Experience Summary:

* Professional with Salesforce.com having around 4.8 years of experience in Salesforce.com Technology. Good knowledge on Salesforce Configuration and Customization.
* Worked as Application Development analyst in Accenture.
* Working as Program Analyst in Cognizant.
* Involvement in Requirement Analysis, Design Document, Build, and Unit Testing.
* Worked extensively on various customization requirements.
* Developed Apex Classes, Apex triggers and Custom Components.
* Worked on functionalities like chatter, reports and dashboards.
* Good Knowledge in performing unit testing before pushing changes into higher environments.
* Build configuration items like Process builder, Workflows, Validations, profiles, Permission sets, layout designs, and design and security settings.
* Deployment using Ant Based Tools, Devops, Change set, Workbench.
* Data Migration Using Data Loader and Workbench.
* Good team player with excellent technical, management, interpersonal skills.
* Coordination with the Client on daily basis to discuss on requirements & deliverables.
* Coordination with the Onshore and Offshore team.
* Have basic Knowledge on Service cloud and experienced in Sales Cloud.

# Organization Worked

|  |  |  |
| --- | --- | --- |
| Company Name | Years | Location |
| Accenture Services India Pvt Ltd | 3 Years (May  2016 to May 2019) | Bangalore |
| Cognizant Technology Solutions | June 2019 – Till Now | Bangalore |

**History of Experience Projects undertaken:**

**Project 1:**

|  |  |
| --- | --- |
| **Title/ Client** | **Novartis-Alcon–US** |
| **Project Duration** | August 2016 to May 2019 |
| **Role** | Application Developer |
| **Organization** | Accenture Services Pvt Ltd |

**Project Description:**

Alcon is an American Global Medical Company Specializing in eye care products and surgical instruments.

Project have different modules where Surgical users uses Sales Cloud and Saleforce1 App. Technical services in which the services are done to the products sold by Alcon industries. **Responsibilities:**

* Understanding the business requirements and providing debugging and support during high priority issues.
* Worked on Process builder, Validation Rules, Workflows and Approval Processes
* Create Objects, Fields, Page Layouts, record types and Users.
* Worked on implementing the security settings in the environments using Profile, Permission sets, Sharing Rules, OWD.
* Worked on implementing/Enhancing functionalities based on client requirements using apex.
* Deployment using Ant Based tool for Configuring Components and Changes sets and Devops Methodology (Cloud bees, Bit Bucket, SourceTree).
* Experience in creating design documents as per the releases (IQ,PQ,OQ, IA Documents)
* Involved in End-to-End requirement Analysis, design and development.
* Deployment from sandbox to Production environment
* To perform refreshes on various test environments to make it in sync with Production environment

# Project 2:

|  |  |
| --- | --- |
| **Title/ Client** | **Jana Small Finance Bank** |
| **Project Duration** | June 2019 to Till Now |
| **Role** | Developer |
| **Organization** | Cognizant |

**Project Description:**

Jana Small finance bank is an Indian digitized finance bank. Project has two modules in which, processing the different steps in loan process and related transactions as part of assets Maintain and Liabilities maintain the banking sector which has been build on salesforce platform to integrate with other systems.

# Responsibilities:

* Developed configurations and customization in sales cloud regarding lead onboard and lead conversion process
* Worked on implementing/Enhancing functionalities based on client requirements using apex.
* Worked on implementing security settings in environment using profiles, Permission sets, sharing rules and OWD.
* Involved in End-to-End requirement Analysis, design and development.
* Deployment from sandbox to Production environment
* Supporting the team during new flow implementation and debugging the issues during deployments.
* Currently working in identifying the components which can be converted in lightning components and making changes.
* Converting the existing flow into lightning components.

# ACHIEVEMENTS

* Star of the month – November 2016
* Star of the month – November 2017
* Appreciated by service manager for good time management, zero defect delivery and extending support during high priority Deployments.

# Strengths

* Independent, Quick learner, Adaptable to any environment
* Team player and ability to coordinate among teams
* Self-Driven Programmer

# Training Undergone

* Certified as Salesforce Administrator.
* Certified as Salesforce Platform Developer

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Year** | **Percentage/CGPA** | **University** |
| B.E | 2016 | 6.9 | Kumaraguru College of Technology, Coimbatore |
| XII | 2012 | 93.83 | State Board |
| X | 2010 | 93.2 | State Board |

**PERSONAL DETAILS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **First Name**: Bala | **Last Name**: Murugan | **Residence Phone:** 9095797782 | | **WorkPhone:** |
| **Permanent Address**:  MIG-21 Avallapally HUDCO , TNH Phase -6 , Hosur-635109, Tamil Nadu | | , | **Email**: [c.balamurugan1211@gmail.com](mailto:c.balamurugan1211@gmail.com) | |
| **Date of Birth:** 03/January/1995 | | | **Marital Status: Single** | |

**Declaration:**

I hereby declare that the information provided above is correct up to my knowledge. Place: Bangalore Signature: Bala Murugan.