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**CERTIFIED SALESFORCE DEVELOPER**

Seeking to advance career with a well reputed company that provides professional growth and translate my skills and competencies into profit to the organization.

**PROFESSIONAL SUMMARY**

* Overall experience of 7.6 Years in the IT industry.
* Have relevant experience of 2.6 years in Salesforce CRM platform. Experience in Development, Administration, Configuration, Implementation, Lightning and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
* Have 5 years of relevant experience in the Lotus Notes Platform for the Content management, Portal team and has been a part of a team responsible for the creation of portals. Also worked in a variety of projects centered on Lotus Notes-Development.

**EDUCATIONAL QUALIFICATIONS**

* Bachelor of Technology-in Information Technology from Vellalar College of Engineering and Technology, Erode, Tamilnadu.

**EXPERIENCE SUMMARY**

* Working as a application developer in Accenture Solutions Private Limited, Bengaluru from December 6th 2018 to till date.
* Working as a Developer in Tata Consultancy Services, Bengaluru from November,2016 to till date in Lotus Notes Application Development.
* Worked as software engineer in Hexaware Technologies, Chennai from August 2013 to April 2014.
* Worked in Cognizant Technology Solutions as a Programmer Analyst from June 2011 to May 2013

**TECHNICAL SKILLS**

* Force.com
* Apex Programming, Apex Triggers, Apex APIs
* REST/SOAP
* Salesforce lightening
* Visual Force
* Data Loader
* HTML
* JavaScript
* LotusNotes/Domino R (8.5.x,9.x)
* Lotus Script
* Formula Language
* Xpages

**PROJECTS SUMMARY**

**Project – 1:**

Project Name : CLI - Salesforce

Role : Team Member

Client : Covance

Duration : Dec 2018 to till date

**Description:**

CLI – salesforce was built on salesforce lightening with Service Cloud which is used by Call center agents for the updating Policy Queries and changes in the policies like policy holder name or Personal Data. Agents to make calls to the policyholders for sales and renewals.

**Responsibilities:**

* Run Activities in the production environment like Daily, Weekly and Monthly activities.
* Handling tickets by the users and providing them solution within SLA.
* Working on Enhancements and Providing solution to client.
* Creating documents for the changes and SOP for Users if there is any new change.
* Automation ideas to reduce user efforts.

**Skills:**

* Creating of Objects, Fields (Relationship and Hierarchy), Page layouts, Work flows, process builder, validation rules, Record types.
* Roles, Profile, Public Groups, Permission Set, Queues.
* Data loader Import wizard.
* Live chat, Email to Case.
* Apex Code – Data Types, Variables, Loops, Collections, Classes, Methods, DML, SOQL and SOSL
* Triggers, Batch Apex and Test classes.
* Deployment using Change Set.

**Project #2**

Project Name : PWC – US – App Spt Flex-SS-BLR

Role : individual contributor

Client : PWC

Duration : Nov 2016 – Nov 2018

**Project Description:**

The objective of this project is to provide the development and support for more than 300 Lotus Notes applications. Fix application issues, or any incident that is disrupting the application service that business users depend on.

**Job Responsibilities:**

* Requirement Analysis.
* Design and Development of the module using Notes 9.0
* Communicating with users.
* Bug fixing and maintenance of the application.
* Testing and Deployment.
* Weekly huddle meeting.
* SLA Maintenance.
* Deployment activity.
* Documentation.

**Project #3**

Project Name : Abbott ITPS ADM Project

Role : Team Member

Client : Abbott Laboratories

Duration : July 2014 – Sep 2014

**Description:**

Abbott ITPS ADM project has applications from different portfolios which are used by Abbott employees. It is having both web and Client applications where we have issues or minor enhancements work. We have a site called ITMS from where we have the tickets for the application.

**Responsibilities:**

* Weekly huddle meeting.
* Analyse the issue and fix
* Enhancements.
* Deployment activity.
* Communicating with users.

**Project #4**

Project Name : Small Works

Role : Team Member

Client : Ernst & Young

Duration : Aug 2013 – April 2014

**Description:**

Small woks project has applications from different portfolios which are used by Ernst & Young employees. It is having both web and Client applications where we have minor enhancements work. We have a site called IT ACT from where we get the requirements and change requests for the application.

**Responsibilities:**

* Requirement Analysis and documentation.
* Design and Development of the requirement using Notes 8.5.0
* Communicating with users.
* Bug fixing and maintenance of the application.
* Testing and Deployment.

**Project – 5:**

Project Name : TRV\_UK\_DOMINO\_UPG

Role : Team Member

Client : Travelers

Environment / Tools : December 2012 to June 2013

**Description:**

In Travelers most of the applications are developed in Lotus Notes 7. These applications are moved to new platform Windows 7. The Lotus Notes 7 is not supported in Windows 7 platform and lot of applications is found some issues. So in this project the applications in Domino 7 are upgraded to Domino 8. There were around 113 applications found to be upgraded.

**Responsibilities:**

* Finding the compatibility issues, scripting issues, Hard coded server name issues and doing remediation.
* Implementation and Support activities in applications.
* Have done the Unit testing and release to UAT.

**Project – 6:**

Project Name : Lotus Notes Misc.

Role : Team Member

Client : MetLife

Duration : January 2012 to November 2012

**Description:**

Lotus Notes Misc project has more than 2000+ applications which are used by MetLife employees. We have both web and Client applications where minor enhancements and production support work. Then these applications are migrating to Share Point. We have an onsite coordinator from where we get the requirements and change requests and production tickets.

**Responsibilities:**

* Had worked on the production tickets assigned by the offshore lead and report on daily basis.
* Preparing the migration specification document.
* Deployed a pop-up for more than 500+ production applications due to migration process.