

AKASH M

Salesforce professional eager to explore Data Science and AI. Passionate about using data-driven insights and intelligent systems to solve real-world problems and drive innovation.

EDUCATION

Easwari Engineering College

Bachelor Of Engineering

2020 - 2024

- CGPA Obtained : 9.37

Swamys Matriculation Higher Secondary

School | Higher Secondary

2019 - 2020

- Percentage Obtained : 90.5

Swamys Matriculation Higher Secondary

School | High School

2017 - 2018

- Percentage Obtained : 92

WORK EXPERIENCE

Salesforce Developer

March 2024 - Present

Gen Digital

(Formerly Norton Lifelock)

- Implemented Offline Refund Form for Avast Supportal Portal to help customers submit refund requests easily, improving user experience and reducing support load.
- Set up Omni-Channel for Sprout Social to handle social media cases efficiently, improving response time and customer satisfaction.
- Built User Provisioning and De-Provisioning automation in Salesforce, reducing manual work and ensuring secure user management.

TECHNICAL SKILLS

- DJANGO , PYTHON
- HTML, CSS, JAVASCRIPT, BOOTSTRAP
- PHP, SQL
- SALESFORCE CRM
- SALESFORCE FLOWS & PROCESS AUTOMATION
- DATA LOADER / DATA IMPORT WIZARD

PROJECTS

- Covid Vaccination Booking System using Django
- Personal Voice Assistant - THAMIZHA
- Loan Management System - AGH LOANS
- Web Application – Quest Tracker



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PROFILE

- GitHub - [akashmurugan](#)
- LeetCode - [Akashmurugan03](#)

CERTIFICATIONS

- Crash course on Python in Coursera
- Introduction to Google Data Studio in Google
- Html CSS JavaScript Bootstrap In Coursera
- Django in CopperCloud
- Salesforce Certified AI Associate
- Salesforce Certified Administrator

INTERNSHIP

- Completed a Full time Internship in ARJAVA INDIA TECH PRIVATE LIMITED as Web Developer for 7 weeks.
- Completed a Full time Internship in SHIASH INFO SOLUTION PRIVATE LIMITED as Web App Developer for 12 weeks

ACCOMPLISHMENTS

- Won in Flirp Hackathon for the task Customer to Customer Loan Lending System organized by Flirp Innovation Labs.
- Participated in KAVACH 2023 and got shortlisted among the top 20 teams on the topic Advanced ANPR and FRS System
- Awarded patent for Automatic Sludge Cleaning System for Cargo Ships, an automated solution designed to reduce manual intervention and enhance environmental sustainability in marine operations.