



# MUKESH KANDASAMY

## SENIOR SALESFORCE DEVELOPER

### PROFILE

Certified Salesforce Professional with over 2 years of experience, possessing required skills in advanced programmatic capabilities of the Salesforce Platform and data modeling to develop complex business logic and interfaces with career aspiration to be a Technical Architect.

#### Trailhead Profile :

<https://trailblazer.me/id/mukeshkandasamy>

### CONTACT

**Mobile:** +91 8754396115

**EMAIL:** [kmukesh246@gmail.com](mailto:kmukesh246@gmail.com)

#### LinkedIn:

<https://www.linkedin.com/in/mukeshkandasamy/>

### SKILLS

- Lightning (Aura and LWC)
- Einstein Analytics
- APEX
- Triggers
- Salesforce Configuration
- Java script
- HTML

### CERTIFICATIONS



### WORK EXPERIENCE

#### Mindtree Ltd – Salesforce Developer, Jun - 2018 - current

Exposure on Agile/SCRUM methodology spanning various phases of software development life cycle with focus on Salesforce CRM.

I have worked on various salesforce clouds, such as Sales, Service and Community across multiple projects which helped the customers in successful implementation of business solutions. Across these projects, I was responsible for Analysis, Development, Test and Deployment of the requirements. Implemented end to end Salesforce Solutions using Configuration and customization with APEX Class, Triggers, Lightning (Aura and LWC) etc.

I have hands-on experience on Einstein Analytics, built datasets, recipes and designed dashboards

Explored Mulesoft Anypoint Studio and Integrated salesforce instance with Mulesoft connectors and published on cloudhub.

Developed LWC open source application and deployed on Heroku Platform.

### KEY IMPLEMENTATION

**Next Gen Customer Portal** - for world's leading specialist in air transport communications and information technology company

- Setting up Customer Community for seamless user experience and better management of subscriptions and cases.
- Key responsibilities were, Developing Lightning component for invoice download & search functionality and scheduled e-invoice services.

**Brain App Enhancement** - for the world's largest cosmetics company

- Configured service cloud live chat, live message (Managed Package) and Omni-channel for service rep's to assist their customer with their queries, concerns and provide quick resolutions seamlessly.
- Developed Lightning Web Components (LWC) for quickly closing of multiple duplicate cases raised during COVID19 with a single click.
- Designed and developed more detailed reporting on case handling, specific to emails and queued cases which involved showcasing Customer wait time, Agent handle time, Response percentage, Queue time.

## PERSONAL DETAILS

**Full Name** – Mukesh Kandasamy

**Date of Birth** – 05-11-1996

**Nationality** – Indian

**Valid Passport** - Yes

**Languages Known** – English, Tamil,  
Kannada

## HOBBIES

- Painting
- Music
- Reading blogs

**Care Plus** - for the world's most innovative home appliances manufacturer

- Implementing the service cloud based support center for service rep's to lessen the resolution time and boost their productivity.
- Key responsibilities were, integrating with one of the Korean API, which will reduce the overhead of service rep's performing address validation using REST API.

## ACHIEVEMENTS

Thrived as “**Outstanding Performer**” for two consecutive years and Promoted to Senior Salesforce Developer in short span of time.

Featured as “**Expert Thinker**” in Mindtree Salesforce Practice Q2 Rockin Rally 2019.

Secured **CSAT** score of **7/7** during Q1 2020-21

## ACTIVITIES

I am part of salesforce mentorship program as mentor to help salesforce enthusiasts to help them to getting into salesforce ecosystem.

I was Trailblazer community group leader and have helped college students to kick start their career in salesforce.

## EDUCATION

**Electrical and Electronics Engineering** - K. Ramakrishnan College of Engineering, 2014 – 2018

- Secured **7.90 CGPA** in Engineering.
- Received “**Most CREATIVE EEE STUDENT**” award in Currents'17 held at NIT, Trichy in 2017.

**Compute Science** - St. Joseph's college Higher Secondary School, 2012 – 2014

- Secured 1026 / 1200

## DECLARATION

I hereby declare that the above provided information is authentic to the best of my knowledge.

Date

Place

Signature