**ANU CHANDRAN**

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**EXPERIENCE SUMMARY**

* **2x Certified** Salesforce Developer with **5 years** of experience
* Extensive experience in administrating and maintaining CRM Solutions with Excellent Business domain experience in Airline, Education, Ecommerce, Power Communications, Real Estate
* Expert in building **Lightning Web Components** & **APEX** classes
* Proficient in Creating APEX Triggers
* Hands on experience developing unit test classes with minimum 90% or above coverage
* Experience in Configuring Chat, Knowledgebase in Community
* Configured Reports, Custom Reports to tailor customer’s needs
* Hands on knowledge in designing Fields, Dependencies, Formulas, Data Modeling
* Configured & developed **Visual Force Pages, Controllers, Custom Controllers** Apex Web Service, SOQL, SOSL
* Experience in Data Import & uploaded bulk data using Data Loader of Standard & Custom Objects
* Configured Custom Settings, Custom Meta Data
* Proficient in configuring **security** and **sharing rules** at object, field, and record level for different users at different levels of organization.
* Extensive experience in creating Workflows, Process Builder, Entitlements, Approval Process, Validation Rules, Assignment rules
* Migrating Visual Force Pages to Lightning Web Components
* **Integrated** CRM with ServiceNow, Responsys, **Payment Systems** using REST API
* Configured CUSTOM API’s
* Proficiency in SFDC tasks like creating Profiles, Roles, Users, Page Layouts, Email Templates
* Worked in Agile Environment
* Configured Chat & expert in Chat Routing
* Experience with GIT, ANT, Change Sets
* Hands on Experience using JIRA, Workbench, Postman
* Capability of suggesting ideal approach to implement business requirements
* Expertise in Oracle Service Cloud CRM

**EDUCATION**

**NEW ENGLAND COLLEGE New Hampshire, US**

***MS Computer Information Systems* with GPA 4 *March 2020***

**AMRITA VISHWA VIDHYAPEETHAM Kerala, India**

***Master of Computer Applications* *May 2014***

**EXPERIENCE**

**SPERIDIAN TECHNOLOGIES Trivandrum, India**

***CRM Consultant Oct 2014- Aug 2019***

**KForce Inc Columbus, Ohio**

***CRM Consultant Sep2019- July 2020***

**PROJECTS & DUTIES**

**Client: American Electric Power- (Sep 2019-July 2020)-Developer**

The CRM project aims to create a world-class customer experience, so AEP is viewed as a trusted energy advisor. The Customer Relationship Management (CRM) project is deemed the backbone of the CX Program. The CRM project will lay the foundation for a 360-degree view of the customer by providing an end-to-end integrated customer journey across sales, marketing, customer service and social interactions.

* Worked with the Product Owners and Stakeholders to analyze business requirements and mapping them to the presentation layer
* Build and design the new user experience in a widget-based architecture making it reusable

and easy to maintain

* Worked on Rules, Page Layouts and Workflows, Knowledgebase management
* Effective client interaction and deriving solutions for their current needs

**Client: MHDA Housing – (Jan 2019-June 2019) Developer**

This CRM application was built for a leasing management who wanted to lease out their Apartment units in their buildings to different Tenants. Developed a user-friendly Portal where Customers can see the available Apartments & make monthly Payments.

**Responsibilities**

* Worked on Custom Page Layout and Workflows
* Combined Assignment Rules & Escalations accordingly
* Worked on APEX, Visual Force Pages
* Configured workflow with Approval Process
* Integrated with Payment System using REST API
* Built Lightning Web Components to make it more user-friendly & powerful

**Client: JGI, India** **(Aug 2018-Dec 2018)** -**Administrator & Developer**

**Project Description:**  *Jain University* is one of the Top and Best universities in Bangalore, India. It is ranked among Top private and Deemed universities in India. Salesforce has been used to automate the admission process.

Some of the functionalities that we implemented for the customer are:

* Identified and categorized Case requests based on departments.
* Defining processes for each department or Case category and building them in Salesforce.
* Built workflows to help agents solve requests proactively
* Created Enhanced UI for better customer experience

**Responsibilities**

* Worked on Custom Page Layout and Workflows
* Configured Assignment Rules, Omni Channel, Escalations accordingly
* Worked with QA team for bug fixing and reporting
* Integration with RESPONSYS to manage subscription information
* Configured Knowledge Articles based on different Record Types
* Build APEX classes, controllers & visual force pages

**Singapore Airport Terminal Services (July 2017- Dec 2017)- Developer**

**Project Description:** SATS stands for Singapore Airport Terminal services. Ready To Travel is an important step by SATS into the digital future of ground handling and is in line with SATS vision to feed and connect Asia with quality, safe food and seamless connectivity. The project involved implementing a CRM solution integrated with Oracle Responsys and APP CMS – an order management system.The project involved implementing a CRM solution integrated with Oracle Responsys.

Some of the modules that were enabled as part of the solution are:

* Enhanced Escalation Based on the Business requirement specification
* Integration with RESPONSYS to manage subscription information

**Responsibilities**

* Discovery sessions with customers for requirement gathering and design
* Build integration interface between Service Cloud and Oracle Responsys
* Make use of advanced escalation functionalities to effectively manage the SLA’s
* Configured reports and dashboards
* Worked with QA team for bug fixing and reporting

**Gogo Air, US (March 2016- Sep 2016) -Admin & Developer**

**Project Description:** The CRM project aims to create a world-class customer experience. The CRM

project will lay the foundation for a 360-degree view of the customer by providing an end-to-end

integrated customer journey across customer service and social interactions. Some of the functionalities

that were implemented are:

* Designed and Developed various Knowledge Base Articles
* Configured Chat & Routing Rules
* Captured data from Service Now so that agents can see all the required data without logging to other system
* Integration with Service Now

**Ferns N Petals (July 2015- Jan 2016)- Administrator & Developer**

**Project Description:** Ferns N Petals is India's largest flower and gifts retailer and one of the largest flower retailers in the world with a network of 240 plus outlets across 93 cities.

The project involved implementing CRM solution and integration with order management system (OMS). Some of the modules that were enabled as part of the solution are:

* Self Service Portal: Case Management, Knowledge Base, Chat
* Implemented dynamic chat routing for agents based on how/when the chat was offered to customer.

**Responsibilities**

* Created APEX Triggers to tailor the Customer’s needs
* Administered and configured the pages by creating custom layouts, custom reports, profiles, account, chat queues, email configuration, and rules
* Migrated Contact records and information from the existing system to the cloud
* Worked with QA team for bug fixing and reporting

**TECHNICAL SKILLS**

**Force.com:** Salesforce CRM, Apex Classes, Apex Triggers, Visualforce pages, SOQL, Validation Rules, Process Builder, Workflows, Email Templates, Database Operations (DML, SOQL &SOSL), Approval process, Reports & Dashboards, service cloud, Agile & Scrum Methodologies.

Packaged Applications : Salesforce, Oracle Service Cloud

Languages : PHP, HTML, CSS, JavaScript, C#

Architecture : MVC

Tools : Visual Studio 2017, Dreamweaver

Web Services : REST, SOAP

**ACHIEVEMENTS**

* Recognized as Most Valuable Player in Speridian Technologies – 2017
* Salesforce Platform Developer 1 Certified
* Salesforce Admin Certified
* Certified in Oracle Cross-Channel Contact Center Cloud 2017 Implementation Essentials
* Certified in Oracle Service Cloud Service 2016 Implementation Essentials