**Experience Summary:**

* **4+ years of experience in Salesforce CRM** of Information Technology industry experience which includes software analysis, design & development and Sound knowledge in Salesforce.com (**Integration SOAP API & REST API, Apex class, Visual force, SOQL, SOSL, and Triggers, Email services**).
* Experience in creating **Batch apex,** **Email Services.**
* Experience in Administration, Configuration, Implementation and Support of Sales force CRM
* Responsible for any configuration changes, enhancement requests or mass data updates
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Performed Workflow and Approval process and Data loader.
* **ANT Tool Deployment.**
* Creating Custom reports ,Dashboard, Deployment to production
* Create a Salesforce Case, lead from outside Salesforce Web-to-Case, Web-to-Lead.
* **1 year** Onsite Experience in Malaysia.
* **Certified Salesforce Platform Developer-I.**
* **Having Valid US Visa(H4).**
* Experience in Utilities, Banking, garments, Retail, shipping and Healthcare Domains
* **Completed JLPT-5(Japanese Language Level-5).**

**Educational qualification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Major** | **Institution** | **Year Passed** | **Marks Scored** |
| *Master of Computer Application* | Computer Applications | SCSVMV [Deemed university], Kanchipuram, Tamil Nadu, India | May-2006 | 8.8/10 [CGPA] |
| *Bachelor of Computer Science* | Computer  Science | PeriyarUniversitySalem,  TamilNadu ,India | April-2003 | 70.04% |
| *12th* | Higher Secondary Course Certificate | TamilNadu State Education Board | March-2000 | 68.2% |
| *10th* | Secondary School Leaving Certificate | TamilNadu State Education Board | March-1998 | 71.4% |

**Technical Skills:**

Languages : Web services, SOAP API& REST API, Apex class, trigger, SOQL, SOSL

CRM Tool : Salesforce.com

Scripting Languages : Java Script, JQuery

Web Technologies : Visual force (Salesforce), XML, HTML, CSS

Reports : Dashboard & Reports

IDE : Force.com IDE and Apex Data Loader

Integration : Dotnet to Salesforce, Java to Salesforce.

Deployment : ANT tool and Change set.

**Work Experience**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Designation** | **From** | **To** |
| Wabco India Private Limited  [www.Wabco-auto.com](http://www.Wabco-auto.com) | Sr.Salesforce Developer | Jan-2016 | Sep-2016 |
| KPIT Technologies Private Ltd  [www.KPIT.com](http://www.KPIT.com) | Sr.Software Engineer | Feb-2015 | Sep-2015 |
| Swas Technologies  [www.swastech.com](http://www.swastech.com) | Sr.Software Analyst | June-2013 | Feb-2015 |
| Mobius Knowledge Services  [www.Mobiusservices.in](http://www.Mobiusservices.in) | Sr.Software Developer | Nov-2012 | May-2013 |
| Swas Technologies  [www.swastech.com](http://www.swastech.com) | Software Developer | Apr-2008 | Sep-2012 |

**Project summary**

**Current Project**

**Project Name : WABCO CRM (TRAMO Sales)**

**Client :** [**www.wabco-auto.com**](http://www.wabco-auto.com)

**Duration : Jan 2016 to till date.**

**Technology : Force.com IDE, Apex class, VF pages, Workflow,Trigger,Batch Apex, Data loader, Process builder, Salesforce1 simulator,SOQL, SFDC Configuration,Reports,SOAP integration (SAP and TIBCO), Email to case.**

**Project Description:**

Wabco CRM Create relationship between OE (original Equipment) and AM (After Market). CRM contains following modules such as TRAMO sales, Opp management, Case management (for Both OE and AM), customer matrix, vehicle production, Pricing AM and Strategic marketing. Also having integration with SAP and TIBCO for customer management. The initial data comes from SAP. This solution cover full sales and services activity should be captured using salesforce.

**Responsibilities:**

* Involved in End-to-End requirement Analysis, design and development.
* Web services using SOAP API, Configuration, Customization, writing apex class, trigger and Email template, email services.
* Developed Customized charts and reports.
* Daily Activities AGILE and SCRUM Storyboard.
* Involved in Calls with Clients
* Configuring Page Layouts, Record Types, Managing Fields and their dependencies, Tabs.

Developed Custom Objects, Fields, Validation Rules, page layouts, and OWD settings, Workflows, Custom Settings and Test Classes.

**Project Name : WAM (Work and Asset Management)**

**Client : Wessex Water Ltd. UK,** [**https://www.wessexwater.co.uk/**](https://www.wessexwater.co.uk/)

**Technology : Web services, Soap API, Apex class, Apex trigger, Visual force pages, Approvals, Workflows, Reports, Data loader, Email services**

**Project Description:**

WAM Programme deals with the Work and Asset Management (WAM) where assets are being managed and maintained by creating schedules and work orders to check the assets quality periodically. Various applications involved in the end-to-end process of WAM such as Click Scheduler and Click Mobile. Hansen is the application from Infor, which deals with the whole process of Asset management. It acts as a repository of Assets and it involves creation of assets and creation of schedules for maintaining the assets. Click Software is a COTS product that deals with field service and Workforce management with products such as Click Schedule and Click Mobile. Click Schedule deals with automated work allocation and Click mobile is the application that enables field user to execute & update about the Job in field. The information regarding the assets will be updated to Click Schedule from the field using Click Mobile. Separate application for dealing with statutory assets and its management. Module dealing with creation of Containers for storage of assets in a stock area.

The enterprise solution of WAM is enabling Wessex water to merge all their businesses through automated systems that are connected through Cloud and thus it benefits their business process to be managed more efficiently.

**Responsibilities:**

Web services using SOAP API, Configuration, Customization, writing apex class, trigger and Email template, email services.

* Involved in End-to-End requirement Analysis, design and development.
* Involved in Calls with Clients and Testing Team.
* Configuring Page Layouts, Record Types, Managing Fields and their dependencies, Tabs.
* Developed Custom Objects, Fields, Validation Rules, page layouts, and OWD settings, Workflows, Custom Settings and Test Classes.

**Title : Indirect Sales**

**Client : Cbeyond**

**Team Size : 4**

**Technology Used :** **Apex class, Apex trigger, Visual force pages, Approvals, Workflows, Reports, Data loader, Email services**

**Project Description:**

The current implementation is to extend the existing Sales Apps of CBeyond. This mainly targets to CBeyond Indirect Sales group.CBeyond has already Salesforce implementation for Sales automation. The new implementation will be an add-on to the existing functionality of CBeyond. Scope is limited to Account, Contact & Opportunity management for indirect business group.

**Responsibilities:**

* Customized the SFDC Object and Create their page layout.
* Add some custom fields in Standard Objects and also create some Custom Object and Create different types of custom profile and object relationship.
* Write Apex, trigger, Visual force, code for execute flow and transaction control statements.
* Write some workflow rules for email alerts, task, and field’s update’s or out bound messages.
* Manage security Role/Profiles and access rights for users.
* Write Some Validation Rules for Records.
* Write SOQL and SOSL statements

**Title : S&C (Sales and Credits)**

**Client : Honeywell Technology**

**Team Size : 3**

**Technology Used : Apex class, Apex trigger, Visual force pages, Approvals, Workflows, Reports, Data loader**

**Roles & Responsibilities:**

* Experience of managing day-to-day administration of salseforce.com instance. Involved in creating users, page layouts, workflows, Visualforce and creating new fields as required.
* Resolving Case issues and creating change set and deploy to production
* Developed and maintained stored procedures and batch jobs for data synchronization between Salesforce and Offline Edition database.
* Business Trainer Responsible for curriculum development and delivery of a variety of Salesforce.com related Administrator trainings as well as proactively leading Salesforce.com implementations.
* Import and Export the data from outside of Salesforce.
* Developed Apex classes and Triggers to support the custom functionality.
* Developed Dashboards Reports

**5) Project Name:** IVY CARE **Client: Better Homes, Dubai. (Web Application)**

**Project Description:** Customer, to whom the company sold the house, contacts customer care for any housing problem (Plumbing, Electrical, etc.) or General Maintenance. After generating Quote and Work Order by Call Centre Executive (CCE) for the same the Field Engineer (FE) goes to the customer place and cures the problem. The FE finally reports to CCE and CCE generates Invoice based on that and confirm with the Client. The application registers, generates invoice and confirms the same (all process happens through phone call except actual work) and enables to view through reports.

**Role:** I've involved in creation/changes in master modules and done Work Order (WO)/transaction Modules (WO Register, WO Assignment, WO Status Update and WO Feedback, Technician Availability).

**Skill Used: ASP.Net 3.5, SQL Server 2008, JQuery and JavaScript, QlikView11 (BI)**

**4) (Windows and PDA Application)**

**Project Name : CAC (IVY CLUB) Client: Civil Aviation Club-Muscat, Oman)**

**Client : Ivy Mobility solutions P.Ltd.**

**Technology : VS 2010, VB.Net, SQLSERVER 2008, QlikView11 (BI), salesforce.com**

Description:

This ERP fully designed for this particular client. The App taking care all activities which is involved inside the club like Admin side, Managing Shisha POS, Bar POS, Party Order, marriage hall booking, Health Club, Swimming pool, Villa Booking and gate Entry. Based on registration. Type of cards (Member card, spouse card, Staff card, and Villa card club card) available to access all the areas in the club. Those facilities have been allocated to members based on the access. The charges also detected from the card. This App has been designed for **PDA (Personal Digital Assistance), windows, Android**

**Responsibilities:**

* Gathering requirements from the client for CR and Enhancement.
* Working Qlikview and crystal reports.
* Design and develop the project based on CR and enhancement docs.
* Release the obfuscation builds to QA and client.
* Salesforce Admin and dashboards, Reports and Configuration

**3) Project Name : Care21**

**Client : Columbia Asia-Malaysia, Vietnam**

**Technology : VS 2010, VB.Net, SQLSERVER 2008, WCF, QlikView11 (BI)**

Description:

This project has designed to implement day to day activities in multispecialty hospital. Its contain main module named as Front Office, Administration, Clinical, OE-Billing, Accounts, Services, master, Form Designer, Configuration, Reports. It’s already designed and developed in VS2005 (Windows based application), now we are in to migration to VS2010 using WCF.

**Responsibilities:**

* Working in production Support (called Mantis) to fix the bugs in Existing system this is rising from end users (client side-care21) in VS2005.
* Working in Migration of care21. Existing system has to converted in to VS2010 using WCF,vb.net,sqlserver2008
* Working with Enhancement for Existing System.

**2) Project Name : Learning management System (Product Based).**

**Client : Meridian Knowledge Solution, LLC. Virginia, USA**

**Team Size : 9**

**Technology Used : VS2010, ASP.NET, C#, Sql Server2008, Telerik, WCF (LMS12.1 V), web Services (LMS11.2.4V).**

**Description:**

**Learning management system (LMS)** is a software application for the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content. Main use of Meridian- LMS systems is managing training and educational records, to software for distributing courses over the Internet with features for online collaboration. Courseware area is mainly involved **SCROM ((Sharable Content Object Reference Model** (**SCORM**) is a collection of standards and specifications for web-based e-learning and) **AICC** and General Course. This Project has five main Modules My Workspace, Learning Center, Reference Center, Collaboration Center and Administration. Depends upon the User Permission it Display for the user. The Meridian Global LMS gives users access to courseware, documents, data, instructors and other learners at any time from their desktops or mobile devices. Unique needs.

Base Product :(<http://prodsupport-kv-11-2-2.meridianksi.net/>)- Need VPN Connection to Access LMS. Example Client: (<http://ttustage-kv-11-2.mksi-lms.net>)

**Responsibilities:**

* Logging Issue Ticket as per client. (Having 64 clients, based on calls from client).
* Analysis the logged ticket issue occurs on Customization or Base Product based on this have Clone the ticket and assigned to Developer.
* Site setup for Different Client through IIS in allocated VPM local Machine (US). (Application Deployment)
* Fixing Issue (Coding).

**1) Project Name : ERP system**

**Client : PCCS Groups SDN BHD. Malaysia**

**Team Size : 7**

**Technology Used : ASP.NET2.0, C#, Sql Server2005, Crystal ReportNxHarvester, NxTransformation, NxReceiver**

**Description:**

This Application used for Textile industry. This system centralized all textile organization function. The company receives the sale contract from their overseas buyer. This system intimates the sales planning, purchase Indent, Inventory Control, production process and shipment planning, cutting, sewing and all modules from the project. This system involves activities namely sales, purchase, stock search and shipment. Activities related to preparation of export documents takes place at the head office, purchase order generation. Invoice is prepared on a statutory format packing list is to be prepared on a statutory format and to be accompanied along with the invoice. Various MIS reports are generated such as buyer wise sales report, country wise sales report, export performance shipping and Payment details, purchase report and so on so.

**Responsibilities:**

* Gathering all related documents and prepare SRS design document.
* Design and build the coding As per Departments needs for cutting and Sewing module
* Creating database table in Sql-Server for cutting and sewing module.
* Creating reports in crystal report for cutting and sewing module.
* Creating User manual for all related module area.
* Given the training to PCCS garments ERP users.
* Establishment of NxHarvester.exe, NxReceiver.exe, NxTransformation.exe for do the data synchronization
* Synchronize the data to Malaysia, Cambodia, china in mid of the month and end of the month.

**Personal information**

Father Name : N.Perumal

Sex : Male

Date of Birth : 12.06.1983

Languages Known : English and Tamil, Telugu

**Declaration**

I solemnly declare that all the cited things are true to my knowledge and honesty.

Place: Chennai.

Date: **[KARTHIKEYAN.P]**