custom fields,

	<p>Standard and Custom Objects, Object Relationship, Email Alerts, Approval Process, Record pages, Sales process, Lead process &amp; Path settings, Reports &amp; Dashboards</p> <ul style="list-style-type: none"> <li>➤ Security settings: Profiles, Roles &amp; Hierarchy Permission sets, OWDs and sharing rules.</li> <li>➤ Having Good experience on Sales and Service cloud.</li> <li>➤ Worked on Community and Finance Cloud</li> <li>➤ Service cloud: Email-to-case, Web to case/web to lead, Milestones &amp; SLA, Knowledge articles, Entitlement process, Escalation rules, Assignment rules, Duplicate/Matching rules.</li> <li>➤ Sales console/Service console and processes.</li> <li>➤ Lightning functionalities, Lightning App/Home/Record pages.</li> <li>➤ Basic knowledge on Lightning aura components and LWC.</li> <li>➤ Experienced on Classic to Lightning Migration</li> <li>➤ Worked on Connected App Integration.</li> <li>➤ Worked on Dev-Ops Process and tools like ANT, GitHub, GitLab/source control, GitBash, Jenkins, Eclipse-Neon-6.</li> <li>➤ Used Change set, Copado, Eclipse IDE, Visual Studio Code, workbench migration tool to deploy metadata, Data loader, Import/Export data functionalities</li> </ul>
<b>MANAGEMENT SKILLS</b>	<ul style="list-style-type: none"> <li>➤ Requirements Analysis/Discovery of Project</li> <li>➤ Documenting the Business process</li> <li>➤ Design the Solution &amp; Frame User stories</li> <li>➤ Preparing SOW/ROM/PO &amp; Project estimations, Resource planning.</li> <li>➤ Handle Team efficiently and mentor team members.</li> <li>➤ Handle day to day communication / coordination with onshore/offshore team of Technical &amp; functional Consultants related to ongoing projects.</li> <li>➤ Able to drive multiple projects and ensure quality, timely project completion, deployment and support.</li> </ul>

## CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- Apttus CPQ 401
- Apttus Admin 201
- Salesforce Certified Sales Cloud Consultant
- Certified Business Analysis Professional (CBAP)
- Visual Basic (January 2014-February 2014)
- Cloud Computing from EMC2.

EDUCATIONAL QUALIFICATIONS:				
COURSE	INSTITUTION	UNIVERSITY /BOARD	YEAR OF PASSING	AGGREGATE
B. E CSE	Panimalar Engineering College	Anna University	2016	8.67(cgpa)
HSC	Holy Angels Mat Hr. Sec. School.	State Board of Tamilnadu	2012	97
SSC	Holy Angels Mat Hr. Sec. School.	Matriculation	2010	96

EXPERIENCE SUMMARY:		
COMPANY NAME	DESIGNATION	YEARS/MONTHS
Solartis (Intern)	Associate Business Analyst	May 2016-Nov 2016
Accenture	Application Development Analyst	Nov 2016-May 2020
L&T Infotech	Senior Engineer Cloud services and software	Jun 2020-Jan 2022
Incedo Technologies	Technical Team Lead	Jan 2022-Till date

#### Onsite Experience:

- 1 month of overseas onsite experience including client interaction & successful implementation of project.
- Represented project team in client location – Netherlands.
- Provided application production support during Go-Live of project.

WORK SUMMARY			
Project 1			
Project Name	JDE	Team Size	25 Overall My team (7)
Start Date	JUN – 2017	End Date	OCT – 2019
Project Description	Jacobs Douwe Egberts is a Dutch company that owns numerous beverage brands. Their coffee & tea portfolio is available in over 100 countries		
Role & Contribution	Associate Application Development Analyst <ul style="list-style-type: none"> <li>• Customizing and configuring the App based on requirements and delivering on time and maintenance of application.</li> <li>• Represented project team in client location – Netherlands and provided application production support during Go-Live of project.</li> </ul>		
Technology & Tools	APTTUS-OM, COPADO, Developer console, Data Loader, Workbench		

Project 2			
Project Name	ABB	Team Size	8
Start Date	OCT 2019	End Date	APRIL 2020
Project Description	ABB (ASEA Brown Boveri) is a Swiss-Swedish multinational corporation headquartered in Zurich, Switzerland, operating mainly in robotics, power, heavy electrical equipment, and automation technology areas. It is ranked 341st in the Fortune Global 500 list of 2018 and has been a global Fortune 500 company for 24 years.		
Role & Contribution	Application Development Analyst <ul style="list-style-type: none"><li>Analyze the Business Requirement, Customizing and configuring the App based on requirements and delivering on time, involved in deployment activities. Handled the DevOps process independently.</li></ul>		
Technology & Tools	SALESFORCE.COM, GIT, GITHUB, GITBASH, JENKINS, ECLIPSE NEON-6, Source control, ANT.		
Project 3			
Project Name	Carrier - Kidde Latam to Onity Latam	Team Size	4
Start Date	AUG 2020	End Date	JAN 2021
Project Description	Carrier Global Corporation is an American corporation based in Florida. Carrier was founded in 1915 as an independent company manufacturing and distributing heating, ventilating and air conditioning (HVAC) systems, and has since expanded to include manufacturing commercial refrigeration and foodservice equipment, and fire and security technologies serving customers in 160 countries on six continents. Main scope of the project is to Migrate all components and data to new Lightning org. Move all salesforce classic functionalities to Lightning functionalities.		
Role & Contribution	Senior Developer - Cloud Services and software (Project Owner) <ul style="list-style-type: none"><li>Analyze the Business Requirement and provide solution</li><li>Performed End to End App configuration and based on requirements and delivering on time, design, and maintenance of application</li><li>Involved in Requirement Estimation, process design, build User stories, technical Implementation, Testing and Deployment, Preparing TDD &amp; FDD.</li></ul>		
Technology & Tools	SALESFORCE.COM, Developer console, Data Loader, Workbench		
Project 4			
Project Name	Carrier - Kidde Safety to FSPE EMEA	Team Size	6
Start Date	DEC 2020	End Date	APR 2021

<b>Project Description</b>	Carrier Global Corporation is an American corporation based in Florida, founded in 1915 as an independent company manufacturing and distributing heating, ventilating and air conditioning (HVAC) systems, and has since expanded to include manufacturing commercial refrigeration and foodservice equipment, and fire and security technologies serving customers in 160 countries on six continents. Main scope of the project is to Migrate all components and data to Lightning org. Move all salesforce classic functionalities to Lightning functionalities.
<b>Role &amp; Contribution</b>	Senior Developer - Cloud Services and software (Project Owner) <ul style="list-style-type: none"> <li>Analyze the Business Requirement and provide solution</li> <li>Performed End to End App configuration and based on requirements and delivering on time, design, and maintenance of application.</li> <li>Involved in Requirement Estimation, process design, build User stories, technical Implementation, Testing and Deployment, Preparing TDD &amp; FDD.</li> </ul>
<b>Technology &amp; Tools</b>	SALESFORCE.COM, Developer console, Data Loader, Workbench

Project 5			
<b>Project Name</b>	<b>Supra Real Estate and Supra Tier 1</b>	<b>Team Size</b>	6
<b>Start Date</b>	JAN 2021	<b>End Date</b>	Till Date
<b>Project Description</b>	Main scope of the project is to Migrate all components and data from external Clientele system to Salesforce Lightning org. Build all Sales and Service functionalities in Salesforce as per the requirement.		
<b>Role &amp; Contribution</b>	Technical Team Lead/Project Owner <ul style="list-style-type: none"> <li>Analyze the requirement and Document the Business process</li> <li>Design the Solution &amp; Frame User stories.</li> <li>Prepare SOW/ROM/PO &amp; Project estimations, Resource planning.</li> <li>Handle Team efficiently and mentor team members.</li> <li>Handle day to day communication / coordination with onshore/offshore team of Technical &amp; functional Consultants related to project requirement and Scope.</li> <li>Drive project and ensure quality, timely project completion, deployment, and support.</li> </ul>		
<b>Technology &amp; Tools</b>	SALESFORCE.COM, Developer console, Data Loader, Workbench, Visual studio code, Team Management, Project Coordination.		

Project 6			
<b>Project Name</b>	<b>ALC PARTNER DEALER</b>	<b>Team Size</b>	9
<b>Start Date</b>	MAR 2021	<b>End Date</b>	Till Date
<b>Project Description</b>	Main scope of the project is Build all Community & Service functionalities in Salesforce as per the requirement.		

<b>Role &amp; Contribution</b>	Technical Team Lead/Project Owner <ul style="list-style-type: none"> <li>• Analyze the requirement and Document the Business process</li> <li>• Design the Solution &amp; Frame User stories.</li> <li>• Prepare SOW/ROM/PO &amp; Project estimations, Resource planning.</li> <li>• Handle Team efficiently and mentor team members.</li> <li>• Handle day to day communication / coordination with onshore/offshore team of Technical &amp; functional Consultants and Business team related to project requirement and Scope.</li> <li>• Drive project and ensure quality, timely project completion, deployment, and support.</li> </ul>
<b>Technology &amp; Tools</b>	Salesforce.com, Data Loader, Workbench, Visual Studio Code, Team Management, Project Coordination.

Project 7			
<b>Project Name</b>	<b>CETERA FINANCIAL GROUP</b>	<b>Team Size</b>	7 (Offshore)
<b>Start Date</b>	MAR 2021	<b>End Date</b>	Till Date
<b>Project Description</b>	Main scope of the project is to support and enhance the existing application and build functionalities in Salesforce as per client's requirement.		
<b>Role &amp; Contribution</b>	Technical Team Lead/Project Owner [Offshore] <ul style="list-style-type: none"> <li>• Analyze the requirement and create JIRA tickets</li> <li>• Assign Jira tickets to the team and take care of the Jira updates.</li> <li>• Providing production support to existing application.</li> <li>• Create SNOW tickets &amp; Design the Solution.</li> <li>• Take care of the new enhancements and new build activities.</li> <li>• Handle Team efficiently and mentor team members.</li> <li>• Handle day to day communication / coordination with onshore/offshore team of Technical &amp; functional Consultants and Business team related to project requirement and Scope.</li> <li>• Drive project and ensure quality, timely project completion, deployment, and support.</li> </ul>		
<b>Technology &amp; Tools</b>	Salesforce.com, Data Loader, Workbench, Visual Studio Code, Team Management, Project Coordination.		

OTHER EXPERIENCE			
<b>Title</b>	Associate Business Analyst (INTERNSHIP)		
<b>Start Date</b>	JUNE 2016	<b>End Date</b>	NOV 2016
<b>Role &amp; Contribution</b>	Understanding business change needs and assessing the impact of those changes, capturing, analyzing, and documenting requirements and then supporting the communication and delivery of those requirements with relevant people.		

#### PERSONAL PROFILE:

Father's Name	: AL. RAMANATHAN
Sex	: Female
Date of Birth	: 26-09-1994
Languages Known	: Tamil, English, Hindi- (read, write).
Address	: NO: 303 VNR Belmont Apartment, Vanagaram- 600095.

#### DECLARATION:

I hereby declare that the above furnished by me are true to the best of my knowledge and belief.

(RM. SETHUKKARASI)