

Vinodhini Kesavan

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### **Professional Summary**

**4+ years of** experience with full cycle Salesforce development.

- Experience in SFDC Development with implementing Apex Classes, Triggers, Visualforce Pages, and Apex Components & Controllers.
- Experience in designing Salesforce Configurations.
- Experience in Deployment activities (Changeset and Copado).
- Experience in CloudCraze Admin.
- Team player with good interpersonal skills, solid understanding of fundamental business processes, Excellent Communication and Problem solving skills.

### **Certifications**

Salesforce Platform Developer-1

Salesforce Administrator

Salesforce App Builder

Salesforce Service Cloud Consultant

Copado Administrator

## Work Experience

Organization	Designation	Duration	Client Company
Accenture	Senior Application Development Analyst	(07-2020) – Present	Lash Fusion

### Project Description

- It is a Health Life science Application.
- Implementation of Health Life science objects.
- The application sends SMS notification to the patient for Appointment reminder, Policy Renewal, Refill Reminder and Opt In preference.

### Contribution

Platform Event	Triggers
Apex	Process Builder
Batch class	Life Science Objects
Custom Settings	Flow
Profile, Permission sets	Validation Rulle
Workflow Rule	Sharing Rules
Custom Metadata	

Organization	Designation	Duration	Client Company
HCL	Consultant	(09-2019) – (05-2020)	Gilead

### Project Description

- It is a Health care Veeva CRM application.
- Implementation of Veeva CRM and Event Management.
- Events Management provides complete visibility and control of all activities and event types from a single solution for greater compliance and flexibility.

### Contribution

Record Type	Page Layout
Roles/ Profiles/ permission set	Email Template

Assignment  
Sharing Settings  
Relationships

Escalation Rule  
Workflow

<b>Organization</b>	<b>Designation</b>	<b>Duration</b>	<b>Client Company</b>
HCL	Consultant	(10-2018) – (08-2019)	Cummins Filtration

### **Project Description**

- To improve customer experience with emphasis on global B2B customer engagement portal that delivers a robust customer experience.
- Achieve growth in revenue using suggestive and cross selling capabilities delivered through the portal.
- Optimize the customer support in costing with improved service level to the customers through effective interactions online in a personalized way with CloudCraze.

### **Contribution**

- End to End Deployment
- Test class
- ! Cloud craze Admin

<b>Organization</b>	<b>Designation</b>	<b>Duration</b>	<b>Client Company</b>
Tech Mahindra	Software Engineer	(07/2017) – (10/2018)	Bombardier Aerospace

### **Project Description**

- Created a service cloud application for a Bombardier Aerospace client.
- An application for Bombardier to connect with their clients and customers for effective management and 360-degree communication.
- Customer Relationship Management using Salesforce as a platform.

## Contribution

- Process Builder and Workflows
- Page layouts and Record Types
- Validation Rules
- Data Loader
- Custom Metadata and Setting
- Email Templates
- Custom objects and fields
- OWD
- Sharing settings
- Milestones
- Profiles, Users and Roles
- Queues
- Test class
- Email-to-case
- Permission Sets
- Deployment
- Reports, Dashboard
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Organization	Designation	Duration	Client Company
Tech Mahindra	Software Engineer	(05/2017) – (06/2017)	Orange Telecom Belgium

## Project Description

- I worked on a POC to develop entire Case Management for Orange Telecomm Belgium.
- An application to connect with their clients and customers for effective management and overall communication using Velocity Application.
- Had experienced hands on with Remedy Force Application.

## Contribution

- Email to Case
- Workflows
- Validation Rules
- Assignment Rule
- Entitlement & Milestones
- Profiles, Users and Roles
- Reports, Dashboards
- Remedy Force Applications
- 

## Technical Purview

- Languages : Apex Class, VisualForce Page, Apex Trigger
- Cloud : Service cloud, Ecommerce cloud(Cloud craze), Veeva CRM, Life Science Cloud
- Salesforce Editions : Unlimited, Developer
- Case Tools : JIRA, Service Now, Panaya

Web Related : HTML, CSS  
Tools & Utilities : SFDC Data loader, Work Bench  
CPQ Tools : Vlocity, Remedy Force  
Domain Knowledge : Aircraft Manufacture, Telecommunication,  
Life Science Application

**Accolades**

Awarded the "Pat on the Back" award in the year 2018.

Awarded “Star of the Month” award in the year 2021.

**Personal Dossier**

Name:	Vinodhini K
Personal email id:	Vinokesav95@gmail.com
Location:	Perumbakkam, Chennai
Contact Mobile:	9500495783
Date of Birth:	01-01-1995
Linguistic Ability:	English (R/W/S), Tamil(R/W/S)
Permanent Address:	52, Meera Moideen Street, Erode-1

I hereby declare that the above furnished particulars are true to the best of my knowledge.

**Place:** Chennai.

**VINODHINI K**

