JIM JEBERSAN A

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OBJECTIVE: -

Seeking a challenging position that utilizes my skills and abilities in the information technology industry and offers security and professional growth while being resourceful, innovative and flexible.

SKILLS: -

- Having around 3 years of professional experience in Salesforce as a ServiceMax Admin and Developer.

- Having high level knowledge in ServiceMax application and its functionalities.

- Used Data loader for insert, update and bulk import or export data from Salesforce.

- Ability to code efficiently in Apex programming and Apex triggers.
- Implemented wrapper classes for better Visual Force pages management and smooth functioning.
- Having knowledge in SOAP and REST API Integration.

- Having experience in Lightning Web Components and Aura Components.

PROFESSIONAL EXPERIENCE: -

- Attended internship with Infosys Limited from December 2019 to April 2020.

- Worked as a Salesforce Admin/Developer with Infosys Limited from October 2020 to April 2023.

ACADAMIC QUALIFICATION: -

Qualification	College/Board	Percentage/CGPA
Bachelor of Engineering in Computer science and Engineering	PSG Institute of Technology and Applied Research	6.74
HSE	Vidhyaa Vikas Boys Higher Secondary School	96.16
SSLC	Erode Hindu Kalvi Nilayam	97.2

CERTIFICATIONS: -
- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- ServiceMax Certified Administrator

TECHNICAL SKILLS:-

Languages	APEX, JAVA, SQL.
Salesforce Skills	LWC, Visual Force, Aura Components.
Application	Salesforce Sales Cloud, ServiceMax.

PROJECT SUMMARY:-

PROJECT-1

Client : Johnsons Controls Inc.
Role : ServiceMax Admin/Developer
Duration : From JAN 2021 to April 2023

Client Description:

Johnson Controls International is an American Irish-domiciled multinational conglomerate headquartered in Cork, Ireland, that produces fire, HVAC, and security equipment for buildings. As of mid-2019, it employed 105,000 people in around 2,000 locations across six continents. In 2017 it was listed as 389th in the Fortune Global 500. It became ineligible for the Fortune 500 in subsequent years since it relocated its headquarters outside the U.S.

Roles and Responsibilities: -

- Worked in Agile environment to develop and maintain the application.
- Configured and customized the Salesforce Standard objects and Custom objects.
- Created and modified the ServiceMax SFMs and done the field/object mapping, implementing validation rules and other functions in it.
- Created and updated the output documents in the SFMs as per business needs.
- Having good knowledge in ServiceMax Objects such as Cases, Work Orders, Service/Maintenance Contracts, Timesheets, Parts requests, Proforma Invoices etc., and its functionalities.
- Maintain and customize all aspects of salesforce platforms including objects, fields layouts, data manipulation and migration.
- Maintained multiple user profiles, role hierarchy, security and sharing rules.
- Managing user profiles like creating the users and providing production support if they face any issues in the application.
- Implemented picklists, dependent picklists, lookups and master-detail relationships, validation rules and formula fields to Salesforce objects.
- Worked in ServiceMax mobile applications such as ServiceMax GO and FSA.
- Interacted with various Integration teams to fix the issues related to integration.
- Collaborated with Business Stakeholders to analyze requirements and translate into technical requirements and articulate system design considerations.

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Place:
Date: (JIM JEBERSAN A)