KANITHA PRIYA PATTANIMUTHU

SALESFORCE DEVELOPER

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🏠 Alwarthirunagr, chennai

Looking for an opportunity as a Salesforce Developer and a platform to learn, grow, explore and face challenging tasks.

WORK EXPERIENCE

- Total IT Experience – **6 years (Salesforce)**
- Programmer Analyst in Cognizant technology solutions, Chennai – 2014 to 2017
- Software Engineer in Prelude Systems, Chennai – 2017 to 2018
- Application Development Senior Analyst in Accenture, Chennai – 2018 to 2019
- Salesforce Consultant in Cloud Desk Technology, Dubai – 2019 till date

ROLES AND RESPONSIBILITIES

- Involved in gathering project requirements from clients, proposal creation, estimation and technical document preparation
- Handled Project implementation as a single resource from offshore and also acted as technical lead for a team of 5 members.
- Handled daily/weekly status calls with onshore on technical requirements discussion and project progress
- Participated in audit meetings to update the org as per business and industry standards
- Provided pre GO-LIVE demo to client and post deployment demo to end users
- Trained freshers in Salesforce
- Analyzing & debugging technical issues in Salesforce and providing break fixes
- I was a part of recruitment panel handling interviews for freshers.
- I was a part of problem management. Gathering inputs from team members and tracking the status of problem records and closing them on time.

TECHNICAL SKILLS

Customization:

- Lightning Web Components (LWC)
- Lightning Components (LC)
- Classic visualforce pages, visualforce pages with SLDS and developed highly responsive visualforce pages to be supported in Mobile, IPad and Laptop with the help of UI developer
- Salesforce Integration with :
    - Informatica
    - Google Analytics
    - SharePoint
    - Jitterbit
    - Quip
    - Spanning Tool
- Jitterbit Integration with:
    - Sage 300
- SharePoint profile setup
- Data Migration from Yardi to Salesforce
- Classic and Lightning Community
- Classic partner community portal UI design
- Building Managed & Unmanaged package and launching them in app exchange
- Apex Class, Batch Class
- Triggers
- Test classes

Configurations:

- Process Builder
- Flows
- Approval Process
- Outbound Messages, Workflows, Formulas and Email alerts
- Web-to-Lead, Web-to-Case [Standard]
- Email-to-Lead, Email-to-Case [Custom]
- Quick actions, Custom settings, Custom metadata, Custom labels etc.

Deployment tools:

- Change Sets
- Eclipse
- Visual studio
- ANT

Documents

- Estimation document
- Technical and Functional document
- Deployment steps and Deployment checklist document
- User manuals

PROJECTS HANDLED

Worked on

- Lightning Migration projects
- Building Salesforce Org from scratch
- Purely classic and lightning projects
- Integration projects

[Majority of my work is on **Sales Cloud**]

⚡ Lightning

- Dubai properties Land Sales [Industry - Real Estate, Company – Cloud Desk Technology]
- Syneos Health [Industry - Real Estate, Company – Cloud Desk Technology]
- Roche [Industry - Healthcare, Company – Accenture]
- Biogen [Industry - Healthcare, Company – Accenture]
- PLOS [Company – Prelude systems]
- JHC [Company – Prelude systems]

© Classic

- Dubai properties Residential Sales [Real Estate Domain, Company – Cloud Desk Technology]
- American Technologies Inc. [Company – Prelude systems]
- Wisconsin Economic Development Corporation [Company – Prelude systems]
- Disney [Company – Prelude systems]
- H&S [Company – Prelude systems]
- Airbus [Company – Prelude systems]
- Centrica [Company – Cognizant Technology Solutions]

Lightning Projects

➢ **Dubai Holding, DAFZ – Building Org from Scratch with Aura, LWC, Data Migration and Implementations using SLDS**

Roles and responsibilities:

- Worked on a number of visualforce pages using SLDS which are supported in both classic and Lightning to support both classic and lightning users
- Worked on Integrating Salesforce with other technologies (Informatica, Yardi, Oracle) to migrate data from different systems into Salesforce to make Salesforce as Primary UI for users to view all data in one place
- Worked on a number of LWC screens for our new Lightning project
- Designed UI with new themes for our portal users
- Involved in the whole implementation process right from gathering requirements from client, proposing efficient solution, estimating, documenting, deployment and final demo to clients and implementing feedbacks if any.
- Participated in many audit meetings and made the Org as secured as possible by following strict security standards in line with their business rules.

➤ Roche Lightning migration

Roles and responsibilities:

- Worked on the Lightning migration of existing sales process
- Analyzed on the existing sales functionalities and identified the gaps/breaks in Lightning and provided estimates for the same
- Converted all existing visual force pages to be supported in both lightning and classic
- Created quick actions and lightning components for all the java script and URL buttons which were not supported in Lightning
- Provided alternative solutions for key sales functionalities which were breaking with lightning limitations

➤ Biogen Lightning Customer portal

Roles and responsibilities:

- Worked on complex form functionalities in Lightning customer portal which involves navigation between multiple portal screens, complex and huge volume of auto populate, autosave, dynamic binding of data and Integration with third party "E-sign" package.
- Implemented auto verification of form fields with generic salesforce error messages.
- Implemented the whole portal implementation with Salesforce recommended best practices

➤ Syneos Health – Org Build from Scratch with Lightning Implementation

Roles and responsibilities:

- Built an Org from scratch by combining the data model from two Orgs.
- Gathered initial org setup details and data model requirements for the "to-be" Org and implemented the same
- Lift and shift of existing functionalities from two Orgs to the new Org
- On top of the existing functionalities, new functionalities were built in the new Org which will be lightning supported
- Converted all existing visual force pages, java script and URL buttons to be supported in lightning
- Provided alternative solutions for key sales functionalities which were breaking with lightning limitations

➤ PLOS Lightning migration

Roles and responsibilities:

- Analyzed the lightning readiness report and their existing Org functionalities.
- Provided a lightning migration document with the list of components that needs to be migrated from classic to lightning.
- Created few lightning components, quick actions and modified few visual force pages to support lightning. Tested and deployed these components to production.
- Prepared user manual and shared the same to the client.

> ## JHC Lightning Community

Roles and responsibilities:

- Analyzed the requirement.
- Created a new lightning community and configured the view as per the client's requirement.
- Modified user's permissions to access the new site.

INTEGRATION PROJECTS:

> ## ATI – American technologies, Inc

ATI provides reconstruction services to its customers in case of natural disasters. They wanted to automate the manual form filling process (used by field employees) and sync the same to third party Sage 300.

Roles and responsibilities:

- Involved in Proposal creation, estimation, deciding the approach and technical design
- We created a highly responsive visualforce page to be accessed from any device
- The field employees has access only to limited standard and custom objects. The updates to out of scope objects are achieved in the backend by getting inputs via **wrapper clas**s.
- Involved in Integrating Salesforce with Jitterbit and from Jitterbit to Sage 300

Jitterbit Integration with Salesforce and Sage

- Created an outbound message in Salesforce
- Created a project in Jitterbit Harmony. Gave the connection strings to connect with Salesforce and Timberline (sage 300)
- Queried the records from Salesforce using Jitterbit and updated the details in Sage.

> ## WEDC - SharePoint Integration

WEDC (Wisconsin Economic Development Corporation) is a Wisconsin based government company. They help small entrepreneurs to establish their business in Wisconsin. They maintain all their customer's documents in SharePoint. They approached us to integrate their Salesforce Org with SharePoint.

Roles and responsibilities:

- Analyzed the requirement.
- Integrated Salesforce with SharePoint
- Created new folders and files in SharePoint via Salesforce
- Displayed the existing folders and files from SharePoint in Salesforce

SharePoint Technical skills:

- Created an App, generated a client secret and configured the app with the required permissions
- Created a library and the columns for the document. Given permissions for the folder

> ➤ **Quip Integration:**

Analyzed on the features of quip and integrated the same with Salesforce. With Quip we can expose a report from Salesforce to quip site and this is mainly used in conference sales meeting where many people access and modify the same data. All the modifications will be synced to Salesforce within few seconds. Similarly files or documents from Quip can be easily integrated and related with Salesforce records.

> ➤ **Disney - Survey Force Integration:**

Integrated Survey force with Salesforce. Survey force is an app exchange app with which we can fill online surveys to get client feedback. This is a managed package. We have modified the survey visualforce page look and feel as per customer's wish and published this in a public site.

> ➤ **Analysis on Map Box:**

The client was using map quest API and they want to migrate to mapbox. We analyzed on the features on mapbox and provided a feasibility report.

OTHER PROJECTS:

> ➤ **H&S**

H&S is a recruiting company. They use an enormous number of Sandboxes which are periodically refreshed. They approached us to automate the manual insert/update of huge count of records involving 20+ objects and also to maintain the relationships between different objects. This should be followed by auto verification of inserted records.

Roles and responsibilities:

- Involved in the initial analysis of objects and their relationships and framing a sequence of objects to insert and update
- Involved in creating apex classes to convert csv files to Salesforce records
- Involved in auto verification process

> ➤ **WEDC**

WEDC (Wisconsin Economic Development Corporation) is a Wisconsin based government company. They help small entrepreneurs to establish their business in Wisconsin. They maintain all their customer's documents in SharePoint. They approached us to integrate their Salesforce Org with SharePoint.

WEDC – EmailToLead – Handled Inbound emails and created Leads in Salesforce

Technical skills involved – Email service, Apex class and custom setting

WEDC Spanning tool – Have implemented this spanning tool in Salesforce. This tool will be used to back up the existing data in Salesforce to a cloud and with this we can restore the backup data to any other Salesforce Org or in the same Org. The relationships between different objects can also be maintained using this tool (i.e both Master detail and lookup relation).

WEDC – Test Class development

Improved the overall test class coverage in WEDC Org by creating and updating more than 20+ test classes including test classes for web service classes.

WEDC Break Fix

Debugged the root cause of "101 SOQL Exception" and fixed the issue.

➤ **Centrica - British gas:**

British gas provides services for the sales and maintenance of boilers and other home installations in UK. Sales Force CRM Application was used to consolidate sales management for all the regions and to provide customized solutions to the Sales team to keep track of their customers, their contact information and their opportunities in Pipeline.

Analyzed the Org existing code to debug the issues and provided around 50+ break fixes

➤ **AirBus**

Created a custom report in Salesforce. This includes features like save "search filter criteria" with respect to each user. Ability to see parent Accounts. Ability to export as pdf and excel.

SALESFORCE CERTIFICATES

- Platform App Builder [Certified from Salesforce]
- Platform Developer I [Certified from Salesforce]
- Sharing and Visibility [Preparation In Progress]

OTHER CERTIFICATES

- SAP-ABAP/4 [Certified from Varehouse Infotech, Vadapalani 2013]
  - Fundamentals of ABAP/4 Programming.
  - Creating Custom database tables, Data Elements, Domains, Views through Data Dictionary and Search Helps.
  - Creating Internal Tables, SAP Scripts & Smart Forms.
  - Batch Data Communication (BDC).
  - Creating ALV Reports, Classical & Interactive Reporting
- DCA [Diploma in Computer Applications, Alwarthirunagar 2010]

EDUCATIONAL QUALIFICATIONS

- 10th :
  - School – St. Johns Mat. Hr. Sec. School (Alwarthirunagar)
  - Percent – 93%
- 12th :
  - School – St. Johns Mat. Hr. Sec. School (Alwarthirunagar)
  - Percent – 94.75%
- Bachelor of Engineering (B.E) :
  - Stream - Electronics and Communication Engineering (ECE)

- College - Sri Venkateswara college of Engineering (SVCE), Sriperumbudur [Anna University Affiliated]
- CGPA – 7.8%
- Year – 2010 - 2014

PERSONAL INFORMATION

- Name   :   Kanitha Priya Pattanimuthu
- Father Name   :   Pattanimuthu Iyamperumal
- Nationality   :   Indian
- State   :   Tamil Nadu
- DOB   :   8th Oct 1993
- Gender   :   Female
- Languages   :   English, Tamil
- Marital Status   :   Single