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Profile Summary

- ➢ Have an overall experience of around **9 years in IT industry** as a CRM software developer in different technology stacks which includes:

  - 7 years of extensive experience in developing CRM and force.com solutions with Salesforce.com and worked on web services.

  - Around 2 years of IT experience in Siebel Administration.

- ➢ **I am a certified Salesforce platform developer1 and JavaScript developer1 professional.**

- ➢ Thorough Hands-on experience in **Development, Configuration, Integration of Salesforce CRM/force.com** applications.

- ➢ Having good experience in sales force development using **Lightning aura component**, **LWC**, **apex class**, **trigger, test class** and **visual force Page and component.**

- ➢ Having good knowledge on automated business logic tool like **Lightning Flow**, **workflow rule and process builder.**

- ➢ Well versed in **Custom Settings, Custom metadata, Custom Label, Batch Apex**, **Scheduling Apex** and **Apex REST Web services Integration.**

- ➢ Have been a key resource in custom implementation on force.com platform.

- ➢ Ability to work independently with minimum supervision as well as in a team, adaptive and very quick at learning.

Work Experience

- ➢ Working as a Senior Salesforce developer in VMware from Oct-2019 to till date.

- ➢ Worked as a Salesforce developer in HCL Technologies from Nov-2016 to Oct-2019.

- ➢ Worked as a Siebel Administrator in HCL Technologies from Nov-2014 to Oct-2016.

Educational Details

Mahendra Engineering College, Anna University, Chennai.
- Bachelor of Engineering, Electronics and Communications | **2014** | **81%**

Project Details

- ➢ Company : VMware
- ➢ Role : Senior Salesforce developer
- ➢ Software : Apex, Lightning Aura component, REST API.
- ➢ Domain : Configure Price Quote

Key objectives included:

- • CPQ++ is a salesforce custom application used by Sales and Deal Management Team of VMware. It is built with the help of Lightning Aura, LWC, RESTAPI and apex. It is used to prepare quotes for different VMware products which has a multiple segmentation within products group and family. It is integrated by using REST API with many of external system to process the order and invoice.

Responsibilities:

- • Responsible for analysis of requirements and implementation.
- • Involved in developing deal scoring and order processing with external system using REST.
- • Developed aura component, apex classes based on the user stories.
- • Involved in writing future apex, batch apex and schedule apex classes.
- • Created custom settings and custom labels based on requirement.
- • Involved in writing test classes and improving test coverage.
- • Involved in resolving issues found during User Acceptance Testing (UAT).

Project Details

- ➢ Client : Cummins Guidanz
- ➢ Role : Salesforce developer
- ➢ Software : Salesforce.com, REST API ,Angular JS,Boostrap ,JQuery ,JS.
- ➢ Domain : Automobile

Key objectives included:

- Cummins Guidanz is a force.com app used by Service Provider of Cummins such as technician and supervisor of the Cummins in order to serve customer service events. It will enhance the customer service and overall experience of service provider. Cummins Guidanz integrated by using REST API with many of external system in order to get the Customer & Engine related detail's, Standard Repair Time, Solution which is relevant to fault code.

Responsibilities:

- Developed Apex Classes, Visual Force Pages, Apex Triggers based on user stories.
- Involved in writing test classes and improving test coverage.
- Created Custom Settings and Custom Labels based on requirement.
- Developed various Custom Objects, fields and record type based on user stories.
- Involved in writing Batch Apex and Scheduling Apex Classes.
- Involved in development of apex Rest Web services.
- Fixed various day to day issues raised by customer's post deployment and QA.
- Worked on process automation tool like Workflow Rules, Process builder.
- Configured Page layouts based on Users and Profiles.

Project Details

- ➢ Client   :   Cummins Data Exchange
- ➢ Role   :   Salesforce developer
- ➢ Software   :   Salesforce.com, REST API
- ➢ Domain   :   Automobile

Key objectives included:

- Cummins Data Exchange is a Cummins Guidanz feature used by dealer in the Dealer Management System. It used to create a service event and retrieve it back from external dealer management system. We are using Apex REST API webservices to external system and in order to control the data flow between Cummins and external dealer system, we have developed the user interface page for Cummins administrator.

Responsibilities:

- Developed Apex Classes, Visual Force Pages based on user stories.
- Created Custom Settings, remote site setting and connected app based on requirement.
- Developed various Custom Objects, fields and record type based on user stories.
- Involved in development of apex Rest Web services.

Project Details

- Application   :   Siebel UCM
- Role   :   Siebel Application Admin
- OS   :   Linux
- Database   :   Oracle 11g
- Web Server   :   Oracle HTTP server

Key objectives included:

- Siebel Universal Customer Master (Siebel UCM) is a Siebel platform configured to store a clean and unified profile for enterprise customer data. Siebel UCM is the primary Master Data Applications product. It is used to integrate with many external systems and provide the Universal Unique identification for the customer. It used to store the data in centralized manner and publish to various system.

Responsibilities:

- Done day wise assigned work by the end of the day without escalation. Delivered Value adds to the customer.
- Maintaining high application availability of production
- Planning and coordination of production release
- Daily health checks which include regularly checking status of servers & components and Server Resources like disk space & cache memory utilization.
- Setting up trillium for BA and developers
- Troubleshooting Siebel Integration issue by analyzing SOA payload.
- Extracting Local database for developer