



CURRICULUM VITAE

Ranganath C N

Certified SFDC Developer

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● CAREER OBJECTIVE

To seek a challenging and career oriented job, which enables me to update with the emerging latest Technology and provides scope for widening the spectrum of my knowledge.

■ PROFESSIONAL SUMMARY

- Salesforce.com Professional with around 5 years of experience in Salesforce.com Technology
- Working as developer and coordinating with challenges in multiple ongoing projects.
- Experience and adapted SFDC best practices for development and deployment in projects.
- Strong ability to work individually and constantly in challenging environment.
- Ability to quickly analyze and come-up with an efficient industry standard solution for a given problem.
- Excellent analytical, communication, Leadership qualities and interpersonal skills.
- Quick learner and ability to adapt to dynamic work environments.

■ TECHNICAL SUMMARY

- Hands on experience on Lightning Community builder and LWC.
- Hands on experience in developing Apex Triggers, Apex Class, VF Page, Apex Test Class, Permission based Test Class, Batch Apex and Scheduled Apex Class.
- Hands on experience on Workflows, Process Builder, Assignment rules ,Escalation Rules, Approval process , validation rules, users, groups, sharing rules, Reports ,Dashboards, Change sets.
- Hands on experience on service cloud components Community.
- Hands on experience on the tools Data Loader, Work bench to Export/Import the data.

WORK EXPERIENCE

Period	Organization	Designation
March 20 th 2017 to May 28 th 2019	Tata Consultancy Services Ltd, Bengaluru	System Engineer
June 3 rd 2019 to March 10 th 2020	Mindtree Ltd, Bengaluru	Senior Software Engineer
June 16 th 2020 to Till date	ECOLAB Digital Center	Senior Software Engineer

EDUCATION QUALIFICATION

- B.E (TCE) from Siddaganga Institute of Technology (SIT), Tumakuru, affiliated to VTU University Belgaum with an aggregate of 75.5% during the period 2012-2016.

PROFESSIONAL PROFILE

Project #1: Community (Backup Agent)

Client : NXP Semiconductors, Netherlands
Role : **Developer**
Technology : Salesforce Service Cloud, Batch Apex, Trigger, External Package.
Duration : Aug 2018 –Sep 2018
Description : An agent can setup his backup during his Absence, so that his open cases are Picked up by backup agent and the case management process advances.

Responsibilities:

- Used External Package called "*I'm Out! The Out of Office Case Handler*".
- Preparation of Requirement Specifications, Technical Design and Solution Design Document.
- Used change set to deploy the changes to other sandboxes.
- Prepared and reviewed test cases and supported UAT issues.

Project #2: Community (Pagination Functionality)

Client : NXP Semiconductors, Netherlands
Role : **Developer**
Technology : Salesforce Service Cloud, Apex, VF Pages, VF Components, Force.com Sites.
Duration : Sep 2018 –Nov 2018
Description : Requirement was to implement the pagination for the number of folders which is used to store the Cases for the user who has logged in. The logged in user will enter the community portal, At the bottom of the list you see all the different pages e.g. (1 | 2 | 3 | 4 | 5 | ... | 10 | ...) with results and the user is allowed to click on each individual number to go to that page with results. And also user can have also an options to select the number of folders per page button.

Responsibilities:

- Preparation of Requirement Specifications, Technical Design and Solution Design Document.
- Worked on SOSL and SOQL queries sort functionalities and Command button for pagination and also worked on apex classes and visual force pages.
- Used change set to deploy the changes to other sandboxes.
- Prepared and reviewed test cases and supported UAT issues.

Project #3: Lightning Community Builder

Client : NXP Semiconductors, Netherlands
Role : **Developer**
Technology : Salesforce Service Cloud, Community builder, Page layouts, Profiles, External Contacts.
Duration : Dec 2018 to Mar 2019
Description : Enhance case web portal in regards to secure customer communication.
This should allow to exchange communication items, as well as files, in a secure manner: not sending the information in emails, but to do it via a HTTPS secured online connection.

Project #4: B2C User Registration

Client : ECOLAB
Role : **Developer**
Technology : Salesforce Service Cloud, Community builder, Mule API, Apex, Lightning Component and UI.
Duration : Dec 2020 to Mar 2021
Description : User able to self-register to Access portal by using B2C identity provider.

Project #5: Service Request Deflection Page

Client : ECOLAB
Role : **Developer**
Technology : Salesforce Service Cloud, Community builder, Flows, Apex, Lightning Component and UI.
Duration : Mar 2021 to May 2021
Description : User can Easily access support articles so that user can trouble shoot an issue by Providing options for support to determine correct user experience/technical flow,

- Created the guided page to get information about the reason for the service request by providing knowledge articles prior to completing service request form.
- Still issue is not resolved, user can create service request form by raising salesforce case through deflection page.

Project #6: Translate Application into Different Language (Fr_CA,Fr_fr,Es_Mx,Es_es)

Client : ECOLAB
Role : **Developer**
Technology : Salesforce Service Cloud, Community builder, Lightning Component and UI.
Duration : Mar 2021 to May 2021
Description : Translate entire Application to other language by selecting languages from dropdown button.

Training on Java and Salesforce concepts

Duration : Mar'17 –May'17
Description : Attended Training for Java and Salesforce concepts conducted by TCS.

CERTIFICATIONS

- Salesforce Administration.(**Credential ID 19829801**)
- Salesforce Certified Platform Developer 1.(**Credential ID 19248953**)
- Salesforce Platform App Builder.(**Credential ID 20557044**)

Personal Details

Name : Ranganath C N
DOB : 14th May 1994
Father Name : Nagendra P
Mother Name : Sowbhagya J C
Sex : Male
Marital Status : Married
Nationality : Indian
Permanent Address : Brookfield, Whitefield Main road
Bangalore- 560037, Karnataka, India.

Date: 26 June 2022

Place: Bangalore

(Ranganath C N)