Jerin Abraham

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Experience Summary

➢ An IT Professional with 4.7 years of qualitative experience in Salesforce development, analysis, support and enhancement
➢ Skilled in handling the operations of support team while controlling the impact during rise in incidents.
➢ Expertise in Agile Methodology and Ceremonies.
➢ Experience in Field Service Management Applications - ServiceMax and Salesforce Field Service
➢ Experience in creating Custom Apps and Custom Objects, handling Page Layouts, Workflow Alerts, Process Builders, Approval Process, Assignment Rules, Change Sets.
➢ Deployment of changes across sandboxes and to Production using Change Set.
➢ Has basic knowledge in Salesforce Apex Class, Apex Triggers, Platform Events, Custom Metadata, Test Class.

Professional Certificates

♦ Salesforce Certified Platform Developer I
♦ Salesforce Certified Administrator
♦ Salesforce Certified Service Cloud Consultant
♦ Salesforce Certified Field Service Consultant
♦ ServiceMax Certified Admin and Advanced Admin
♦ ServiceMax Asset 360 - Implementation Specialist Level 1

Qualifications

Degree and Date	Institute	Major and Specialization
Bachelor of Technology, 2013-2017	Amal Jyothi College of Engineering, Kanjirappally, Kottayam	Electronics and Communication Engineering

Employment History

Employer	Position/Role	Employment Period
Tata Consultancy Services	IT Analyst	Sep 2017 – TILL NOW

Total Career Experience: 4 Year 8 Months

Assignments

The details of the various assignments that I have handled are listed here, in chronological order.

Project	An Airlines Corporation
Duration	2 Month and counting
Period	Mar-2022 To TILL NOW
Roles	Consultant
Start Date	Mar-2022
End Date	TILL NOW
Responsibility	• Support the daily operational activities of the business. • Responsible for the development of minor enhancements in Salesforce. • Manage the access and permission of users in the org. • Worked on analysing project requirement, clarified any road blockers with the business team. • Help the business in data visualization using reports and dashboard functionality. • Responsible for creating custom logics and configurations. • Worked on the data clean-up activities and data loading activities to ensure the data quality.
Technical Skills	Salesforce Configuration, Flows, Process Builders, Approval Processes, Custom Settings, Report and Dashboards, Change Set Management

Project	An American MNC
Duration	6 Months

Period	Sep-2021 To Mar-2022
Roles	Developer
Start Date	Sep-2021
End Date	Mar-2022
Responsibility	- Involved in gathering requirements from the business and implementing those in Salesforce.com. - Implement the functionalities using Apex, Triggers and Configurations. - Ensure that the test class coverage and the components are ready for deployment. - Deployment of user stories to QA and Production environment using Change Sets. - Involved in client calls and in the daily scrum activities. - Responsible for development of Proof of Concept based on client requirement. - Followed all salesforce best practices during the application development stages.
Technical Skills	- Salesforce Configuration and Customization - Apex and Triggers - Test Class and SOQL - FSL
Achievements	❖ Best Team Award

Project	A US based Additive Manufacturing Corporation
Duration	28 Months
Period	May-2019 To Sep-2021

Roles	Technical Lead
Start Date	May-2019
End Date	Sep-2021
Responsibility	• Support the daily operational activities of the business. • Identify areas of improvement and suggest changes in process. • Gathering requirements from the business and implementing those in Salesforce and ServiceMax. • Deployment to Production environment using Change Sets. • Ensure the data quality in the org and take necessary steps to improve data quality. • Implement the requirements in the system using process builder, workflow, approval process and other configuration tools. • Utilize the Reports and Dashboard functionality to highlight the Key Performance Index metrices to the business.
Technical Skills	▪ Salesforce Service Cloud ▪ ServiceMax
Achievements	❖ Best Team Award ❖ Star Performer Award - Feb 2020 ❖ Key Performer Award - Oct 2020

Project	Digital Field Service Management (Internal)
Duration	15 Months
Period	Feb-2018 To May-2019
Roles	Salesforce Consultant
Start Date	Feb-2018
End Date	May-2019

Responsibility	- Develop Proof of Concept (POC) on Salesforce and ServiceMax. - Provide training sessions to new associates joining the team. - Identify the best practices and implement the same in the ongoing engagement. - Support the Pre-Sales team on technical requirements. - Support the daily operational activities of the business. - Help the team in business requirement gathering and analysis.
Technical Skills	- Salesforce Platform - Salesforce Field Service - ServiceMax
Achievements	❖ Best Team Award

Key Competencies & Skills

My Competency Profile and my soft skills includes the following

- **Salesforce** : CRM Functionality, Service Cloud, Field Service, ServiceMax, Workflow, Process Builder, Trigger, SOQL, Custom Settings and Test Classes
- **Operating System** : Windows, Linux
- **Tools & Utilities** : Rally, ServiceNow, Jira, VS Code, Workbench, Apex Dataloader, Box Folder, Confluence.
- **Skills** : Communication, Articulation, Team Management, Mentoring, Requirement Gathering, Requirement Analysis, Agile Methodology