

Gnanavelu Thirumalmarugan

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## Career Objective

To be associated with a progressive organization which gives me scope to apply my skills as well as develop them further. I would like to perform on the global panorama to fulfill and thereby exceed the commitments for the position I would work for.

## Summary

- 6+ years of experience in Salesforce.com CRM Implementation with expertise in configuration, Force.com application design & development, testing and data migration.
- Proficient in Implementation and Development using **Custom objects, Triggers, workflow rules, Approval process, Email Templates, Conga Templates, flow and Apex classes.**
- Good knowledge in Lightning Development, Created and customized **Lightning Components and Lightning Web Components.**
- Good knowledge in Integrations – **SOAP, REST, BULK and STREAMING APIs.**
- Knowledge in **Omni-Channel** and have implemented the same.
- Have knowledge in **Asynchronous apex.**
- Good knowledge in **Community cloud**, customized customer community with **custom pages, themes and lightning web components.**
- Customized **Einstein Bot** for the business.
- Conducted Knowledge Transfer session on **Einstein Analytics** to salesforce colleagues in TCS.
- Proficient in using tools like **Apex Data Loader, Workbench and VS code.**
- Done Deployments using **Autorabit CICD Tool and Change Set.**

## Technology Skills

<b>Salesforce</b>	<ul style="list-style-type: none"><li>• Apex programming (Triggers, Apex class and Test Class), SOQL, SOSL, Email template, Formula, Validation rules, Duplicate &amp; Matching rules, Reports &amp; Dashboards, Workflows &amp; Approvals, flows &amp; process builder, Record Types, Page Layouts and</li></ul>
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	Profiles. <ul style="list-style-type: none"> <li>• Lightning Components &amp; Lightning Web Components.</li> <li>• Integrations (SOAP, REST, BULK and STREAMING APIs).</li> <li>• Community cloud customization.</li> <li>• AutoRabit, Workbench and Data Loader.</li> </ul>
<b>JAVA/ Web Development</b>	Core Java, HTML, CSS and JavaScript
<b>Development Environments</b>	Eclipse IDE, Developer Console, VS Code
<b>Office Package</b>	MS Excel, MS Word, MS PowerPoint

## Certifications & Achievements

- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator
- Salesforce Certified Platform Developer I.
- Salesforce Certified Platform App Builder.
- Salesforce Certified Einstein Analytics and Discovery Consultant.
- Received Star Performer of team Award.
- Received Best team Award.
- Received On the spot Award.
- Star of the Month Award.
- Applause for Team Award.
- Received appreciations from the client for delivering deliverables on time.

## Project Summary

### Profile 1:

<b>Company</b>	<b>Trimble Information Technology</b>
<b>Customer</b>	Trimble Information Technology
<b>Role</b>	Salesforce Administrator and Developer
<b>Period</b>	02/08/2021 to Till Date

<b>Achievement</b>	<ul style="list-style-type: none"> <li>• As a fast learner, I have learned and learning community cloud customization. Delivered my deliverables on time in the new cloud.</li> <li>• Appreciated for creating a whole new custom theme for the community which is completely responsive and mobile ready. This new theme will have component space where we can drag and drop the standard and our own custom components in the builder.</li> <li>• Provided better solution to sync the changes between Salesforce and external system. Have developed code to stream the changes using platform event from Salesforce.</li> <li>• Learned Einstein Bot and customized the same as per the business requirement.</li> <li>• Built custom theme navigation which can be used to navigate between different community pages, which is again responsive and have burger menu for the mobile layout.</li> </ul>
<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Worked on service cloud for case management. Service could customization using configuration and custom code as per the requirement.</li> <li>• Develop custom lwc for the web app in community cloud.</li> <li>• Configure community cloud with the out of box functionalities.</li> </ul>

**Profile 2:**

<b>Company</b>	<b>TCS</b>
<b>Customer</b>	Leading Australian Airlines
<b>Role</b>	Salesforce Administrator and Developer
<b>Period</b>	15/06/2017 to 01/08/2021
<b>Achievement</b>	<ul style="list-style-type: none"> <li>• Received appreciation from the client for fast delivering Lightning Component Quick Action buttons.</li> <li>• For creating Tile to view Key details of the Account in single shot and for Customized vertical progress bar to display different levels in the Account with tile having basic information.</li> <li>• Created Component to show warning messages to include related records to Accounts while opening the records and</li> </ul>

	<p>delivered in a day.</p> <ul style="list-style-type: none"> <li>• Weekly Headlines - Develop a dynamic document using conga, which will query data from different reports in Salesforce and generate a document highlighting Hot Opportunities and Contracts from the system.</li> <li>• Developed responsive Account key metrics table which fits into any layout. Shows key metrics from account so that users can have a look at them, amend them on their go using their mobile.</li> <li>• Replaced an AppExchange product used by the customer with the custom lightning component which helps them to view the campaign activities by month and FY. Also added filter to provide better navigation with different record types which was not available in the AppExchange product. The component helped the customer to save their spending's towards the product and now they are using them at free of cost. I am happy to say that the component was developed and delivered in a single sprint.</li> <li>• Successfully delivered a project on Community cloud developed by the project team. I have taken care of the deployment process and pushed all the changes to the higher environments on time.</li> </ul>
<p><b>Roles and Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Worked with Business Process Owners/Global Key Users to resolve the issues raised by end users during the application support.</li> <li>• Presented business stakeholders with enhancement functionalities being built as part of continuous improvement.</li> <li>• Worked on Triggers, Apex Classes and test classes containing various use cases for code coverage.</li> <li>• Worked with Conga template, query and buttons to create merge documents in word and pdf.</li> <li>• Design and Development of applications using lightning aura component framework &amp; Lightning Web Component.</li> <li>• Taken care of support cases and Incidents received and actioned on them immediately ensuring the business is not blocked.</li> <li>• Handling Sprint deployments.</li> <li>• Configuration &amp; Customization the application.</li> <li>• Data Cleansing and Loading.</li> </ul>

### Profile 3:

<b>Company</b>	<b>TCS</b>
<b>Customer</b>	Leading Australian Airlines
<b>Role</b>	Salesforce Administrator and Developer
<b>Period</b>	11/09/2016 to 15/06/2017
<b>Achievement</b>	As a fresher to SFDC, Done Customization on time and met client expectation, also got appreciations for solving cases and data loading activities.
<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"><li>• Worked on Administrative works and support works.</li><li>• Worked on profiles, process builders, Workflows &amp; Approvals, Permission sets, Email templates, Roles, Custom objects and formulas.</li><li>• Configuration &amp; Customization the application.</li><li>• Data Cleansing and Loading</li></ul>

### Education

Qualification	College/School	CGPA/Percentage
<b>B.E in Electrical and Electronics Engineering</b>	Mailam Engineering College, Mailam	8.28
<b>HSC</b>	Sri Hindocha Charitable Trust, Ariyur	75.75
<b>SSC</b>	Sri Hindocha Charitable Trust, Ariyur	91.4

### Declaration

I hereby declare that all the information furnished above is true and accurate to the best of my knowledge.

Chennai

Gnanavelu Thirumalmarugan