

RAMESH ARAVIND VIVEKANANDAN

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Summary

- Certified Salesforce Developer with 3 years of experience in Salesforce CRM
- Proficiency in creating VF Pages, Apex Classes, Apex Triggers.
- Strong understanding of creating Profiles, Permission sets, Roles, Page Layouts, Approval processes, Workflows, Process builder, Validation Rules, Reports and Dashboards.
- Skilled in Data Migration using Data Loader, Salesforce Import wizard, Workbench.
- Proficiency in customizing standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns and in creating Custom objects as per client's need.
- Having experience analyzing business requirements and developing functionalities in Salesforce CPQ.

Professional Experience

Organisation	Designation	From	To	Duration
Accenture Solutions Private Limited	Salesforce Developer	27-July,-2017	30-July-2020	3 Years

Experience Summary

Project 1 : Novartis Pharma (Life Sciences)

Job Responsibilities:

- Working to enhance the functionality of various modules/applications and helping the deployment team with the issues in deploying the same.
- Handling complete User Access Management, Supporting various applications.
- Experienced in handling 10+ Hyper Care supports for go-lives in the application.
- Creating Installation Qualification and Impact Analysis documents for the change requests.
- Daily support for resolving incidents and service requests raised by users in the application.
- Analyzing requests from customers and work with the team to present the most effective solutions within the given deadline and keeping them appropriately updated on status.
- Experienced in liaising with end clients, initiate discussions and negotiations.

Project 2: Alcon (Envision CRM)

Job Responsibilities:

- Developed a custom approval process using configuration and customization.
- Developed Process Builder, Workflows as per Client requirements.
- Working with enhancement team to enhance the functionality of various modules/applications and helping deployment team with the issues in deploying the same.
- Working with Salesforce CPQ team for various functional enhancements.
- Working with Service Max team for building the effective service process for the customers.
- Worked on DEVOPS process and which gave a way to learn Bit-Bucket, Microsoft Azure, Jenkins, AutoRabit and Copado.
- Analyzing the user requirement and developed the same on time and delivered to Business based on Agile Methodology.

Certification

- Certified as Salesforce Administrator (ADM-201).

Strengths

- Quick Learner of new technologies and apply them in the suitable areas in the project.
- Team player and ability to co-ordinate with the teams.
- Good Communication Skills with good problem solving ability.

Technical Skills**Coding:**

- Apex Classes, Triggers, Controllers & Extensions, SOQL, VF Pages.

Salesforce Configuration:

- Custom Application Creation, Page Layouts, Workflows, Process Builder, Validation rules, Custom Settings, Users, Profiles and Permission sets, Roles, Reports & Dashboards, Chatter, Sales Cloud, Service Cloud, Approval Process and Outbound messages, Change Sets etc

Salesforce Tools:

- Apex Data Loader, Developer Console, Workbench

Education

Qualification	Year	Percentage/CGPA	University
B.E	2017	7.0	SSN College of Engineering, Chennai.
H.S.C	2013	95.58%	State Board
S.S.L.C	2011	94.2%	State Board

Personal Details

- Date of Birth : 20-11-1995
- Gender : Male
- MaritalStatus : Single
- Nationality : Indian
- Address : 1/120, New Street, Vembadithalam (P.O), Salem(D.T)-637504.
- Language Known : English,Tamil,Hindi

Declaration

I hereby declare that the information provided above is correct up to my knowledge.

Place: Bangalore

RAMESH ARAVIND V