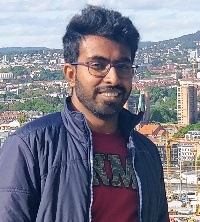
**Chandhirasekaran** Nataraj

Chennai, Mcity, 603002 | Ph: 9698614636 | chandhrasekar@outlook.com

**Summary**

Knowledgeable Salesforce, Oracle Cloud and Siebel CRM offering 5.6 years leading cross-functional teams and completing projects on-time. Seamlessly manages workloads and meets challenging deadlines and quality benchmarks. Experience in lightning web components and apex coding.

**Experience**

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| **10/2018 to Current** | Technology Analyst  Infosys Limited － India, Norway  **Role**: Salesforce Developer (Self Learning)  **Area Explored:**   * Created Client facing Order management application using Aura components * Developed custom data model, custom profile, Two-Step Approval Process along with Email Templates and Queues * Implemented Process designer steps to update related records, Workflow rules and actions to automate Inventory item quantity reducing alerts * Developed server-side controllers and Triggers using APEX   **Role:** Oracle Cloud Specialist  **Responsibilities:**   * Closely worked with DNVGL clients in Norway to identify the critical issues and to resolve the issues that affect the production process * Effectively worked with clients to understand the business requirements and involved in technical solution discussions * A clear understanding of business assurance client business to support efficiently * Worked in CPQ configuration and Data setup for products and user * Created UI design for JETUI using JET CSS file during the development phase * Worked in Service cloud configuration, Data model setup, Analytics report creation, Process Designer Scripts Filemanager PHP scripts * Developed a Dashboard using Agent Browser Extensibility Framework to populate user-specific information in Agent Web UI * Conducting Weekly support/enhancement meeting with offshore team for addressing clarifications and for training purpose |

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| **02/2018 to 10/2018** | Senior Software Engineer  Infosys Limited － India  **Role:** Salesforce Developer  **Responsibilities:**   * Implemented Salesforce CRM for leading online document publishing company in UK * Transformed existing CRM application into Salesforce CRM Solutions * Created Custom Objects, Validation Rules, Formula Fields and Cross-object formulas for organizing the data * Created Objects and field relationships for application data modelling * Implemented business logic using Workflow, Process Builder and Approval Process * Created a Visualforce page and controlled extension to generate Proposals in CPQ |

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| **07/2015 to 02/2018** | Software Engineer  Infosys Limited － India  **Role:** Production Support Lead (2017-2018)  **Responsibilities:**   * Lead weekly support calls to track the progress of support requests * Guiding fellow teammates to resolve issues effectively * Created Analytics reports, Workflow mappings, and Agents using Oracle OBIEE for users to effectively manage analytical data * Configuring ETL using DAC console   **Role:** Production Support Member (2015-2017)  **Responsibilities:**   * Production support for client CRM application using Marval ITSM tool * Resolved support requests within SLA for Customer-Centric Process * Monitored Daily ETL load and involved in debugging and fixing data-issues * Involved in Regression testing during deployment of Siebel CRM application * Created and maintained Proposal templates for quote |

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| **02/2015 to 06/2015** | Software Engineer Trainee  Infosys Limited － India   * Understanding the fundamentals of computer programming, Database model and User Interface design * Trained in CRM packaged application configuration and Development |

**Skills**

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| * Apex, LWC, Triggers, Aura Cmp. * Siebel eScripting, Siebel workflows * Oracle service cloud BUI extensibility framework, Process Designer Scripting, Workflows | * SQL, Advanced Microsoft Office * HTML, PHP, JavaScript, CSS, JSON * Project documentation |

**Certifications**

* Oracle Sales Cloud 2018 Implementation
* Salesforce Certified Platform Developer I
* Oracle Engagement Cloud 2019 Implementation Essentials

**Education and Training**

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| **06/2014** | Bachelor of Engineering: Electrical and Electronics Engineering  Sri Eshwar College of Engineering － Coimbatore, Tamilnadu, India |