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NANDAKUMAR SREEMANGALATH NAKULAN

Summary

Senior Project Engineer specialized in Salesforce development (SFDC), PHP, Java and Unix application development and maintenance with an overall experience of 6.4 years. Experience in development and project delivery of Salesforce lightning Aura components, Apex controllers, Apex triggers, Lightning Flows, PHP & Java Applications, API creation and various enhancements, automation using shell scripts as well as client application support activities in different projects. Strong background in project management and customer relations, well-versed in numerous programming languages, OOPs concept and certified in Salesforce Platform Developer I and ADM 201 certification.

Key Skills

- Salesforce (SFDC)
- Apex Programming
- Aura Lightning, LWC
- Email Templates, Trigger, Flows
- Java
- MySQL
- PHP, Unix Commands
- ITIL

Experience

Persistent Systems, Cochin, India

Lead Salesforce Developer – 01/2023 to Present

Wipro Technologies, Cochin, India

Senior Project Engineer, 6 Years

Senior Project Engineer - 08/2020 to 01/2023

- Salesforce application development in Aura Lightning components and Apex programming.
- Experience in migrating buttons and links from Classic to lightning experience.
- Developed automatic emails to customers using workflow, Developed Batch Apex to schedule recurring jobs.
- Experience in Sales and service clouds.
- Experience in creating complex Apex classes, Test classes and Triggers.
- Development and implementation of new features & functionalities in PHP application within the expected time limit which has been requested by client & business.
- Development of REST API for PHP application from scratch to retrieve data in JSON format.
- Automated most of the repetitive application daily task with Shell Scripts, which in turn improved the productivity.
- Completed sprint tasks within the scope and time limit of development cycle.
- Setup and handled meetings with clients to understand new requirements and suggest new value-added features to them for improvement of application performance.
- Cooperate with designers to create clean interfaces and simple, intuitive interactions and experiences to improve user interaction.

- Well versed in break fixing application servers and web servers such as JBoss and Apache, Act as a mediator for the Sustaining Team by taking ownership and ensuring resolution of incidents by prioritization, Document Root Cause Analysis for every Sev1 and Sev2 Incidents and communicate with customer regarding the permanent fixes.
- Worked in Production Support with 100% response and resolution SLA Strict adherence to ITIL process and achieved Zero customer escalations and achieved 10/10 in CSAT for every quarter.
- Training L1 Team in identifying and fixing data issues when required, collaboration both with internal and external teams.

Project Engineer – 12/2016 to 07/2020

- Demand implementation and Defect fixing in PHP application.
- Disk Space reduction and schedule jobs in Unix server using crontab.
- Worked on huge Oracle database (~80 TB) and wrote queries to export data.
- Analyze source codes of the Java application and resolve the issues by providing code changes.
- Supported various business critical production applications with minimal downtime and 100% response and 99% Resolution SLA.
- Introduced housekeeping scripts to automate the daily disk space issue in Production UNIX Servers Monitored the critical real time & batch jobs, server utilization and its performance.
- Achieved best employee of the quarter for providing multiple Demands to client and chase quarterly efforts limit signed by client and interface failures in the shortest time and implementing permanent fixes and automations.
- Demonstrated organizational skills by cross training and providing backup for other project engineers when needed.
- Delivered an exceptional production support experience, resolved issues and shared benefits of additional services.

Education

Master of Technology (MTech): Software Engineering -2020

Birla Institute of Science, Pilani - 2020

Bachelor of Computer Science - 2016

Kannur University

Awards & Certifications

Salesforce Platform Developer I (Credential ID: 22835921)

Salesforce Certified Administrator (Credential ID: 2201295)

Business Unit: Most Valuable Project

Udemy - Salesforce Apex Programming Language, Salesforce 101: Introduction to Salesforce

Programming Languages/Tools

Salesforce (SFDC), Aura components and lightning, Apex, Trigger, Flows. Workflow, PHP, Java, Unix, C# .Net, JavaScript, HTML, SQL, MySQL, ServiceNow, Putty, WinSCP, Eclipse