Kiran Kumar N

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**SUMMARY:**

* Around 4 years total IT experience in years experience as Salesforce Administrator, development, and 1-year experience lighting web components
* Have knowledge of Configuration, development, debugging, and deployment in the Salesforce platform.
* Experience with Apex Data Loader for Data migration activities.
* Experience with Salesforce Workbench for Data migration activities and Code deployments.
* Involved in Automated business processes by using Workflow Rules, Process Builder, and Approval Processes for automated alerts, field updates, and email generation according to application requirements.
* Responsible for creating Reports and Dashboards for Business Analysis.
* Experience in Working Validation Rules, Custom objects, Profiles, Permission Sets, and Sharing Rules.
* Having good knowledge of Visual force Pages, Apex Controllers, and Triggers**.**
* Good knowledge of Schedule Apex and Batch Apex.
* Experience working with SFDC (salesforce.com) sandbox and production environments.
* Excellent work ethic, self-motivated, quick learner, and team-oriented. Continuously provided value-added services to clients through thoughtful experience and excellent communication skills.
* Involved in Deployment Activities and Change sets.

**TECHNICAL SKILLS**

|  |  |  |
| --- | --- | --- |
| **Technologies****Salesforce CRM** | Sales Cloud, Reports, and DashboardsSecurity controllers using Profiles, Roles, Permission Sets and OWD, Validation Rules, Process Builder, Workflow & Approval Processes, Formula fields, Page Layouts, Record Types,Custom Objects and Relationships etc. | Expert |
|  **Language** |  Html, CSS, Apex, Javascript, |  Advanced |
|  **Data Management Tools:** | Dataloader, Workbench |  Advanced |

**EMPLOYMENT HISTORY**

|  |  |  |
| --- | --- | --- |
| **Date** | **Company Name** | **Role** |
| Jan2019 to Till Date | DIGIMETRIX TECHNOLGY PVT LTD. | **Salesforce Developer** |

**QUALIFICATIONS**

|  |  |  |
| --- | --- | --- |
| **Level** | **Subject** | **College / University** |
| **Bcom** | Commerce | Swami Vivekananda University  |

**PROJECT EXPERIENCE:**

**Client : Persistent Systems Ltd**

Project Name : Baxter

Duration : May 2021- Present

Role : Salesforce Developer.

**Description:**

 The company primarily focuses on products to treat hemophilia, kidney disease, immune disorders, and other chronic and acute medical conditions. Baxter's Medical Products business produces intravenous products and other products used in the delivery of fluids and drugs to patients. Bioscience and Medical Products and acts as a manufacturer and distributor of intravenous therapy solutions.

**Environment**: Saleforce.com platform, validation Rule, Workflow&Approvals, Reports & Dashboard, Aura and LWC

**Responsibilities :**

* Developed custom business logic using Apex Classes, Triggers, Components, Visual Force pages and Controller Classes for various functional needs
* Developed Visual Force pages and custom components along with the Partner portal system with the use of CSS
* Deployed Apex using Force.com IDE, Force.com Migration Tool, Web Services API, and worked with Apex Scheduler to invoke batch Apex classes at regular intervals
* Worked with functional leads to transform and develop new requirements into design, implementation
* Managed API integrations and web services.
* Met with customer operations managers to identify issues and areas of potential improvement.
* Supported business needs with technical design documentation.
* Working knowledge of XML, HTML, Java Script
* Demonstrated experience building applications that consume web services
* Working knowledge of REST API web services is a plus
* Worked on community portals, community work builders.
* Worked on JDE Integration, OKTA Integration and Pitney Bowes Integrations

**PROJECT EXPERIENCE:**

**Client : Grepthor software solutions**

Project Name : Medical Data Management

Duration : Mar 2020– May 2021

Role : Salesforce Developer

**Description:**  Abbott Laboratories is engaged in development, manufacturing, and marketing of healthcare products. The Data mart was created to improve the sales performance, market segmentation, demand forecasting, product information, incentive compensation planning and go-to-market campaign planning by establishing Salesforce CRM application. The application is to establish the overall sales performance of the products throughout the country

**Environment**: Saleforce.com platform, validation Rule, Workflow&Approvals, Reports & Dashboard, Aura and LWC

**Responsibilities :**

* Salesforce Configuration (Custom Objects, Custom metadata, Flows, workflow).
* Apex Programming (Apex class, batch apex, test classes, apex triggers).
* SOQL & SOSL.
* Lightning aura components, Visual Force Pages.
* Deployment activities using Workbench, SourceTree and Bitbucket.
* Prepared the Unit Test case documents, Evidence documents for User stories.
* Record types, page layouts, Profiles, Roles, Permission sets, lightning actions.

**PROJECT EXPERIENCE:**

**Client :** INFOSYS

Project Name : Allen & Unwin Book Publisher Sales & Service App

Duration : Jan 2019 to Mar 2020.

Role : Process Executive

**Description:**  Allen & Unwin is an educational and trade publisher in Australia. Headquartered in Crow’s Nest, New South Wales, it publishes textbooks, instructional technology materials, assessments, reference works, and fiction and non-fiction for both young readers and adults.

**Environment**: Saleforce.com platform, validation Rule, Workflow&Approvals, Reports & Dashboard, Aura and LWC

**Responsibilities :**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the organization's functional needs.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Developed various Custom Objects, Tabs, validation rules, and Record Types.
* Created page layouts, and search layouts to organize fields, custom links, related lists, and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
* Created Email templates, approval processes, and approval page layouts and defined approval actions on them to automate the processes.
* Created users, roles, and public groups and implemented role hierarchies, sharing rules, and record-level permissions to provide shared access among different users.
* Created profiles and implemented Object and field-level security to hide critical information on the profile users.

**CERTIFICATIONS:**

CERTIFIED SALESFORCE ADMINISTRATOR.

 CERTIFIED PLATFORM DEVELOPER1( PD1 ).

Declaration :

* I here by declare that the above-mentioned particulars are true to the best of my knowledge and belief.

Place: N Kiran Kumar