NAME	**Ashok Radhakrishnan**
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PHONE	9003745133,7904433028
ROLE	Salesforce Developer

CERTIFIED Platform Developer II — **ID: 2710609**
CERTIFIED Platform Developer I — **2500894**
CERTIFIED Administrator — **2488379**

PROFESSIONAL SUMMARY

- **Overall work experience of 6 plus years, includes 2 plus years of experience in Salesforce.com CRM platform.**
- **Worked on various Lightning Aura Component and Lightning Web Component related project responsibilities.**
- Experience on **Lightning Web Component** which uses core Web Components standards. Developed Lightning Web Component with custom HTML elements, built using HTML and modern JavaScript.
- Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application of **LWC with best practices**.
- **Developed Lightning Web Component framework** to create web applications that run anywhere.
- Worked as an enhancement team member and performed the roles of **Salesforce Developer on Lightning Framework**
- Good experience in aura framework, Lightning Components and Salesforce **Lightning Design System (SLDS).**
- Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
- Primary level experience in working on web services and giving solutions by **SOAP and REST integrations**.
- Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
- Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
- Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
- Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
- Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

SUMMARY OF SKILLS

Salesforce Technologies	Salesforce CRM, Lightning Application, Apex, Apex Classes, Apex Triggers, SOQL & SOSL, VisualForce Pages /Components/Controllers, Lightning Flow, Workflows & Approvals, Process Builder, Reports, Dashboards, Custom Objects, Data Loader/Data Import Wizard
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production)
Languages	Apex, HTML, Java, JavaScript, Aura, Lightning Web Components

PROFESSIONAL EXPERIENCE OVERVIEW

Current Project

COMPANY: ESH Technology Pvt Ltd   **PROJECT:** Insurance Management System
ROLE: SFDC Developer and Administrator   **DURATION**: Sep 2022 to Present

Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analysed the business process of client and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with auto creation of formula fields, rollup summary & cross object formula fields with the custom functionality to efficiently meet the business requirement.
- Created many Lightning Components, Events and server-side controllers to meet the business requirements
- Involved in Salesforce Lightning UI, Lightning programming, Aura framework programming and Salesforce Lightning Design System (SLDS).
- Involved in JavaScript buttons to support business functionality at record iteration, record - insert, record - edit form, record - delete form and record - update form.
- Involved in Apex classes, Batch Apex and SOQL to build business functionalities.
- Created process builder, work flow rules and defined email alerts, fields update to implement business logic.

COMPANY: ESH Technology Pvt Ltd   **PROJECT:** Hospital Management System
ROLE: SFDC Developer and Administrator   **DURATION**: Nov 2021 to Aug 2022

Responsibilities:
- Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.

- Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
- Involved in field & page layout customization for the standard objects like Account, Contact, campaign and Lead.
- Involved in customizing custom objects, tabs, fields as per the business need.
- Involved in setting up field level access for each custom object created based on the user's role within the organization.
- Involved in Working with workflows, Process builder, Lead Assignment Rules, Case Assignment Rules and Escalation rules.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.

COMPANY: ESH Technology Pvt Ltd   **PROJECT:** Corporate Seminar Management
ROLE: SFDC Developer and Administrator   **DURATION**: Jan 2021 to Oct 2021

Responsibilities:
- Worked on user account creation, Roles & Profile creation and chatter group creation.
- Involved in customizing custom objects, tabs, fields, formula fields as per the business need.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created workflow rules and defined email alerts, fields update to implement business logic.
- Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
- Involved in setting up field level access for each custom object created based on the user's role within the organization.
- Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
- Created Approval Process and defined email alerts, fields update to implement roles wise.

COMPANY: Intelogik Solutions   **DURATION**: Sep 2020 to Dec 2020
ROLE: Salesforce Trainee

Responsibilities:
- Trained on the basics of Cloud Computing, Force.com Platform, Programming Essentials and Data model details.
- Undertook practical on the job training on various aspects of Salesforce Admin, Developer, Lightning and Integration.

COMPANY: T V Sundram Iyengar & Sons Pvt Ltd   **DURATION**: Oct 2018 to Aug 2020
ROLE: Service Engineer – Floor Supervisor & System Administrator **(SAP CRM App)**

Responsibilities:

- In the heavy vehicle service workshop, Repair vehicles came into workshop. Monitored vehicle-in to vehicle-out whole processes by Visual and SAP CRM application.

- Created the repair order job card with customer details, vehicle details, vehicle repair details and also which technician allocated to the vehicle on SAP CRM application.
- Created labour work details and parts issued details at required vehicle job cards on SAP CRM application by using reference of manual job cards.
- Generated cash or credit bill at Parts and labour separately to the required vehicle customer on SAP CRM Application.
- Monitored parts inventory and Parts ordered on SAP CRM Application.
- Followed service requests and providing customer feedback on SAP CRM Application.
- Provided parts, labour, monthly reports etc.to Manager at regular basis on SAP CRM Application.

COMPANY: TVS Automobile Solution Pvt Ltd   **DURATION**: Jul 2016 to Sep 2018
ROLE: Service Engineer - Business Manager & System Administrator **(Autosol CRM App)**

Responsibilities:

- In franchisee passenger car repair Workshop, Implemented workshop whole operation such as infrastructure of workshop, culture of workshop, setup application etc.
- Autosol CRM application had trained to workshop system administrator. Workshop whole operation had trained to all.
- Trained how to create and monitor of lead management, account & contact management, job cards management, parts inventory management, parts request and issue management to job cards, labour work management, cash or credit bill management etc. on autosol CRM application.
- Generated franchisee workshop account statement on autosol CRM application.
- Generate and provided various reports franchisee wise parts sales monthly, yearly etc. and to manager on a regular basis by using autosol CRM Application.

PROFESSIONAL EDUCATION

- **B.E Mechanical Engineering** from Thiyagarajar College of Engineering, Madurai in 2016.

- **Diploma in Mechanical Engineering** from Kongunadu Polytechnic College, Trichy in 2013.