PUVANESWARI BALU

SALESFORCE DEVELOPER

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SUMMARY

Salesforce Certified developer with 7 years of overall IT experience, expanding over 5 years of Force.com experience in requirement elicitation, configuration, solution design, and custom application development on the Salesforce platform, having in-depth understanding of Salesforce Configuration and Customization and have worked on multiple salesforce implementations.

PROJECTS & EXPERIENCE

Apr'22 – Sep'23

HONEYWELL BUILDING TECHNOLOGIES – NTT DATA

- ❖ The application is used as quoting tool for Honeywell products & to assist the customer with their case requests.
- Created reusable Lightning web components for the salesforce flows and app builder.
- Worked closely with business, performing detailed analysis of business requirements & preparing low level design documents.
- Mentored junior developers and reviewed code written by them.
- Performed task-breakdown, functional allocation to identify required tasks and their interrelationship and timeline based on agile estimation techniques.
- Supported new integration services & modifications for various systems- Hybrid, Marketo, SAP & Titan portal
- Involved in automating different business process using Process Builder, Flows and Approval processes.
- Worked on Batch & Schedule Apex Classes for mass data updates
- Created Mock data framework for functional testing.

Oct'19 - Sep'21

INSTALL BASE TECHNOLOGIES - NTT DATA

- ❖ The application is used to capture a customer's use or purchase of a product along with the Customer Service Management.
- Managing User and security settings using org wide defaults, roles and profiles, permission sets.
- Planning and execution of bug-fix releases according to the development cycle in coordination with customer's request along with the project manager.
- Effectively coding software changes and alterations based on the design specifications.
- Creating reports & dashboards for data validations.
- Involved in automating different business process using Process Builder, Flows and Approval processes.
- Worked on Rest API calls and handling the response from lightning components.
- Supporting Data load & deployment activities

Oct'18 - Sep'19

WESTFIELD LEASE MANAGEMENT SVCS - TAVANT TECHNOLOGY

- ❖ The application is used to manage lease agreements for Unibail-Rodamco-Westfield.
- Customizing UI experience as per the requirement using Aura components.
- Translating business requirements into software applications and models.
- Worked on community page development.
- Worked on leveraging app exchange package functionalities and modifications.
- Involved in Unit Testing and Test Coverage for Triggers and Apex classes.
- Involved in Deployment and data migration works on a routine basis

Aug'16 - Sep'18

DXC TECHNOLOGY

- Worked as benefit narrative admin for Health care services

EDUCATION

2012 - 2016	KARPAGAM COLLEGE OF ENGG, COIMBATORE - BE	84%
2010 – 2012	GV HIGHER SECONDARY SCHOOL, TN - HSC	90%
2000 – 2010	ST. MARY'S HIGHER SECONDARY SCHOOL, TN - SSLC	96%

CERTIFICATES

- Salesforce Administrator
- Salesforce Platform Developer 1
- Flosum Certified Professional

SKILLS

- Salesforce Platform
- Sales & Service Cloud
- Apex Programming & REST Integrations
- Process Builder & Flows
- Aura & LWC
- Community page development

- HTML & Java script
- Flosum
- Opsera & BitBucket
- Data loader, Salesforce Inspector
- Visual studio code
- Analytical & Problem solving skills