



## TEK011763 (Salesforce - 9 + Year)

■ Masters of Engineering - Computer Science

### Highlights

- Experience in IT industry including **experience** in Salesforce.com CRM platform.
- Having hands-on experience in **Development, Administration, Configuration, Implementation** and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
- Experience in **Lightning Elements** and **UI elements** with Hands on experience using **Salesforce Lightning UI & Creating Aura Components**.
- Understanding business requirement to design the required entities like **Custom Objects**, creating the **relationships and junction objects**.
- Proficient experience on Apex development in creating **Objects, Triggers, Apex Classes**.
- Experienced in **Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports, Dashboards** .
- Experienced in **Analysis, Design, Development** and **Testing** of the SFDC application as per the business requirement.
- Implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules** for automated alerts, field updates, and Email generation according to the application requirements.
- Experience working on data model and **SOQL, SOSL, DML** statements, **Objects** and **Governor Limits**.
- Good knowledge of salesforce **Lighting Framework**.
- Participated in all stages of **Software Development Life Cycle (SFDC)** i.e. requirement gathering, Design, Development, Testing and Code Deployment.
- Experience in creating various **Reports, Dashboards (summary reports, matrix reports, pie charts and graphics)** and **Report folders**.
- Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com objects.
- Experience in using declarative features like **validation rules, workflows, approval process, sharing rules** automation for satisfying complex business process automations.
- Implemented **security** and **sharing rules** at object, field and record level for business users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
- Experience in creating various **Reports, Dashboards (summary reports, matrix reports, pie charts and graphics)** and **Report folders**.
- Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com objects.
- Experience in create the **LWC** components using **HTML,Java script,CSS**.
- Having good experience in **REST API** and **SOAP API**

### Skills

#### Primary Skills

- Salesforce
- Salesforce Administrator

#### Secondary Skills

- Lightening
- SOQL

## Other Skills

- **SFDC Technologies:** Lightning Aura , LWC, Apex, Standard objects, Workflow & Approvals, Process Builder, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE
- **Languages:** APEX, Visualforce, SQL
- **Tools & Technologies:** Force.com, Data Loader, Force.com Platform (Sandbox and Production) ,VScode ,WebStorm
- **Operating systems:** Windows, Linux
- **Other Technologies:** Siebel CRM

## Projects

### Project 1 - Any Other (10 months)

**Role:** Module Lead

#### Project Objective:

BHHC has grown from a regional organization to a national insurance group, offering insurance products from coast to coast. Relationships are the cornerstone of our culture, and we believe in doing the right thing. That means we invest in our business in every way possible to deliver on our mission and demonstrate that people are what power our success. Our commitment to financial strength and integrity means our customers can rest assured that we will be there when it counts.

#### Responsibilities:

- Involved to create the custom components using advanced web concepts using **HTML, Java Script and CSS.**
- Involved to create the apex classes, test classes and unit testing.
- Involved to create the LWC
- Involved to create the Created apex and lightning flows
- Involved to create the Connected salesforce to third party system using Rest API
- Good Experience on Creating the asynchronous apex including Batch apex and future Methods

### Project 2 (15 months)

**Role:** Salesforce Developer/Team Lead

#### Project Objective:

- Liberty Holdings Limited is a [South African](#) financial services and property holding company that focuses on [Insurance](#) and [Asset Management](#) with registered head office in [Johannesburg, South Africa](#) at Liberty Centre, 1 Ameshoff St., [Braamfontein](#).

- Liberty has operations in South Africa, [Kenya](#), [Namibia](#) and other in 16 African countries. South African banking firm [Standard Bank Group](#) owns 55% of the Liberty Group.

### **Responsibilities:**

- Involved in SFDC application setup and customization to match the functional needs of the business
- Involved to create the digital sites in experience cloud.
- Involved to create callout from experience sites.
- Involved to create the custom components using advanced web concepts using **HTML, Java Script and CSS**.
- Involved to create the apex classes, test classes and unit testing.

### **Project 3 (9 months)**

**Role:** Senior Salesforce Developer/Team Lead

### **Project Objective:**

Metropolis Labs is an Indian [multinational](#) chain of diagnostic companies, with its central laboratory in [Mumbai, Maharashtra](#). Metropolis Healthcare has a chain of 124 clinical laboratories and 2400 collection centers across 7 countries including [India](#). The healthcare company was founded in 1980. The company went public in April 2019 ability to anticipate tomorrow's healthcare industry with additional functionality and product integration.

### **Responsibilities:**

- Involved in defect fixing and resolved issues faced by the user. Provided best solution to the issue on time and got appreciation from client many times
- Writing Validation rules on standard fields and Custom fields.
- Created custom formula fields and Roll-up summary fields.
- Worked with page layouts, components, and custom applications.
- Worked on process builder, Workflow Rules.
- Customizing and developing the applications as per requirements.
- Good Experience on Creating the asynchronous apex including Batch apex and future Methods
- Having Good Experience on API calls(REST API)
- Created custom formula fields and Roll-up summary fields.
- Involved to create New LWC components.

### **Project 4 (25 months)**

**Role:** Salesforce Developer

### **Project Objective:**

Cognizant's line of TriZetto Healthcare Products provides enterprise-wide core administration solutions. Powerful and flexible, our innovative solutions—Facets, QNXT and Qi clink—offer a range of options. Organizations have the flexibility to conduct core administrative tasks today and the ability to anticipate tomorrow's healthcare industry with additional functionality and product integration

### **Responsibilities:**

- Involved in defect fixing and resolved issues faced by the user. Provided best solution to the issue on time and got appreciation from client many times
- Writing Validation rules on standard fields and Custom fields.

- Created custom formula fields and Roll-up summary fields.
- Worked with page layouts, components, and custom applications.
- Worked on process builder, Workflow Rules.
- Customizing and developing the applications as per requirements.
- Created custom formula fields and Roll-up summary fields.
- Involved to create New LWC components.
- Creating Apex Classes and Triggers and Visual force pages

## **Project 5 (12 months)**

**Role:** Siebel Developer

### **Project Objective:**

American Airlines is when measured by fleet size, revenue, scheduled passenger-kilometers flown, and number of destinations served. American together with its regional partners operates an extensive international and domestic network with an average of nearly 6,700 flights per day to nearly 350 destinations in more than 50 countries.

### **Responsibilities:**

- Involved create and developed inbound web services.
- Having Knowledge in JSON transformation in Siebel.
- Involved in Customer Business Process, Gathering Business Requirements and Functional - Technical Specification Documents.
- Worked on Preparing Detailed Technical Design documents and planning the execution of the enhancements on release basis.
- Involved in customizing Siebel UI, Business and Data Layers Objects.
- Created Data maps for integration, Performance Tuning, Prepared Peer Review, Unit Test Scripts.
- Involved to create EBC and VBC's.

## **Project 6 (37 months)**

**Role:** Developer

### **Project Objective:**

Eaton is a global technology leader in electrical components and systems for power quality, distribution and control; hydraulics components, systems and services for industrial and mobile equipment; aerospace fuel, hydraulic and pneumatic systems. Eaton Corporation uses Customer 360 as a CRM tool. Customer 360 is multilingual, global application based on Siebel 8.1.1.11. The Project involves application support extended via Remedy Ticketing tool following the ITIL processes.

Customer360 is the sales and service support application within Eaton. It is also the system-of-record for the entire CRM solution including Accounts, Opportunities, Leads, and Case Management. Opportunities and Case Management are associated with a customer account while Leads may exist as stand along contacts or associated to an Account. Involved in Customer Business Process, Gathering Business Requirements and Functional - Technical Specification Documents.

### **Responsibilities:**

- Ensure timely response and resolution of problem tickets within the stipulated time period by the customer satisfaction as top priority.
- Worked for L2/L3 productions support to handle the tickets based on their severity and fixing them instantly

and some are time permits.

- Interacting with Client for discussion over critical functional issues on daily basis.
- Regular interaction with the clients and BA for clear understanding the requirement before implementing.
- Worked on Preparing Detailed Technical Design documents and planning the execution of the enhancements on release basis.
- Perform detailed technical analysis and write technical approach and design documents.
- Daily Client Interaction Requirement Analysis
- Created BC, Script
- Development and Testing in Open UI files
- Created Data maps for integration
- Performance Tuning, Prepared Peer Review, Unit Test Scripts and MMs