

Sairam Sekar

Chennai, India 600100
+917904348492
s.sairam.1995@gmail.com

Summary

- To pursue a challenging position and aspiring to associate myself with **SALESFORCE** and enable to develop as a person who could be pivotal in the growth and development of the organization.
- **Salesforce Certified Platform Developer I** | Experienced Developer in Creating Custom Solutions.
- Trustworthy Salesforce Developer with **2+ years** of practical experience and dedicated work ethic. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines.

Experience

AJ Skill Development Center

September 2022 to Current

Salesforce Developer

Chennai, Tamil Nadu

- Trained on Apex classes and Apex Triggers for various functional needs in the application
- Provided **admin support** for projects
- Experience working on data model and SOQL, SOSL, DML statements, SObjects and Governor Limits
- Good knowledge of security and sharing rules at object, field, and record level for different user at different levels of organization
- Created various profiles and configured the permissions based on the organizational hierarchy
- Developed different Validation Rules to ensure that the valid data is being entered into the Organization
- Created Page Layouts and assigning different layouts based on Record Types
- Configured/Created Profiles and Permission Sets for the organization and setting up
- Field-level, Object-level security rules for the applications.
- Created multiple custom objects, fields, relationship between two objects, page layouts and record types.
- Solid understanding of Salesforce security concepts (OWD, Sharing Rules) and object relationships, gained through hands-on projects.

Sutherland

April 2016 to July 2022

Senior Associate

Chennai, Tamil Nadu

- Responded to customer inquiries via phone, email, and chat, providing timely and accurate technical support.
- Diagnosed and resolved complex software issues by analyzing log files performing remote troubleshooting, and conducting thorough research.
- Escalated critical issues to the appropriate teams and followed up on resolutions to ensure customer satisfaction.
- Creating and configuring user(s) profile , Doing backup for mailbox of user , Configuring Mailbox in Exchange and Handling user access permissions in AD.
- Coordinated with various teams whilst handling high priority issue(s) , Performed hardware and network troubleshoots.
- Drafted reports while it required to be sent, shared on daily and weekly basis Good Knowledge in Windows Operating system, also dealt with hardware related issues including workstations, Laptops and networks.
- Maintaining user accounts on Active Directory.
- Attended bridge conference on daily basis on behalf of team to provide update Outstanding communicator with experience in customer service as well as ability to identify, develop and enhance client relationships.
- I have assisted associates and coached them with the process of customer service and service

delivery operations.

- Collaborated with cross-functional teams, including developers and product managers, to provide feedback on product improvements and bug fixes.
- Created and maintained comprehensive documentation, including FAQs and knowledge base articles, to assist customers in troubleshooting common issues.
- Conducted training sessions for new support associates to enhance their understanding and best practices for customer support.
- Helped customers set up new systems, applications and software and used remote access to navigate and link to customer computers.
- I have an experience of leading a team of around 20 members in Voice/ Non-Voice process and have managed the team's quality, performance, AHT and coached them with the SOP , in WFH (remotely) and onsite.

Certifications

- Salesforce Certified Platform Developer I

Education

Prince Arts & Science College 2016
B.Sc: COMPUTER SCIENCE
Chennai, TN

Zion Matriculation 2013
Higher Secondary School: Computer Science
Chennai, TN

Zion Matriculation 2011
SSLC: 10th
Chennai, TN

Accomplishments

- Received an award for EXCELLENCE IN DELIVERY for individual performance.
- Recognized as BEST PERFORMER for achieving highest performance rate for the consecutive weeks.
- Completed Professional salesforce training and Hands on Challenges.
- I have been trained with intense real time case studies. I am also a part of Peer Educator program.
- Supporting co-learners by joining the co-learner session, where will help to clarify the doubts of my co-trainees.