



K. Vijayakumar

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SKILLS

Total Experience:10 yrs
Relevant Experience:6 yrs

EDUCATION

Master of Technology
(2018), Jain University

Bachelor of Engineering
(2011), Anna University

CERTIFICATIONS

- ✦ Salesforce Certified Platform Developer-I
- ✦ Salesforce Certified Advanced Administrator
- ✦ Salesforce Certified Administrator
- ✦ Salesforce Certified Platform App Builder
- ✦ Ranger Rank in the Trailhead
- ✦ Copado fundamental training I & II
- ✦ Mulesoft (Mule4) Practice

Programming	APEX / Trigger, LWC, JS, HTML, CSS, SOQL, SOSL, Workbench
Operating systems	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux
SFDC Technologies	Standard/Custom objects, Workflow & Approvals, Apex Classes/Controllers, Sales-Service-Marketing cloud, Apex Triggers/ Batch class, Flows, Data Loader, Reports, Dashboards, Force.com, IDE, Copado, JIRA/confluence, Github, Google Data Studio, REST API.
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production)
Mulesoft (Mule4)	Mulesoft (Mule4) real time use cases (Basic)
Documentation tools	Overleaf/LaTeX, MS PowerPoint, MS Word, MS Excel
Program & Project Management	Agile Project Planning & Program Management, Project Initiatives Funding, Revenue generation
Management abilities	Team Handling, Event Management, Consortium networking/Coordination, Content/Business model development

EXPERIENCE

Cisco Meraki Payroll: SRS Business Solutions (India) Pvt. Ltd Since Febuary2022	Designation: Senior Software Engineer To: January 2023
Voyager Web Solutions Pvt. Ltd, India From: April 2018	Designation: Software Engineer To: January 2022
National Design and Research Forum From: July 2011	Designation: Assistant Project Manager To: March 2018

Roles & Responsibilities

- Involved in gathering and analysis of business requirements by communicating with cross functional team (US Business Analyst).
- Analyzed the business process of client and then involved in creating the application and data model required for the requirement and then effectively took part in sprint planning to achieve the requirement.
- Worked on CEX to lightning migration process and on enhancement of the existing application from CEX Salesforce platform to LEX, Database Modelling, app creation.
- Experience working with Salesforce.com sandbox and production environments.
- Defined various relationships on objects and created junction objects to establish connectivity. Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Highly hands on experience in customizing and implementing user account creation, personal information setup, password reset, roles & profile creation, user group creation, Network access setup and involved in end-to-end testing and gathering feedback from business users.
- Implemented Salesforce automation using web-to-case, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases, and solutions.
- Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand. Also, experienced in using Data Loader for update, upsert, hard delete and bulk import/export of data from SF objects.
- Created WFR and defined time triggered tasks, email alerts, filed updates to implement business logic. Integrated Email with salesforce.com for mass E-mail management and designed E-mail templates.
- Created documentation, maintain standardization as per processes & procedures for continuous improvement, Experience with Sales-Service-Marketing Cloud. Developed customized UI for mobile/web apps in Visual Force pages with custom controllers and controller extensions.
- Experience on LWC which uses core Web Components standards, Developed LWC 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.
- Experience in Force.com APEX Database, Apex triggers, Lightning components, Visual Force pages, SOQL and SOSL, Salesforce App Exchange and Unit testing.
- Experience in Development, Administration, Configuration, Implementation and Support of SF CRM based on Apex language and leveraging Force.com Platform.
- Good experience in working on web services and giving solutions by REST integration.
- Experience in optimization of existing code in accordance with governor limits. Work with Validation Rules, Actions, Approval Processes, Flow and Process Builder.
- Team Player, Problem-solving and ability to learn new systems and procedures quickly.
- Worked with more than 150 users in an Org and “Can do” attitude, great listening skills and effective delivery of technology solutions.

LIST OF FEW PROJECTS

Project Name: Project Support and hygiene

Since Feb 2022 to Till date

About Client (Cisco Meraki): Client is a cloud-managed IT based company, USA. Their products include wireless, switching, security, enterprise mobility management, wireless access points and so on.

Roles & Responsibilities:

- Involved in gathering and analysis of business requirements by communicating with cross functional team (US Business Analyst).
- Analyzed the business process of client and then involved in creating the application and data model required for the requirement and then effectively took part in sprint planning to achieve the requirement.
- Created Flows, Approval process and customized page layouts for various custom/standard objects depending upon user profiles and created permission sets where necessary.
- Implemented Salesforce automation, Lightning flows, Approval Process, auto response rules, escalation rules, person accounts, cases, and solutions.
- Created and used Email templates in HTML, customized LWC components, and involved end-to-end Tickets and gathering feedback from stakeholders/users.
- Involved in Working with Custom Objects, Process builder, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Validation rules, Profiles, Roles, SOQL, workbench, etc.
- Excellent exposure to Copado environment, Github, Linux Command Line, Apex classes, Triggers, REST APIs, LWC components, and basics of Mulesoft (Mule4)
- Took part implementation of Bucher + Suter (b+s Connects) for service cloud for testing ADR calls i.e., call logging for ADRs (inbound & outbound).

Project Name: Banking LWC Project Client Name: (USA Client)

Feb 2019 – Jan 2022

About Client (confidential): This project is for a leading banking sector company based on USA. We developed various LWC for their business user interface update with the help of features like HTML, JS, CSS, Apex triggers and so on.

Roles & Responsibilities:

- Created combining LDS, Lightning App Builder and Lightning Component features.
- Extracted data & its functionality from 3rd party API: Displayed within the lightning component.
- Created multiple Lightning Components, added CSS and Design Parameters, JavaScript Controllers: Adding reusable functions in Helper Component.
- SOQL and SOSL statements within Governor Limits for data manipulation.
- VFP for Lightning Experience, Sharing VFP between Classic and Lightning, Alternates for Java Script Codes.
- Worked on Integrating SAP and Salesforce systems using REST API's.
- LWC and LAC interoperability, set-up development environment to work with LWC, Handled LWC Folder and File Structure, Navigation services in LWC

Project Name: Insurance Project Client Name: (USA Client)**April 2018 – Dec 2018**

About Client (confidential): Client is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also, we have used many custom objects; automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

Roles & Responsibilities:

- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and involved CPQ and marketing cloud implementation.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Responsible for setting up Filed Level Security developed custom Workflows and Assignment Rules for case escalation, Implemented Field Level security for sensitive data holder fields.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases, and solutions.
- Created and used Email templates in HTML and Visual force and involved in end-to-end testing and gathering feedback from business users.
- Created Apex classes, batch classes, triggers, SOQL and SOSL, and testing.
- Involved in Working with Custom Objects, Lightning flow, Process builder, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, etc.

Project Name: Health Care Project Client Name: (Canada Client)**Feb 2016 – Mar 2018**

About Client: Client (confidential) is a huge organization in Canada which has many activities related to health care. They have 1000s of clients and volunteers to run their activities in the world. For this mass process, they regularly conduct corporate seminars throughout the world and for that they are using one mini project of Salesforce. This project has information like seminar details, speaker details and various processes they followed. They mostly conduct 100s of such seminars in the world per month. The project was created for employees of the organization to enter these data and maintain the details.

Roles & 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 setting up field level access for each custom object created based on the user's role within the organization. Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules.
- 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, and Leads.

- Created Apex classes, batch classes, REST APIs, triggers, VF components, SOQL/SOSL, and testing.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles and customizing custom objects, tabs, fields, page layout as per the business need.
- Integrated Email with Salesforce.com for mass E-mail management and designed various custom Email templates. Maintained user roles, security, profiles, and workflow rules wherever necessary.

LIST OF OTHER PROJECTS

- Project.1: Sales-Service-Marketing: E-commerce companies, Airport flight scheduling & planning
- Project.2: Provident Fund: Created PF details for employees in org.
- Project.3: LG & Nokia sales: Customer enquiry desk/lead conversion process
- Project.4: Philips Customer Case: Improve the working process of the company
- Project.5: Dell sales product: Marketing & Product Management
- Project.6: LWC Project related to Custom validation, custom label, static resource, etc.
- Project.7: Employee & Taxpayer Management: Created relationship scenario