**Valliammai S-Palaniappan**

**Current Location:** Bothell, WA

**Interview Availability:** 24 hours of prior notice

**Start Availability:** Immediate

**Summary:**

* Salesforce Certified Administrator with over 6 years of experience in supporting Salesforce.com environment and have proficiency in analysis, administration, testing and configuration CRM platform.
* Experience in designing and configuring various Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Defined business requirements and performed technical analysis, design, development, implementation of applications with necessary customization
* Experience integrating Salesforce.com with other applications using SOAP, REST, BULK and Streaming APIs

**Education:**

Bachelor’s in Electrical Engineering 2008-2012

University Malaysia Pahang (Malaysia)

**Certifications:**

* Salesforce Certified Platform App Builder
* Salesforce Certified Administrator

<https://trailhead.salesforce.com/credentials/>

**Salesforce Super Badges:**

* Lightning Experience Reports & Dashboards Specialist
* Business Administration Specialist
* Security Specialist
* 50,000+ Points on Salesforce Trailhead <https://trailblazer.me/id/vithavalli>

**Skills:**

**Salesforce Skills:** Administration, Configuration, Apex, Lightning Components

**Salesforce Modules:** Service Cloud, Sales Cloud, Non-profit Cloud (NPSP)

**Project Management:** Scrum, Jira & Confluence, Office Ally, Microsoft Office

**Databases:** MS Access

**Testing:** Selenium IDE, Eclipse

**Training:** JIRA, Confluence, Salesforce NPSP, Salesforce Platform AppBuilder

**Professional Experience:**

**Milgard, Tacoma, WA Feb 2020 – Nov 2020**

**Salesforce Administrator / Salesforce Business Analyst & Tester**

* Responsible for executing the day-to-day configuration, support, and maintenance
* Worked with clients and end users to gather, understand, and define business requirements
* Improved processes and visibility into consumer profile data using the Force.com platform
* Designed Dashboards and Reports for Management and Line Staff
* Worked closely with functional leaders, business units, and subject matter experts to identify develop and deploy new business processes for Sales, Service, Marketing, and Social
* Review approaches with business and get buy-in
* Review requirements with Developers and Testers
* Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients
* Experience in conducting and driving User Training and Quality Assurance of the product
* Collaborate with developers & testers to verify that solutions meet the business requirements
* Drive in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training
* Capture User Stories & Test Cases in JIRA
* Reviewed Test Coverage and supported UAT

**Tools & Methodology:** Salesforce Service Cloud, Agile, JIRA, MS Project, MS Excel

**Nash Holdings, Seattle, WA Dec 2018 – Dec 2019**

**Salesforce Administrator & BA**

* Perform technical analysis, design, development, implementation of applications with necessary customization
* Support cross systems and related integrations across native Salesforce eco system
* Building applications using Apex and Lightning
* Working with Lightning Framework, Lightning components, Lightning events and Salesforce Lightning Design system
* Working in agile development methodologies with Service Cloud implementation
* Build solution on Salesforce.com platform, including development in Force.com, Visualforce, Lightning, Apex, Web Services and APIs
* Work with a cross-functional Scrum team to maintain and enhance Salesforce Service Cloud applications in iterative release cycles
* Troubleshoot and fix defects for planned releases and production issues.
* Research and find opportunities to utilize SFDC best practices, guidelines to improve system productivity, scaling, and monitoring
* Supported Scrum Master with Release Planning, Stakeholder Management, Capacity Planning
* Helped streamline Decision Metrics for Leadership leveraging Salesforce Dashboards
* Document User Stories
* Review Test Scenarios & Cases, and support Business Users with UAT
* Configure UI & Processes, User Access Control, Reporting & Dashboard Design, Workflows
* Played role of QA Analyst with onsite-offshore coordination, guiding creation and execution of test strategies, test cases, bug tracking, documentation, and automation tests

**Tools & Methodology:** Salesforce Sales Cloud, Agile, JIRA

**F5 Networks Overview, Seattle, WA Feb 2014 – Dec 2018**

**Salesforce Prod Support**

* Experienced and have strong familiarity with Lightning Experience with Integration between Force com and various systems platforms and data migration Informatica, Data Loader, etc.
* Good Exposure to User Experience
* Developed ability to troubleshoot complex issues using techno-functional skills
* Comfortable in a fast-paced production environment and the ability to handle multiple simultaneous problems with changing priorities
* Demonstrated excellent analytical and problem-solving skills and resolve issues quickly
* Excellent communication skills and manage the customer end user communication
* Provide production support for medium and highly complex Salesforce applications
* Provide salesforce support including incident management user management security management Salesforce configurations workflows assignment rules etc.
* Provided Pre-Implementation analysis and guidance for new applications going into production
* Track and respond to inquiries problems and requests for information Identifies problem causes and provides resolution or escalation
* Worked in various 24X7 shifts on rotation basis along with offshore teams
* Troubleshoot and fix defects for planned releases and production issues
* Supervised logs and notification services for scheduled automation processes and data loads
* Experience in exporting the data to Excel Files and Text Files from database
* Apex and Visualforce customization, Web Integration with Service cloud
* Experience in Salesforce point and click configuration using workflows, validation rules, sales process setup, roles & profiles, reports, and dashboards
* In-depth understanding of the architecture, capabilities, and constraints of the SFDC CRM application coupled with good understanding of business processes
* Experience integrating Salesforce.com with other applications using SOAP, REST, BULK and Streaming APIs

**Tools & Methodology:** Salesforce, Agile Scrum, JIRA, MS Office

**AM SGB Sdn Bhd, Malaysia Jun 2012 – Jun 2013**

**Sales Engineer**

* Dealing with transformer sales within local customers and agents (Malaysia)
* Prepare and deliver technical documents explaining products or services on available transformers (oil, power or cast resin) to customers and prospective customers
* Preparing purchase order as well as quote price on order requirements for customers
* Conferring with customers and design engineers to assess transformer needs and to determine system requirements.
* Assisting customers during testing process as well as delivery of transformer
* Help customers solve problems related to installed transformer at client location
* Following up with customer for transformer order and payments to increase monthly sales