Iyyanar Krishnan
2x certified SALESFORCE CONSULTANT
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SUMMARY

- Over 6 years of total IT experience Including 3 years of experience as a Salesforce Developer with good communication and leadership skills and ability to perform well in a fast-paced business environment.
- Hands on expertise in querying Salesforce.com database using SQL, SOSL & SOQL queries using Force. com Explorer and workbench.
- Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Batch Jobs, Process Builders, Lightning, Aura, LWC etc.
- Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
- Team player with good interpersonal skills, strong understanding of fundamental business process, excellent communication, organizational and problem-solving skills.
- Hands on experience in analysis, design, development, and testing of the SFDC application.
- A skilled problem solver and an efficient team player who can effectively work in both independent and collaborative work environments.
- Quick learner, self-starter with excellent communication and interpersonal skills, to effectively communicate technical issues and resolve problems at all levels of the organization to reach deadlines.
- Self-motivated with good communication skills and trouble-shooting capabilities.

TECHNICAL SKILLS

- **Salesforce Technology**: APEX Language, SOQL, SOSL, APEX Trigger, APEX Classes, APEX Web Services, Dashboards, Reports, Analytic Snapshots, Custom Objects, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs.
- **Custom Integration**: Management, AppExchange Package & Custom Application and Sandbox Data Loading
- **Agile Tools**: Jira, CI/CD
- **Version Control**: DevOps, SVN

PROFESSIONAL EXPERIENCE

Associate Project | Cognizant Technology Solutions   Apr 2013- Sep 2016

- Initiated requirement gathering and facilitated reviews throughout the project lifecycle.
- Performed requirements analysis, analyzed and documented system specifications, business requirements and design using requirements inventory.
- Analysis of impacted Modules & make code changes.
- Whenever new Line of Business (LOB) arrives developed new modules.
- Ensuring to capture all unit test cases for positive as well as negative scenarios.
- Testing and validating the results thoroughly before delivering to peer and client review
- As a senior member of project ensuring automation and optimization in any area possible is made for value add
- Ensuring pre and post deployment results for any project that I have worked on is fine.
- Ensuring to meet deadline for delivering or in case of late justifying with proper reason.
- Ensuring Team working environment is healthy by driving weekly team meetings.
- As a Tech Lead Coordinated with onsite and offshore team and prepared Weekly Status Report and Time Sheets.

Salesforce Developer | JA Solution Pvt Ltd   Aug 2020- Feb 2022

- Client Relationship Unit was established to assist the retailers to handle their Book of Business.Involved in development of Advisor Assist and Custom reports functionality to assist the Agents.
- Developed custom notes and attachments functionality.
- Developed Goal profiles management system to handle the works allocated to agents andanalyze the business growth.
- Developed many mass update and mass assign and re-assign functionalities with filter templatesto reduce the work loads of agent managers.
- Provided solutions and developed many standard and custom reports & dashboards which wouldgive an holistic view of the entire business.
- Identifying the production defects and providing fixes on time.
- Played deployment manager role to ensure smooth production deployment process.

Salesforce Consultant | Stratos Studio   Feb 2022- Present

- Working as a SFDC Consultant in the Salesforce CRM system.
- Experience in Salesforce CRM both as Administrator and Developer.
- Configured picklists, dependent picklists, lookup, junction objects, master-detail relationships, validation rules, formula field etc.
- Created Page Layout, Search Layout, Custom links and related lists.
- Hands-on experience in Apex triggers, Apex classes and LWC components.
- Competent in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Record Type, Approvals, Workflows, Process builder, Lightening Flows, Reports and Dashboards, Tasks.
- Worked on Marketing, Sales and Service Cloud.
- Implemented security and sharing rules on object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
- Experience in working on Salesforce.com sandbox and deploying it to production environments.
- Designed and developed custom solutions on the Salesforce platform by utilizing Apex, LWC, and initiated data migration and application integration.
- Data Management using Data Import Wizard and Data.io loader.
- Creation of Changesets and its deployment using inbound and outbound messages.
- Developed, documented and organised functional designs for business requirements.

PROFESSIONAL SKILLS

- CRM Business processes re-engineering and solution designing
- Requirement gathering and gap analysis
- Exceptional time management
- Good team management and leadership qualities
- Data management and data modelling
- Web technologies: HTML, JavaScript, CSS, XML
- Methodologies: Agile, Scrum, SDLC
- Strong communication skills

SUPER BADGES

- Lightning Web Components Specialist.
- Lightning Experience Reports & Dashboards.
- Security Specialist.
- Business Administration Specialist.
- App Customization Specialist.
- Process Automation Specialist.
- Apex Specialist.

CERTIFICATIONS

- Salesforce Administrator   Credential ID: 2354376
    - Configuration and Setup
    - Object Manager and Lightning App Builder
    - Data and Analytics Management
    - Workflow/Process Automation

- Salesforce Platform Developer 1   Credential ID: 2360642
    - Salesforce Fundamentals (practices when developing in a multi-tenant environment)
    - Data Modelling and Management
    - Logic and Process Automation
    - User Interface
    - Testing, debugging, and Deployment Tools

EDUCATION

Bachelor of Technology in Electronic and Communication Engineering   Aug 2008- May 2012

Pondicherry University, India | 8.26/10 CGPA

- Foundations of Electronics and Telecommunication engineering.
- Introduction to Computer communication networks and Operating Systems
- Introduction to Assembly Language
    - Microprocessor and Micro-controller
- Introduction to Design Software
    - Matlab, Pspice and Orcad
- Introduction to C and C++
- Project: Location Aware Services Using Cloud Computing in VANET, Location Based services is promising field for VANET and when this combined with cloud computing technology the feasibility and working has increased for serving the inmates of the car during general cruising and in case of Emergency.

DECLARATION

I hereby assure that the information given above is true to the best of my knowledge.

(IYYANAR K)