**Vijai Gurusamy Radhakrishnan**

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**Experience Summary:**

* Highly accomplished, creative professional with a dedicated career building, managing and strengthening Salesforce Administrator with strong record of client satisfaction.
* Extensive working experience on different work environments included Administration and development and Production Support of Salesforce CRM application.
* Extensive experience in Creating Objects, Record types, Assignment rules, Email services, Profiles and implementation of Role Hierarchies for system security design in customizing Page layouts, Search Layouts, Custom links, Custom Buttons etc.
* Proven multitasker, independent worker and team player.

**EXPERIENCE**

**Salesforce Administrator-Techno info solution January 2019 to November 2020**

* Creates process flows based on the ITIL guidelines and adapted to the company environment including requirements gathering, documentation of flows, identification of requisite inputs and outputs, communications methodologies, forms or information exchange methods, responsible groups for each process step.
* Administered and maintained Salesforce implementation for 4000+ licenses.
* Worked with Salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.
* Designed and deployed Custom tabs, Custom Objects, Approval Processes and Auto-Response Rules for automating business logic.
* Developed and configured Custom Reports and Report Folders for different user groups.
* Customized the Dashboards to the track usage for productivity and performance of business centres and their sales teams.
* Created user Roles and Profiles, Security controls, Sharing Settings and also configured Field level security for different profiles.
* Created Workflows for automated lead routing and email alerts.
* Created and customized Page layouts for standard and custom objects.
* Involved in Data migration, Data Imports using Data loader and Bulk API.
* Performed mass imports and exports of data.
* Provided CRM Level 2 Support in troubleshooting the issues and working closely with the users to ensure that applications meet their needs and keep pace with changes in CRM application.
* Interacted with clients to discuss functional requirements and business needs.
* Create user manuals for new applications and train users till total adoption.

**EXPERIENCE**

**Oracle November 2015 to December 2018**

* 3+years of progressive of experience in software Oracle 11g/10g Proficient in Writing Complex SQL Queries,Stored Procedures,Functions,Sub-Queries Proficient Tuning Queries used in the Application.
* Experience in Advanced PL/SQL Concepts like Bulk collect and Forall.
* Experience in Dynamic SQL,Records,Arrays and Exception Handling.
* Good Experience in Performance Tuning-Analyzing query plans and query Tuning using the Tools Such as EXPLAIN PLAN and use hints Whenever required.
* Good Knowledge in Database object like Stored procedure,Functions,and using SQL and PLSQL.

**Technical Skills**:

Languages :SQL,PLSQL,soql Unix,Salesforce

Programming :Salesforce(Apex,VF page) Language

Project Title :Bullion Trade Processing System

Environment :Oracle 10g,11g Pl/Sql,Toad,Salesforce admin

Certification :Salesforce Certified Platform **Developer1**

**Qualification:**

* B.E Civil Engineering(2009-2013)from Meenakshi Academy of higher Education and Research,Chennai with 76%Aggregate.
* HSC from Vivekananda Matric.Higher Secondary School,Tiruchengode with 60%aggregate.
* SSLC from MDV Higher School,Tiruchengode with 60% aggregate 60%aggregate

**Project Description:**

This project is designed and developed for the Minerals And Metals Trading Corporation of India and this project support tracking the Global Level Transaction Performed by the client in 20 plus countries.purpose of this application is to support their day to Day to day RTGS,Forward Cover,Remittance,Delivery Order processing requirements,Customer Payments,FDR.I Worked in Forward Cover,Remittance,FDR And Delivery Order Processing System.

**Personal Details**

Father Name :G.Radhakrishnan

DOB :18th Mar 1991.

Nationality :Indian

marital Status :Single

Languages Known :English,Tamil.