HARIRAM SIVAKUMAR

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Professional Summary

Responsible **Salesforce Developer**, passionate about delivering outstanding quality and service. Offering **2+ years** of experience in industry with history of recognition for performance. I am an enthusiastic engineer, always keen in learning new skills, to exhibit them in exciting workplace to deliver great solutions. Looking forward to work with an organization which offers a challenging opportunity to enhancing my knowledge, skills and experience that would allow me to contribute towards achieving the organizational goals to the best of my potential.

Professional Experience

- Currently working as a Salesforce Developer at Hoffensoft, Coimbatore from August 2021 to till date.
- Worked as a Junior Salesforce Developer at Merfantz from October 2019 to May 2020.

Experience

Salesforce Developer   08/2021 to Current
Hoffensoft   **Coimbatore, India**

Project: Neustar Inc,.

Neustar, Inc. is a trusted, neutral provider of real-time information and analysis to the Internet, telecommunications, information services, financial services, retail, media and advertising sectors. Neustar applies its advanced, secure technologies in location, identification, and evaluation to help its customers promote and protect their businesses.

Role: Developer

SFDC Used: Apex, Flow Builder, Workflow, Lightning component.

Responsibilities:

- RRD Package.
- Service Cloud Voice.
- Jira Integration.
- Salesforce - Service Now Integration.
- Worked with process automation to enhance the business flow
- AWS and Amazon Connect with the Service cloud Voice in Salesforce.
- Omni Channel configuration for the call routing based the queue.
- Worked with the AWS development with the LAMBDA functions and with the DynamoDB.
- Handled the sales cloud, service cloud.
- Developed the apex classes, triggers, visual force, Lightning aura and web components.
- Configured the product, price book, quotes and proposal, approval process and other key CPQ functionalities.
- Worked on the guided selling and option constraint process to enhance the sales.
- Worked on the various pricing methods for the different products.
- Created the custom fields and objects to implement the requirements.
- Worked with the page layouts, record types and email alerts and templates.
- Worked with the lightning app builder and custom button on the record detail page to send the manual survey
- Implement Survey Rules that to be followed based on different criteria.
- Developed many Test Classes for the Apex Classes and Triggers that were developed for various functional needs.
- Involved in the understanding the business requirement for Change Requests, preparing the
- technical design document and development of the Change Requests.
- Bulk records insert, update and delete are handle with data loader and workbench.
- Involve in Daily Scrum and Weekly Scrum, Sprint Tasks Prioritisation meetings

2.InternalProject

This project is used to maintain employee records with the salesforce ecosystem. Main objective of this project is to maintain the employee attendance and leaves.

Roles: Developer.

Responsibilities:

- Had a weekly discussion with managers regarding requirement changes or updating.
- Developed the apex classes, triggers, visual force, lightning web components and test classes.
- Managing user's permissions via profiles, roles and users.
- Created the custom objects for store the employee records about attendance, leave, onboard

- and offboard.
- Worked on approval process to approve or reject the employee leave submission.
- Worked on process builder to send the relieving letter to the employee after the notice period
- of 90 days.
- Worked on the visual force email template for the offer letter, pay slip and Relieving letter.

Junior Salesforce Developer   10/2019 to 05/2020
Merfantz Technologies Pvt Ltd.   Chennai, India
Project: Harcourt Industries Inc.
Role: Developer
SFDC Used: Twilio Integration, APEX, JavaScript, Pdf Parser Implementation, HTML, CSS, Workflow, Process builder, Lightning component.
Description: Harcourt industries Harcourt Industries Inc. manufactures customized office supplies and promotional goods. The Company offers items such as custom school logo supplies, personalized pens and pencils, signs, bumper stickers, brochures, and promotional giveaways. Harcourt Industries is based in the state of Indiana. Previously Harcourt industries uses InXsql platform for there company i integrated the InXsql to Slaesforce platform. Taken documents from the Inxsql database and imported the total files and using the workflow and process automation to the SFDC platform.
Written some trigger to automate the when the order process.
Project: Merfantz Retail Package
Role: Developer.
SFDC Used : Text Local Integration, APEX, JavaScript, HTML, CSS, Workflow, Process builder.
Description : Merfantz Retail Package is Accounting & Inventory **Package** which takes care of all day by day financial entries of **Retail Bunk.** Meter, Dip, Density, Counter Billing, SMS options,
Full Accounting Inventory, Payroll, Credit Billing System, Analysis Reports & Lots more. Profit Loss due to rate change. In this project we done full business process flows and it was fully an automated process. Custom Daily Statement page to pick the rate card, meter reading, dip reading, other sales, locker entry, POS sales, settlement details. We have integrated the test local SMS Application with this package. We have release managed package for this application. And more than four customers using this package.

Core Qualifications

- Programming in Apex class & Triggers and JavaScript.
- Salesforce Configuration.
- Database Management System.
- AWS - Amazon Connect (Service Cloud Voice).
- Integration with AWS and Salesforce.
- App Exchange (Application Configuration)

SOFTWARE PROFICIENCY:
- Programming Language : Apex, Java, Python (Basics).

- Web Language : JAVASCRIPT-JS, HTML, CSS, PHP
- Operating System : MAC, Windows XP, 7, 8,10.
- Packages : MS Word, MS Excel, MS PowerPoint, VisualStudio Code

Salesforce Tools:
- Apex Data loader & Import wizard
- Workbench
- Apex Deployment Tools

Education

Bachelor of Electronics and Communication Engineering: **Engineering**   **2019**
St.Peter's Higher Education and Research   Chennai
GPA: 63

H.S.C   **2015**
Tagore Hr. Sec. School   Salem
GPA: 61

S.S.L.C   **2013**
Tagore Hr. Sec. School   Salem
GPA: 76

Languages

- Tamil, English

Additional Information

- Adept in Salesforce from requirements gathering, Solution designing, coding, testing, debugging,

documentation and implementation. Work within project planning constraints, communicating any identified project risks and issues to the delivery/project manager accordingly and providing inputs to the change control process.

- Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Admin and leveraging Force.com Platform.
- Experience in SFDC development using Lightning Aura Components, Lightning Web Components, Apex classes, Triggers, Visualforce, Force.com IDE.
- Creating Custom Apps, Custom Objects, Custom fields, Applying Sharing Rules, Page Layouts, Search Layouts, RelatedList, defining Field Dependencies and Custom buttons.
- Experienced in Creating Roles, Profiles, Users, Email Services, Workflow Alerts and Actions, Flows, Process Builders, Reports, Dashboards and Approval Processes.
- Good knowledge in SOSL, SOQL, Metadata, Apex Schedulers, Batch Apex and Test classes.
- Knowledge in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
- Experienced working with salesforce.com sandbox and production environments with VS Code.
- Experience in data migration using Data Loader, Import Wizard.

Languages

Tamil: First Language

English: C1

Advanced

Hobbies

- Reading Books
- Exploring