DEEPTHIMOL K

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## CAREER OBJECTIVE

Obtain a position in an organization, where my ability and talents would be put in to effective and develop my professional skills for the benefit of my company and myself.

## SUMMARY

- Certified Salesforce Administrator.
- 4 years of experience in salesforce technology.
- Hands on experience in both salesforce administration and salesforce development.
- Experience in Healthcare industry and Veeva CRM.
- Adept to end to end supporting of salesforce requirement analysis to data loading, management and security.
- Quick leaner of new technologies and process.
- Data-loading the custom objects through data loader and demand tool and troubleshooting various software and technical problems.
- Ensure all project related activities are completed on time.
- Adroit in providing effective resolution to business queries related to product and improving relationship with the business by anticipating business future requirement thereby ensuring a positive customer experience.

## SKILLS SUMMARY

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|---|---|
| **Core technology** | : Salesforce |
| **Salesforce** | : Data modeling/Management, Data security, Data Loading, Admin works, Reports, basics of Apex and visual force, Dashboard, Workflows. |
| **Business Tools Used:** | Service-NOW Ticket Management System, Force.com Workbench, Apex Data Loader, Demand Tool, |
| **Web Technologies** | : HTML |
| **Database** | : Oracle, MySQL, SQL server |
| **IDEs** | : Eclipse, Force.com |
| **Operating systems** | : Microsoft Windows |
| **Other technology** | : Basics of java, share point admin works |

# EXPERIENCE HIGHLIGHTS

**Organization** -UST Global, Cochin, India
**Period**       -December 13, 2016 – March 27,2020
**Designation**  -Software Developer

# PROJECTS

## 1) Client Name: BOOTS

### a) Boots Customer Service Centre

The Boots Customer Service Centre (CSC) supports internal and external customers. The    CSC is split into 3 families: Customer, People and Operations. Boots chose to use the strategic partner platform Salesforce.com CRM and utilizing the Service Cloud capabilities, t to achieve its objective of displacing the old CRM with a new and robust platform

### b) Boots Recruitment Service Centre

The Boots Customer Service Centre (CSC) supports internal and external customers. . Boots chose to use the strategic partner platform Salesforce.com CRM and utilizing the Service Cloud capabilities. Recruitment Service Centre (RSC) application manages the recruitment activities and coordinate the all activity starting from the candidate reference to candidate on boarding process. **Kenexa** an IBM application is providing the candidate details to salesforce.  Data messages are sent in a synchronous manner, so a response will be sent back to the consumer system via the same route as the message was transmitted. It is not the case when Integration Gateway sends the file to be transferred to Payroll .The application process the data and do all the validation and verification and then creating the records corresponding to the on boarding and offer and generates the payroll .Administrator do have the capability to  correct the errors if required

## Roles &Responsibilities

- Responsible for creating Work flows, Validation Rules, Email Alerts,
- Responsible for salesforce administration task and data management.
- Worked in Data monitoring and data analysis and data export and import
- Creating Record Types and fields as per the requirements.

- Responsible for Data loading in salesforce.
- Was part of Deployment activities like Change sets creation and production movement.
- Designed formulas for formula fields to displaying certain cross-referenced fields. Responsible for test cases and Unit test execution

## 2) Client Name: Schroders

Functional area:

- Dealing directly with business and perform according to their requirement.
- Cooperating and communication with other team members for efficient management work.
- Managing and providing technical guidance and spot to the project team.
- Managing large amount of data and reports and modifying it according to the business requirement.
- Delivering and implementing the projects as per scheduled milestones.
- Interfacing with clients for business requirement gathering, conducting system analysis and finalizing technical / functional specifications.
- Working with all levels of management to determine the future needs.
- Developed business planning policies that increased the growth of the company.
- Identifying documents related to components and maintaining detailed study of the same as per the product changes, by getting in touch with product developers.

## Roles &Responsibilities:

- Create /De-activate new user accounts and manage users in the salesforce platform
- Create workflow and validation based on COE requirement and approvals
- Ability to understand he process and flow of salesforce with the external application
- Dealing with various issues of the business related to permission as well as road blocks in salesforce and rectifying it
- Develop custom report types and dashboards
- Attending the sprint meetings and being a part of various release process
- Bulk upload huge amount of data of lead/ accounts/contacts/agreements etc
- Bulk upload of supporting documents like portfolios for integration to external application
- Ability to manage the data in salesforce according to the business requirement and security
- Upload /modify/delete campaign membership
- Upload /modify/delete custom object records
- Data security/ management

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**Organization** -Cognizant Technology, Cochin, India
**Period** -March 30, 2020 – Present
**Designation** -Senior software Developer

# PROJECTS

### 1) Client Name: Allergan

### a) Allergan Healthcare

Allergan is a pharmaceutical company in US to work with to get immersed in the healthcare sales sector.
Worked in Veeva CRM and Veeva CRM is the leading cloud based CRM solution built specifically for the life sciences industry. Built on the Salesforce Platform, Veeva CRM is core to Veeva Commercial Cloud, which brings together customer data, compliant content, and multichannel engagement for life sciences companies to deliver the experience healthcare professionals have come to expect.

## Roles & Responsibilities

- Part of Veeva customization team.
- Hands-on experience working on custom Apex Classes, Controller, Apex Triggers, Visual Force Pages, custom APIs. Worked on VEEVA CRM custom objects
- Allergan has a Veeva org which is in Salesforce platform which is mainly used by US sales representatives. They use many products for sales and marketing. Their org is managed by our Team.
- Created an environment (separate org) for particular product called Zenpep in Veeva.The org are meant to be created for sales reps who are using Zen pep products and we have created the territory and roles for those users and assigned a specific profile to them. We have transferred all the users to new territories and roles.
- Worked with different Standard and Custom SFDC objects like Accounts, Call, Call2 Details, Territory, role, Users, Cases, Reports and Dashboards, Mysetup etc.
- Created workflows, page layouts, email templates, profiles, roles, validation rules, workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
- Created various Custom Reports for standard objects as well as custom objects to give complete detail overview of data.

- Completed the alignment process of all the products which are in our Veeva org based on the Om rosters successfully. This will help to sort out many product related issues we have received from the user end.
- Worked in Product metric configuration
- Experience in Call management configuration.
- Sample management configuration
- Online application and UI settings tab configurations and assignment to different profile.
- Status and Technical face-to-face meetings with Client to share the status of the work, Discuss technical solutions and propose the best suitable solution and discuss any changes in requirement and/or design of an existing system/module.

b)Vulnerability Scanning- Analysis & Issue Fix

Vulnerability management is a key responsibility of any IT security team or managed security service provider, and it involves assessing, mitigating (if necessary) and reporting on any security vulnerabilities that exist in an organization's systems and software. But vulnerabilities can be managed only if they have been discovered and identified, and the way to achieve this is through a comprehensive vulnerability . scanning program. In Allergan we have CC1 and UM1 org where we have detected more than 40 vulnerability issues high, medium and low.

## Roles &Responsibilities
- We have used a third party tool check Marx to detect the vulnerability issues and as per the report we are changing each code which effect the issue and modified the code accordingly.
- Done analysis of more than 40 issues reported in check Marx for CC1 & UM1 orgs.Done analysis of existing code to apply the resolution.
- Modified the code to resolve the issues identified, while ensuring adherence to CTS process standards. Helped the team to code changes and document creation.

# EDUCATIONAL QUALIFICATION

| Course | Year of Passin | Institution | Percentage |
|---|---|---|---|
| B.Tech (Electronics & Communication Engg) | 2015 | College of Engineering Thalassery, CUSAT university | 75% |
| XII | 2011 | K P C H S S Pattannur | 95% |
| X | 2009 | K P C H S S Pattannur | 99% |

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

Yours sincerely,
Deepthimol  K