RM. SETHUKKARASI

SFDC – Technical Team Lead

 Email: rmsethukkarasi2709@gmail.com

 Mobile: +91-8072132559/8015105622

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| **PROFILE SUMMARY** |

* 4+ years of experience in Salesforce application development.
* Performed End to End App configuration and worked on Salesforce & Apttus Applications, Requirement Estimation, process design, build User stories, technical Implementation, Testing and Deployment.
* Worked on various Salesforce Projects in Sales, Service Cloud. Have experience in building projects individually and as a part of team from requirements gathering to production deployment and support.
* Analyze the Business Requirement and provide solution, Customizing and configuring the App based on requirements and delivering on time, design and maintenance of application.
* Involved in preparation of TDD & FDD, Planning Architectural & UI design.
* Dedicated performer who demonstrates innovation, communication, and teamwork to ensure quality, timely project completion, deployment and support.
* Strong business process knowledge, and a demonstrated capability to apply technology solutions in addressing complex, global business issues.
* Well versed in Salesforce Admin/Configuration & Customization.
* Experienced with Agile development practices
* Experienced with code optimization, Refactor the code and test classes.
* Capable of rapidly learning new technologies.
* Provided application production support during Go-Live of multiple projects.
* Represented project team in client location during project Go-Live.
* Completed 58 badges/modules in Trailhead and has scored 37,000 points.
* Earned EXPENDITIONER batch in Trailhead.
* Currently involved in Project discovery phase of multiple projects, involved in preparing SOW/ROM/PO, Cost Estimations and planning of projects and resource allocation.

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| **SKILL SUMMARY** |
| **SFDC EXPERTISE** | * Customization: Apex Class/Batch Class/Test Class/Apex Trigger
* Configuration/Admin: Workflow rules, validation rules, process builders, Flow, page layouts, managing field level securities, custom settings and metadata, User Interface, Tabs, Custom fields, Standard and Custom Objects, Object Relationship, Email Alerts, Approval Process, Record pages, Sales process, Lead process & Path settings, Reports & Dashboards
* Having good experience on Sales & Service Cloud.
* Security settings: Profiles, Roles & Hierarchy Permission sets, OWDs and sharing rules.
* Service cloud: Email-to-case, Web to case/web to lead, Milestones & SLA, Knowledge articles, Entitlement process, Escalation rules, Assignment rules, Duplicate/Matching rules.
* Sales console/Service console and processes.
* Lightning functionalities, Lightning App/Home/Record pages.
* Basic knowledge on Lightning aura components and LWC.
* Experienced on Classic to Lightning Migration
* Worked on Connected App Integration.
* Worked on Dev-Ops Process and tools like ANT, GitHub, GitLab/source control, GitBash, Jenkins, Eclipse-Neon-6.
* Used Change set, Copado, Eclipse IDE, Visual Studio Code, workbench migration tool to deploy metadata, Data loader, Import/Export data functionalities.
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| **MANAGEMENT SKILLS** | * Requirements Analysis/Discovery of Project
* Documenting the Business process
* Design the Solution & Frame User stories
* Preparing SOW/ROM/PO & Project estimations, Resource planning.
* Handle Team efficiently and mentor team members.
* Handle day to day communication / coordination with onshore/offshore team of Technical & functional Consultants related to ongoing projects.
* Able to drive multiple projects and ensure quality, timely project completion, deployment, and support.
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| **CERTIFCATIONS** |

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Apttus CPQ 401
* Apttus Admin 201
* Salesforce Certified Sales Cloud Consultant
* Certified Business Analysis Professional (CBAP)
* Visual Basic (January 2014-February 2014)
* Cloud Computing from EMC2.

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| **EDUCATIONAL QUALIFICATIONS:** |

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| **COURSE** | **INSTITUTION** | **UNIVERSITY****/BOARD** | **YEAR OF PASSING** | **AGGREGATE** |
| B.E CSE | Panimalar Engineering College | AnnaUniversity | 2016 | 8.67(cgpa) |
| HSC | Holy Angels Mat Hr. Sec. School. | State Board of Tamilnadu | 2012 | 97 |
| ssc | Holy Angels Mat Hr. Sec. School. | Matriculation  | 2010 | 96 (District topper) |

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| **EXPERIENCE SUMMARY:**  |

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| **COMPANY NAME** | **DESIGNATION** | **MONTHS** |
| Solartis (Internship) | Associate Business Analyst | May 2016-Nov 2016 |
| Accenture | Application Development Analyst | Nov 2016-May 2020 |
| L&T Infotech | Senior Engineer- Cloud Services and Software | Jun 2020-Till Date |

**Onsite Experience:**

* 1 month of overseas onsite experience including client interaction & successful implementation of project.
* Represented project team in client location – Netherlands.
* Provided application production support during Go-Live of project.

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| **WORK SUMMARY** |
| **Project 1** |
| **Project Name** | **JDE**  | **Team Size** | 25 OverallMy team (7) |
| **Start Date** | JUN – 2017 | **End Date** | OCT – 2019 |
| **Project Description** | Jacobs Douwe Egberts is a Dutch company that owns numerous beverage brands. Scope of the project is to build the entire application for their products. The application allows individual customer/company to order any JDE Products and enroll for installation/De-installation, even they can renew their subscription order plan or can choose new plan. |
| **Role & Contribution** | Associate Application Development Analyst* Customizing and configuring the App based on requirements and delivering on time and maintenance of application.
* Represented project team in client location – Netherlands and provided application production support during Go-Live of project.
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| **Technology & Tools** | APTTUS-OM, COPADO, Developer console, Data Loader, Workbench |
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| **Project 2** |
| **Project Name** | **ABB**  | **Team Size** | 8 |
| **Start Date** | OCT 2019 | **End Date** | APRIL 2020 |
| **Project Description** | ABB (ASEA Brown Boveri) is a Swiss-Swedish [multinational corporation](https://en.wikipedia.org/wiki/Multinational_corporation) operating mainly in [robotics](https://en.wikipedia.org/wiki/Robotics), [power](https://en.wikipedia.org/wiki/Power_%28physics%29), heavy electrical equipment, and [automation](https://en.wikipedia.org/wiki/Automation) technology areas. Main scope of our project was to migrate and merge data from different applications and to implement new requirements.  |
| **Role & Contribution** | Application Development Analyst * Analyze the Business Requirement, Customizing and configuring the App based on requirements and delivering on time, involved in deployment activities. Handled the DevOps process independently.
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| **Technology & Tools** | SALESFORCE.COM, Developer console, GIT, GITHUB, GITBASH, JENKINS, ECLIPSE NEON-6, Source control, ANT. |
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| **Project 3** |
| **Project Name** | **Carrier - Kidde Latam to Onity Latam** | **Team Size** | 4 |
| **Start Date** | AUG 2020 | **End Date** | JAN 2021 |
| **Project Description** | Carrier Global Corporation is an American corporation based in [Florida](https://en.wikipedia.org/wiki/Palm_Beach_Gardens%2C_Florida), which manufactures and distributes heating, ventilating and air conditioning ([HVAC](https://en.wikipedia.org/wiki/HVAC)) systems. Main scope of the project is to Migrate all components and data to new Lightning org. Move all salesforce classic functionalities to Lightning functionalities. |
| **Role & Contribution** | Senior Developer - Cloud Services and software (Project Owner)* Analyze the Business Requirement and provide solution
* Performed End to End App configuration and based on requirements and delivering on time, design, and maintenance of application.
* Involved in Requirement Estimation, process design, build User stories, technical Implementation, Testing and Deployment, Preparing TDD & FDD.
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| **Technology & Tools** | SALESFORCE.COM, Developer console, Data Loader, Workbench  |
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| **Project 4** |
| **Project Name** | **Carrier-Kidde Safety to FSP EMEA** | **Team Size** | 6 |
| **Start Date** | DEC 2020 | **End Date** | APR 2021 |
| **Project Description** | Main scope of the project is to Migrate all components and data to new Lightning org. Move all salesforce classic functionalities to Lightning functionalities and build Quoting solution. Build integration between JDE and Salesforce for order data transfer. |
| **Role & Contribution** | Senior Developer - Cloud Services and software (Project Owner)* Analyze the Business Requirement and provide solution
* Performed End to End App configuration and based on requirements and delivering on time, design, and maintenance of application.
* Involved in Requirement Estimation, process design, build User stories, technical Implementation, Testing and Deployment, Preparing TDD & FDD.
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| **Technology & Tools** | SALESFORCE.COM, Developer console, Data Loader, Workbench |
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| **Project 5** |
| **Project Name** | **Supra Real Estate and Supra Tier1** | **Team Size** | 6 |
| **Start Date** | JAN 2021 | **End Date** | Till Date |
| **Project Description** | Main scope of the project is to develop an application for all Sales and Service functionalities in Salesforce as per the requirement. Migrate all components and data from external Clientele system to Salesforce Lightning org. Integrate salesforce with 2 external systems (Direct connect and through middleware) and transfer data from external system to SF. |
| **Role & Contribution** | Technical Team Lead/Project Owner* Analyze the requirement and Document the Business process
* Design the Solution & Frame User stories.
* Prepare SOW/ROM/PO & Project estimations, Resource planning.
* Handle Team efficiently and mentor team members.
* Handle day to day communication / coordination with onshore/offshore team of Technical & functional Consultants related to project requirement and Scope.
* Drive project and ensure quality, timely project completion, deployment, and support.
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| **Technology & Tools** | SALESFORCE.COM, Developer console, Data Loader, Workbench, Visual studio code, Team Management, Project Coordination. |
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| **Project 6** |
| **Project Name** | **ALC PARTNER DEALER** | **Team Size** | 9 |
| **Start Date** | MAR 2021 | **End Date** | Till Date |
| **Project Description** | Main scope of the project is Build all Community & Service functionalities in Salesforce as per the requirement and to migrate all functionalities and data from LOTUS notes application. |
| **Role & Contribution** | Technical Team Lead/Project Owner* Analyze the requirement and Document the Business process
* Design the Solution & Frame User stories.
* Prepare SOW/ROM/PO & Project estimations, Resource planning.
* Handle Team efficiently and mentor team members.
* Handle day to day communication / coordination with onshore/offshore team of Technical & functional Consultants and Business team related to project requirement and Scope.
* Drive project and ensure quality, timely project completion, deployment, and support.
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| **Technology & Tools** | Salesforce.com, Data Loader, Workbench, Visual Studio Code, Team Management, Project Coordination. |
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| **OTHER EXPERIENCE** |
| **Title** | Associate Business Analyst (INTERNSHIP) |
| **Start Date** | JUNE 2016  | **End Date** | NOV 2016 |
| **Role & Contribution** | Understanding business change needs and assessing the impact of those changes, capturing, analyzing, and documenting requirements and then supporting the communication and delivery of those requirements with relevant people.  |

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| **PERSONAL PROFILE:** |

 Sex : Female

 Date of Birth : 26-09-1994

 Languages Known : Tamil, English, Hindi- (read, write)

 Location : Chennai

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| **DECLARATION:** |

I hereby declare that the above furnished by me are true to the best of my knowledge and belief.

 (RM. SETHUKKARASI)