**Renugopal Balsamy**
**4x Salesforce Certified**
**Email: renugopalsf@gmail.com**
**Mobile: +91-7373831160**

## PROFESSIONAL SUMMARY

- Dedicated and certified Salesforce Developer with **6 years** of experience in designing, developing, and implementing robust Salesforce solutions.
- Proficient in both **configuration** and **customization** as a Developer and Administrator.
- Expertise in leveraging Salesforce's out-of-the-box features, including Formula Fields, Relationship Fields, Lookup Filters, **Validation Rules**, Field Dependencies, Workflows, Approval Processes, Process Builder, and **Flows** to align with specific business requirements.
- Experienced in crafting custom applications using Lightning Design System, Lightning Aura Components, and **Lightning Web Components**.
- Skilled in **Apex Triggers**, **Asynchronous Apex**, Apex Web Services, and Test Classes.
- Proficient in integrating Salesforce with external systems using **REST API** and **SOAP API**.
- Designed and implemented robust **security** and **sharing models** for Salesforce orgs, configuring Profiles, Permission Sets, Organization-Wide Defaults, Role Hierarchies, and Sharing Rules.
- In-depth understanding of **Apex governor limits** and adherence to best coding practices, ensuring data security, enforcing sharing rules, and managing **CRUD** and **FLS**.
- Worked on data migration using Data Import wizard and **Data Loader**.
- Consistently provided innovative solutions to tackle complex problems and fine-tuned system performance.
- Demonstrated the ability to work independently, contribute effectively to a team, and thrive under pressure while maintaining productivity.
- Managed project **deployments** in Salesforce production environments using DevOps pipelines and Change Sets.

## PROFESSIONAL EXPERIENCE

- Currently working in **Caterpillar India Engineering Services Pvt Ltd, Chennai (**Under 3rd party payroll Automotive Robotics India Pvt Ltd) since 2019 to till date.
- Worked as Salesforce developer at Elric Soft Pvt Ltd, Hyderabad from Jan 2018 to Dec 2019

## CERTIFICATIONS

- Salesforce Certified **Administrator**
- Salesforce Certified **Platform Developer I** & **Platform Developer II**
- Salesforce Certified **JavaScript Developer 1**
- Trailhead Expeditioner - **https://trailblazer.me/id/rbalsamy1**

## EDUCATIONAL QUALIFICATION

- Bachelor of Engineering from M. Kumarasamy College of Engineering, Karur, Tamil Nadu.

## TECHNICAL SKILLS

- Apex and Visualforce
- Lightning Web Components (LWC)
- Salesforce Communities
- Data Migration and Integration
- Process Automation
- Salesforce Security, Visual Studio Code, Git and Version Control.

## PROJECT DETAILS

**Project** : FG Wilson Warranty Management
**Client** : FG Wilson, **Work Location:** Caterpillar INC., Chennai
**Designation :** Salesforce Engineer II
**Description** : This project will contribute towards FG Wilson's aim to deliver excellent, customer-focused and efficient services. Also, facilitate dealers to register and raise claim requests. Dealers can choose causal parts, labor, and transportation charges. Enable Claims support team to process and approve claims. Enable Dealers to process different warranty claim types.

**Roles and Responsibilities:**
- Collaborated with stakeholders to gather requirements and translate them into scalable and efficient Salesforce solutions.
- Developed Force.com sites and communities.
- Implemented Data model with enforcing security and Relationships.
- Developed re-usable UI components with Salesforce Lightning Framework.
- Created Lightning Flows, Approval Process, Triggers, Batch Apex, Schedule Apex.
- Successfully integrated third-party applications with Salesforce using REST and SOAP APIs.
- Performed weekly release activities from dev sandbox to SIT.

**Project** : Continuous Process Improvement
**Client** : IPSD Perkins & FG Wilson, **Work Location:** Caterpillar INC., Chennai
**Designation :** Salesforce Engineer II
**Description** : The primary goal of this project is to aimed at enhancing operational efficiency and client satisfaction through a series of strategic initiatives.

**Roles and Responsibilities:**
- Collaborated with cross-functional teams to resolve complex technical issues and improve system reliability.
- Automated essential processes, saving time on tasks like spam lead detection and user management.
- Implemented data security measures, ensuring compliance with industry.
- Leveraged custom LWC to create insightful reports for lead assignment and status tracking, providing valuable insights into the sales pipeline.
- Implemented Salesforce code standards and best practices.
- Created reusable UI components with Salesforce Lightning Framework.

**Project** : Second Level Dealer
**Client** : CAT, **Work Location:** Caterpillar INC., Chennai
**Designation:** Salesforce Engineer I

**Roles and Responsibilities:**
- As part of the team, gathered the requirements by interacting with different business teams.
- Developed Lightning Web Components (LWC) for various actions.
- Created Custom buttons to make REST API Callout and update dealer's information.
- Utilized Apex Data Loader for seamless data migration.
- Developed API callouts using OAuth 2.0 authorization grant types, including Client Credentials and Authorization Code, ensuring authenticated communication with external systems.
- Built analytics dashboards using Tableau CRM.

**Project** : CRMI Support
**Client** : RH Peterson, UK
**Designation:** Salesforce Admin & Developer

**Roles and Responsibilities:**
- Conducted regular client calls to maintain communication and address concerns.
- Diagnosed and resolved technical issues and challenges, providing timely solutions to maintain system reliability and minimize downtime.
- Created and managed essential Salesforce components such as Public Groups, Queues, Permission Sets, Profiles, Users, and Security Settings based on role hierarchy.
- Assisted in data migration efforts, including data extraction, transformation, and loading (ETL) from various sources into Salesforce.
- Developed Apex Triggers, Apex Classes, Batch Apex, Scheduled Apex, and Queueable Apex to extend Salesforce functionality.
- Stayed updated with Salesforce best practices and emerging technologies, suggesting, and implementing enhancements to improve system performance and user experience.
- Created and updated documentation for support processes, system configurations, and issue resolution procedures to facilitate knowledge sharing.

## SOFT SKILLS

- Leadership
- Good in teamwork
- Sincerity and Quick learning
- Logical thinking and Creativity

## DECLARATION

I declare that the information and facts stated above are true and correct to the best of my knowledge.