



Hema Govindaraj G

Senior System Analyst

A skilled **Salesforce developer** looking for an aspiring career with an organization where I can grow inherently along with the organization's growth. I'm a Salesforce Enthusiast, skilled in various areas of Salesforce Ecosystem.

CONTACT ME

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AREAS OF EXPERTISE

Salesforce Force.com platform

Service Cloud and Sales Cloud, Admin Configuration, Security Model, Apex classes, Triggers, Batch, Aura, Lightning Flows, Lightning App Builder, LWC, VF pages, Workflows, Process builders, Approval process, Rest based API Integration, SOQL, SOSL, Data Migration and Data loading

Java

Java 8, J2EE, Spring Boot, Hibernate, Webservices, SQL Server, HTML, JavaScript, Angular2

TOOLS & IDEs:

Eclipse, VS Code, Data loader, Workbench.com, Changeset, Gearset, Jira, GIT, BuildFarm, Bamboo, Postman, BitBucket

AWARDS

Won Employee of the month for 4 consecutive times

Won best Innovation Award on Selenium Automation

EDUCATION

B.Tech (Information Technology)
Mepco Schlenk Engineering College,
Anna University, India

PROFESSIONAL SUMMARY

- ✓ A skilled Problem Solver, Quick learner, and an efficient team player having experience around **10+ years** in various areas of Application development.
- ✓ Around **5 years** of experience as a **Team Lead** in handling and mentoring team members.
- ✓ **5 years** of work experience in various areas of **Salesforce**.
- ✓ **7+ years** of experience in **Java and web application development** in Spring Framework.
- ✓ Experienced in **Waterfall and Agile** Methodologies and worked in various domains which include **Healthcare, Marketing, and insurance**.
- ✓ Proficient in low level design document, Use Cases, Estimation, Test Cases, Capturing Test Results, Auditing.
- ✓ Exposure to all phases of SDLC, which includes Design, Requirement Analysis, Coding, and Implementation.
- ✓ Flexible to adapt to any new environment and work on any project.
- ✓ Good interpersonal skills, committed, result oriented and hard working with a quest and zeal to learn new technologies

WORK EXPERIENCE

IBM, India – May 2022 to Till Date

Working as **Senior System Analyst**.

Cognizant Technology Solutions, India – Sep 2012 to May 2022

Worked as **Associate Developer**.

CERTIFICATIONS

- ✓ **Salesforce Certified Administrator**
- ✓ **Salesforce Certified Platform Developer I**

KEY PROJECTS WORKED (Salesforce)

Project 1

Name : DPD - BAU

Client : DPD Groups, UK

Tools & Techniques: Sales Cloud, Apex, Batches, Triggers

Description

Changes to the Day to-day business functionality and requirements were handled as part of this project. Worked primarily involved in Sales and service cloud enhancements. Worked on batches, triggers, Aura components and configurations

Roles and Responsibilities

- ✓ Requirements Gathering, Development, Deployment Support and Postproduction support.
- ✓ Worked as a Team Lead and as an individual developer, by interacting with the client directly.

Project 2

Name : CCS – Advisor Console

Client : DPD Groups, UK

Tools & Techniques: Service Cloud, Apex, Batches, Triggers, SOQL, REST API, POSTMAN, Aura Components

Description

A new service console was built using the aura components which was used to track the status of the parcel delivery.

Development using aura components and apex classes, which involved APIs to get/update the details of the parcel.

Roles and Responsibilities

- ✓ Business discussions to create user story and requirement analysis.
- ✓ User story development, Unit testing, deployments, fixing defects & Production support
- ✓ Sprint planning, User Story discussion, Test Cases documentation.
- ✓ Worked on SIT, UAT Testing, resolving defects.

Project 3

Name : Trigger Migration

Client : DPD Groups, UK

Tools & Techniques: Service Cloud, Workflows, Process Builders, Triggers

Description

Analysis of the existing workflows, process builders in case and account objects.

Since there were so many automations done in the case and account object, they were converted into triggers to improve the performance of the system.

Roles and Responsibilities

- ✓ Requirement gathering, User Story Preparation and Sprint planning.
- ✓ User story development, Unit testing, deployments, fixing defects & Production support
- ✓ Worked on SIT, UAT Testing, resolving defects.

Project 4

Name : Lightning Migration

Client : Toyota, USA

Tools & Techniques: Service Cloud, LWC , Salesforce Lightning, , Apex, Triggers

Description

As part of the Salesforce lightning migration, involved in conversion of the JavaScript buttons to LWC quick actions.

Changes to the Day to-day business functionality and requirements were handled as part of this project. This involved Configuration related changes, permission sets, workflow rules, Assignments, screen flows, API version upgrades and issue fixes. Also worked on triggers, Apex classes and Aura components.

Roles and Responsibilities

- ✓ Requirement gathering, User Story Preparation and Sprint planning.
- ✓ User story development, Unit testing, Identifying the production defects and provide fix on time.
- ✓ Mentoring Junior resources.

KEY PROJECTS WORKED (Java)

Project 1

Name : Customer Central

Client : Toyota, USA

Tools & Techniques: Java (Spring Framework), SQL Server, Webservices

Description

Customer Central is a repository to store and handle all customer details and vehicle details and other product associated between customer and vehicle. 3 different domains like online, webservices and batch involve handling customer details.

Roles and Responsibilities

- ✓ Involved in Analysis and Test case preparation.
- ✓ Involved in development of all different domains in short period of time without compromising quality.
- ✓ Achieved Zero Postproduction issues in deploying projects.
- ✓ Coordinated with trainees and helped them with the project development.

Project 2

Name : Claim Quality Assurance

Client : Aetna, USA

Tools & Techniques: Java (Spring Framework), SQL Server, Angular

Description

Claim Quality Assurance is an auditing application which allows auditors to create claims manually or through mainframe. The claims will be audited by rebuttal specialist and errors will be charged against the claim. The application was developed in Angular and Spring framework.

Roles and Responsibilities

- ✓ Handled a team of 5 members and supported with technical and application knowledge.
- ✓ Experienced in Project estimation and Project Planning.
- ✓ Communicated with onsite counterparts for requirement gathering.
- ✓ Involved in development, testing and code review.
- ✓ Involved in Production support.
- ✓ Experienced in SQL queries and Stored Procedures.
- ✓ Worked on Data Model for Table Creation.

Project 3

Name : QAP Stratified Audit

Client : Aetna, USA

Tools & Techniques: Java (Spring Framework), SQL Server, Crystal Reports, SSIS

Description

The objective of the Claims Audit project is to create a role-based, web enabled application to automate the process of maintaining claims audit results and enable post-audit reporting for decision making purposes while making the audit application more scalable and robust. The application is a multi-user, multi-location application that can be used by the auditors all over the country which is maintained centrally. This would improve the auditor productivity enabling Aetna to handle more audits for the given resources and make the post-audit reporting and subsequent rebuttal management more streamlined.

Roles and Responsibilities

- ✓ Involved in the requirement gathering, system analysis, requirement proposal and finalization of business needs.
- ✓ Interacting with client and onsite team for technical calls, requirement gathering.
- ✓ Preparing Component Specification Document with detailed use cases, class diagrams and sequence diagrams along with test cases and test scripts in design phase.
- ✓ Involved in Peer review, Unit Testing with test cases and Junit, Smoke Testing, Integration Testing and Regression Testing.
- ✓ Developed Test Cases for Application using Junit Framework.
- ✓ Providing implementation support, post-implementation support, application maintenance and enhancement support to the client.
- ✓ Mentored new resources of the team and shared knowledge to help them understand the application better and providing technical guidance/support to the project team.