



R Madhan Kumar

Salesforce Developer

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3 Years 4 Months of experience

PROFILE SUMMARY

Salesforce Developer | Certified Platform Developer I

Over 3 years of experience in Salesforce development, specializing in Salesforce Experience Cloud and CRM solutions. Proficient in Apex, Visualforce, SOQL, SOSL, Lightning Web Components (LWC), and web technologies like Java, CSS, and HTML. Hands-on expertise with version control tools, including Bitbucket, and integration with ERP and marketing applications. Demonstrated strong knowledge of security concepts, including authentication, encryption, and single sign-on (SSO). Certified Salesforce Platform Developer I, with additional training in Agile Scrum methodologies. Proven ability to deliver scalable and secure solutions, improving operational efficiency and user satisfaction by leveraging Salesforce CRM features.

WORK EXPERIENCE

Salesforce Developer

Web Synergies

03-2022 - Present

Enhanced Community Cloud processes to improve functionality and user experience. Implemented appropriate roles, profiles, and permissions for a large user base, ensuring robust security and access control. Customized functionalities based on business requirements, resulting in a 30% improvement in operational efficiency. Conducted unit and manual testing for developed features, ensuring adherence to quality and performance standards. Streamlined

KEY SKILLS

Salesforce Developer

Software Development

salesforce lightning

lightning web components

community cloud

force.com

agile methodology

salesforce.com

salesforce crm

service cloud

salesforce administration

sfdc development

salesforce.com administration

CERTIFICATION

Salesforce Certified Administrator

Salesforce Platform Developer 1

Agile Scrum Training

PROJECTS

Integrated Customer Portal - Salesforce Experience Cloud

1041 Days

- Played a pivotal role in the Customer Portal Project, supporting a global user base of over 50,000 and achieving a 30% improvement in operational efficiency.

processes by developing customized flows tailored to specific business team requirements. Optimized case management and lead tracking by creating case assignment and lead assignment rules.

INTERNSHIP

Oscar

120 Days

EDUCATION

B.Sc - Computers

2021

Sri Venkateswara College, DU

- Managed and resolved support tickets using Salesforce Experience Cloud, ensuring seamless user experiences and high satisfaction rates.

- Designed and implemented scalable solutions using Apex, Lightning Web Components (LWC), and Visualforce, enhancing portal functionality and user engagement.

- Utilized SOQL and SOSL to develop efficient database queries for custom reporting and data management.

- Integrated Salesforce with third-party systems like SAP CDC and integrated marketing applications like Pardot ensuring smooth data flow and improved business processes.

YODA - Service Cloud

24 Months

- Designed and implemented key Service Cloud features to optimize customer support operations, enhancing efficiency and user satisfaction.

- Developed and customized Salesforce solutions, including advanced case management, knowledge base integration, and service-level agreements (SLAs).

- Leveraged Lightning Components, Synchronous and Asynchronous Apex, and other Salesforce technologies to deliver a seamless user experience.

- Configured and deployed basic flows, process automations, and the Service Console to improve agent productivity and streamline processes.

- Established scalable and governor-limit-compliant Apex solutions to ensure system performance and reliability.

- Configured case assignment rules and escalation rules to enhance case management workflows.

- Delivered comprehensive user training and prepare

LANGUAGES

English