Summary of Achievements

- ➢ 3.5 Years of Experience in the Software Industry.
- ➢ 2.5 Years of experience in Salesforce CRM.
- ➢ Salesforce Platform Developer 1 Certified
- ➢ Salesforce Certified Administrator
- ➢ Working as Software Engineer, Salesforce in NIRA Systems.
- ➢ Experience in Sales and Marketing Cloud.
- ➢ Knowledge of Force.com platform.
- ➢ Experience in integration of EventBrite with Salesforce
- ➢ Experience in creation of ConnectedApp for Integration
- ➢ Experience in SOQL, Apex programming and LWC.
- ➢ Experience in Visualforce page
- ➢ Basic Knowledge in Aura Components
- ➢ Experience in QA process and Manual testing.
- ➢ Good understanding of OOPs concepts.
- ➢ Basics of Marketing Cloud Administration including Marketing Cloud Setup, Marketing Cloud Data Management, Social studio Basics, Email Studio Basics and Journey Builder Basics as a part of study phase and certification preparation.
- ➢ Basic Knowledge in knowledge base setup, omni channel setup, Lightning Community setup, email services in service cloud
- ➢ Knowledge in Help Center set up and Macro settings in service cloud
- ➢ Excellent debugging and problem-solving skills.
- ➢ Good skills in requirement analysis and documentation.
- ➢ Good communication skills, fast learner, and a good team player.

Professional Experience

Working as Software Engineer in NIRA Systems

Certification

Salesforce Certified Platform Developer -1

Salesforce Certified Administrator

Qualification

MCA from Anna University, Chennai

Technical Skills

Salesforce Modules and Tools	Developer console, Force.com IDE, Apex Language, Classes, Triggers, SOQL, SOSL, Workflow & Approvals, Visualforce (Pages, Components and Controllers), Apex Data Loader, Apex Web Services, Custom Objects, workbench, Lightning, Basics of Marketing cloud administration and SQL
Web Technologies	VisualForce
Programming	Apex, LWC, C#
Client-Side Programming	JavaScript
Database	SOQL, MySQL, SQL
Frameworks	.Net
Dev IDE	VS Code
Operating Systems	Windows Vista/7/8/10, Linux
Source Control	SVN

Major Projects

Name	Click if sick Salesforce App
Description	It is a simple and accurate diagnostic tool. Click If Sick has been designed to think like a doctor. With access to this technology, the user gains entry to a vast medical and healthcare database. Amidst the high stress and incredibly busy environment of medicine, Click If Sick provides an essential second opinion. A feature that is vital to good medical care for patients. The **Click If Sick** Symptom Checker is a medical knowledge system which is used to provide a diagnosis based on symptoms. Its job is to take a set of symptoms and provide the diagnosis based on the chosen symptoms. This application is designed to run on the Salesforce platform. Application was built using the Lightning web component framework, which is the new way to build Lightning Apps.
Role	Fetch the API and display accordingly in the lightning component. Implemented the search facilities. Worked with firing mechanisms.
Environment	Force.com platform, Apex Development, LWC

Name	**European Water Technologies (Sales Cloud)**
Description	Experience in working with Salesforce CRM products and modules. European Water Technologies is a project based in Ireland having sales and service of Water Purification products.
Role	Implemented lead and case management through web and email sources. Involved in administering, configuring, maintaining Salesforce.com application user profiles, roles, Permissions, generating security tokens, validation Rule, upgrade installation. Set up chatter for faster communication between organizations and maintain security of sharing documents or information. Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic. Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
Environment	Saleforce.com platform, Apex Language, Visualforce , Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls

Name	**Survey Salesforce App**
Description	Survey App lets you to create and conduct your surveys, for internal users. This application helps us to create forms for surveys. The questions added in the survey form are editable, if needed we can edit and add a new question or answer option. Using the share option survey form created can be sent to internal users. All the app development is done with LWC (Lightning Web Component) a newer app development platform of Salesforce
Role	Implement the UI changes and ensuring the coverage for test classes
Environment	Force.com platform, Apex Development, VisualForce, LWC

Name	Email Marketing Salesforce App
Description	Email Marketing application is built with the LWC programming model. It fully uses the LWC methods and its components for both the UI and backend leveraging the apex capacity too. It has got features like mass mail sending feature wherein we can upload lead csv file and can create accounts and contacts depending on the choice of selection by the end user. After sending emails to the potential leads/Accounts/Contacts the system will integrate the details with the campaign object and will keep a track of the details. The user will be having an UI to view the list of campaigns shown wherein we can start and stop a campaign so the responses can be tracked whilst open. Upon selection in the campaigns list you will be shown the metrics for the corresponding campaign which comprises total mailed, total responses, total leads generated.
Role	Work with the UI related works and classed and test classes of the Send Mail Component
Environment	Force.com platform, Apex Development, LWC

Name	EventBrite Integration
Description	EventBrite is an American event management and ticketing website. The service allows users to browse, create, and promote local events. The service charges a fee to event organizers in exchange for online ticketing services, unless the event is free.
Role	Create new event using Visual force page, Get the list of events stored in EventBrite, Create new events using triggers
Environment	Force.com platform, Apex Development, Visual Force