Dinesh K
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Awards and Recognition:

Standing Ovation award on July 1st 2021 for successfully completing a big marketing campaign deal through SFMC.

Leading with Exceptional Ideas on April 1st 2022 award for completing a SFMC automation which trigger an email for BU and PMO Teams.

Leading with Exceptional Ideas on March 16th 2022 awards for handling multiple outages and was able to debugged reason for multiple outages before hand to reduce customer impact.

Pat on the back award on July 14th 2021 for producing high quality of work over an extended period of time.

Putting client first award on September 23rd 2021 for completing a major Direct shared program deal rollout very diligently with a flawless delivery.

Doing the right thing award on June 10th 2021 for leading an annual isolation event flawlessly without an issue.

Certification:

1. Salesforce certified Platform developer 1 Credential Id- 19049123

2. AI Expert-Salesforce Einstein AI Academy

3. Solid works Certified by Dassault System Credential Id- C-DLGUME88KT

Experience Summary:

- Over 4+ years of IT industry experience of with a strong background in Salesforce financial service cloud.

- Worked on full platform migration and playing a key role in successful migration from 3D CRM to salesforce in Morgan Stanley.

- Experience on salesforce Marketing cloud, Journey Builder, AMP script, SQL, Journey Builder, Data Extensions,

- Salesforce financial service cloud accredited course completion in salesforce partner learning camp.

- Contribute to new implementations with key business partners Manage multiple priorities and exhibit strong multitasking capabilities to drive process improvement initiatives.

- Good Knowledge on next best action using salesforce campaign integrated with marketing cloud

- Good expertise on DML operation using workbench/Data loader, for object and fields and modifying, updating, and editing on workbench/ Data loader using operation like insert, update, upsert, delete and undelete.

- Strong understanding of salesforce object, records, and fields.

- Troubleshooting errors and debugging using apex debug log and Splunk logs on production issue

- Troubleshooting errors using multiple tools and log analysis

- SOSL, SOQL and Integration using multiple API (Soap, Bulk and Rest)

- Knowledge on multiple Marketing cloud emails flows like trigger send, journey builder sends and Automated email template

- strong hands-on experience in Application Support/ Development for Financial Services business or direct Client/ Customer facing platforms.

- Strong hands-on experience with Salesforce administration, SFMC, handling batch jobs and experienced in scheduler tools like TWS, AutoSys and have understanding on the ETL tools.

- Solid analytical skills, problem/ risk identification and quick resolution recovery processes.

- Strong experience towards Infrastructure availability support (Web/App Servers, Network devices, MQ's/ Databases etc.)

- Strong automation skills using performance monitoring tools (Splunk, AppDynamics, Netcool) .

Experience Details:

May 2018 to May 2019 –as Associate software engineer in Tech Mahindra
1. Onboarding of 25k+ user to salesforce from legacy CRM platform and fulfilling user requirement and working on user enhancement, getting requirements from dev and analysing production bug and issues working on fixing them.
2.Working with development and business team on gathering new requirements and enhancement in salesforce.
3.Debugging user issues and production outages setting up alerts and dashboard so customer will be notified before prior to any major outage, working on multiple clouds likes sales cloud, financial service cloud and marketing cloud and multiple alerting tools like Splunk and App dynamics.

May 2019 to 2022 –as Software Engineer in Tech Mahindra
1. Moving forward with Site reliability engineering model strongly involved in each release to monitor every release and working on automating key business flows to reduce manual work.
2.Handling multiple major marketing deals and making sure to achieve 100% success in deliverability.
3.Fully moving towards automation to reduce manual activity within salesforce and other integrated applications.
4.Building multiple reports and dashboards in salesforce and app dynamics to monitor whole application performance and new enhancement, troubleshooting complex user issues reported through ServiceNow incidents, Salesforce Case and handling end users.
5.Onboarding and taking lead on institutional salesforce instance and salesforce health cloud instance.
6.As a SRE working on multiple application integration with salesforce like E*TRADE, share works, Fin well and Client engagement platforms and handling ownership of entire application and working with clients and business and driving automation on multiple business flow, Near real time and Real time

implementation process in salesforce.

April 2022 to till date-as Senior Software Engineer in Tech Mahindra

1. Working with multiple salesforce squad handling release and production outages and moving forward with phase 2 of Site reliability engineering try to find more complex business flows and automated them.

2.Salesforce marketing cloud experience on Automation studio, content builder and journey builder and trigger send and journey builder send flows, AMP script, Email studio.

3.Automating a business flow using salesforce marketing cloud automation builder, Content builder, amp script.

4.Working on automation of salesforce apex job using flow builder.

Qualifications:

Degree and Date	Institute	Major and Specialization	GPA/Per cent
Undergraduate (UG)	Saveetha University	BE-Mechanical Engineering	8.1GPA
Junior College	Narayana Junior College	Maths, Physics and Chemistry	81%
High School	Vignana deepthi English medium school	Senior secondary certificate	81%

Personal Details:

Full Name	**Dinesh K**
Date of Birth	3rd Mar 1996
Nationality	Indian
Strengths	Proactive attitude, good team player, good written and communication skills
Current Address	No-47, Arumugam nagar, Vannivedu Mottur, Walajapet, Pin code-632513