GOUTHAM M
SALESFORCE CONSULTANT

CONTACT

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SUMMARY

- 7.5+years of IT experience in various domains.
- Proficient in developing end to end apps in Salesforce with 5 years of hands-on experience.
- Leading a team of 5 Salesforce developers.
- Worked as a Business Analyst, Developer and Support Analyst.
- Have good understanding on Pre-Sales functionalities with domain experience in Manufacturing and Logistics.
- Devised a Business Plan to increase market penetration of a Kitchenware in Chennai as part of Industry Project for MBA.

TECHNICAL SKILLS

Technologies - Salesforce.com, Apex, Visualforce, Lightning, Flows, Python

Tools - Azure DevOps, Splunk, Xplenty, ServiceNow, HP Service Manager, BMC Remedy, JIRA, Workbench, Data Loader

IDE - VS Code

ACADEMICS

Master of Business Administration **(MBA)**
IIM Trichy, 2019-21

Bachelor of Engineering
(BE in Computer Science)
RMD Engineering College, 2010-14

WORK EXPERIENCE

Automotive Robotics India - 2018 to present
Technical Lead

Manufacturing Industry

- Leading a 5 member Salesforce Team handling multiple projects and Orgs.
- Developed an application - "Distributor Marketing Sales Program" from end to end for Dealers to claim marketing expense from Client.
- Involved in design planning and design review discussions. Interacted with various business teams to gather and document the requirements.
- Estimated efforts, managed User Stories & deployments, Support Tickets, Project administration single-handedly in agile environment.
- Worked on Lightning Components, Live agent, Community Builder, Flows, Process Builder, Einstein Analytics.
- Created REST based web services, developed Force.com sites and Communities in Salesforce.
- Performed complete Data Migration from legacy org to new org using Xplenty tool.
- Automated User deactivation process in Salesforce.

Cognizant Technology Solutions - 2014 to 2018

Worked on various domains such as Business Analyst, Developer, Support Analyst. Organized several tech events and learning programs to enable Pre-Sales team.

Program Analyst - Developer

Agrochemical Industry

- Worked as Salesforce Administrator and Developer.
- Wrote technical documents including use cases and design documents.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
- Worked on enhancement tasks which involved Visualforce Pages, Triggers, Batch processes for various Projects.
- Developed Workflow Rules, Email Alerts, Case Assignment Rules, Web-to-Lead, Email Templates.
- Responsible for Unit Testing and Test cases coverage.
- Created Reports and Dashboards for various business functionalities

Program Analyst - Production Support

Manufacturing and Logistics Industry

- Mainframe - Validated and transferred the spend information from various countries using Mainframe Jobs and SSIS package to different countries.
- SharePoint - Worked as an Admin providing read, author, site owner access for the users and managed group owners.

PROFESSIONAL CERTIFICATIONS

- Salesforce Certified Sales Cloud Consultant (2335185)
- Salesforce Certified Platform Developer I (16734029)
- Salesforce Certified Administrator (18057915)