**RESUME**

**Name:**K.P. RAMASAMY

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**Professional Summary:**

* Around**2 years and 10 months of experience** in Salesforce CRM both as Administration and Developer in Salesforce.com. Has good knowledge of the Technical and Functional aspects of Salesforce.com, on demand CRM package.
* Customizing the applications on **Sales force platform and Force.com**.
* Hands on experience on developing **Workflow, Approval processes, Sharing Rules, Triggers, LWC, Lightning app builder, Apex Classes and VF Pages.**
* **Workflows Implementation with Objects, Custom Apps, Layouts, Tabs and Validation Rules.**
* Perform ongoing system administration (maintaining user roles, security settings, profiles, workflow rules and data integrity).
* Manage dashboards, reports, forms, templates, custom objects, object relationships, fields and layouts.
* Worked on ticket tracking tools like Jira and Rally.
* Used different data tools like Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete etc.
* Worked as enhancement team member and performing the roles of Salesforce.com Developer and Administrator in the organization.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.

**Experience Summary:**

* Working as a Software Engineer-II with **MST Solutions (META SOFT TECH SYSTEMS PRIVATE LIMITED)**, Trichy from March 2018 to till date.

**Projects summary:**

**Title of the Project:**Republic Services Group - National Accounts Database Application Design.

* Republic Services is a waste management company in United States that provides services for Solid waste collection, transfer, disposal, recycling and energy services.
* Summary inventory of databases, applications, tools and integration touch points
* Document database objects’ functionality to workflows, tables, reports, and dashboards

**Project Objective:**

Transition Republic’s National Accounts acquisition processes and Access database functionality to the Enterprise environment. Automate the current workflows and data collection that are being performed via manual processes leveraging Access databases. Migrate forms, reports, and local data files serving as the supporting technology components.

**Title of the Project:**AZ (Arizona) Registrar of Contractors Project

**Project vision:**

* Moving the ROC to an independent Salesforce environment where we will be able to more agilely respond to customer needs and improve system efficiency.

**Project Objective:**

Replace current Salesforce org with new single tenant org.Architect a data model that allows ROC department’s greater visibility and ease of access to relevant information. Automate and streamline processes to achieve efficiency gains.

**Title of the Project:**R & D - Salesforce Essentials features and Integrating Tableau with Salesforce.

**Project vision:**

Research & Development with Salesforce essential features and Integrating Tableau with Salesforce.

**Research & Development with Salesforce essential features:**

Salesforce Essentials offers Sales Cloud Essentials which helps Sales team with customizable views that helps to grow their business.

**Research & Development with integrating salesforce and Tableau:**

Tableau can be embedded and used in SF as a web tab. Embedding a Tableau Dashboard in Lightning Experience using Visualforce Page is also possible.

**Title of the Project:      MST Salesforce 2020**

**Project vision:**

Integrate the Salesforce with Outlook and also acted as a salesforce administrator & support related task.

**Integrate the Salesforce with Outlook:**

Contents for setting up Inbox feature:

* Steps to integrate the Salesforce with Outlook and Enabling provision to create records from Inbox.

**Title of the Project:      Liveops**

Email related logics achieved through configuration like workflow, Process Builder and Apex.

Salesforce Support related tasks and Liveops is fully based Mule soft oriented but I have worked on Salesforce Support related queries.

**Title of the Project:     People Inc - People Incorporated of Virginia**

**Project vision:**

* Contract & Relationship Management + Workflow & Financial Tracking
* More efficiently manage all the contacts that I have and to be able to track the status, progress, etc. of the different deals that we are working on at a given time.
* Contact and Relationship Management - NPSP has contact and relationship management as part of its structure.

**Project Objective:**

Tasks will be able to hold current activities as well as create records of the historical month close-out activities. The current close-out tasks will hold the current task status, who is assigned to complete it, due date, who is reviewing it, and completion and review dates and comments.

**Title of the Project:     Make-A-Wish America- MAWA**

* Make-A-Wish® had 62 CRM instances. Each chapter was managing their own lead intake process, Volunteer onboarding and expense forecasting, making it difficult to view an accurate picture of their customers.
* Needing an improved way to manage wishes and volunteers.
* Logics based on Process builder, workflow and Trigger.

T**otal years of experience:** 2 years and 10 months

**Relevant years of Experience in Salesforce:** 2 years and 6 months

**Education:**

 2013–2017 PSNA College of Engineering &Technology under Anna University.

 Bachelor of Technology in Information Technology.

 **Skills Summary:**

**CRM**: Sales Force

**Force.com Technology**      : Apex, Visual Force, SOQL, Apex Triggers, Apex

Workflow, Apex Data loader, Approval processes, Sharing Rules, Lightning Process Builder, custom reports, report folders, report extractions to various formats, Dashboards, Apex Classes and VF Pages.

**Web Technologies**              : HTML, CSS

**IDE**                                      : Force.com IDE

I have done with three certifications. The following certifications are:

**1.) Salesforce Platform App Builder.**

**2.) Salesforce Administration.**

**3.) Salesforce Platform Developer-I.**

Here, I have attached a Platform App Builder Certificate

**SALESFORCE PLATFORM APP BUILDER**

Certification body: 18682505

Year: 2018

Here, I have attached an Administrator Certificate

**SALESFORCE ADMINISTRATOR**

Certification body: 20121151

Year: 2019

Here, I have attached a Platform Developer-I Certificate

**SALESFORCE PLATFORM DEVELOPER-I**

Certification body: 21335103

Year: 2020

**Other Information:**

**Current Location:** Bangalore

**Preferred Location:** Bangalore

**Notice period:**60days from the date of resignation acceptance (It’s Negotiable)

**Current CTC:**240000/annum.

**Declaration:**

I am here by declare that the information furnished above is true to the best of my knowledge.

Date:

Place:

Yours Faithfully