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| **CRM Experience**  **VEEVA CRM**  **VEEVA VAULT**  **Salesforce Marketing Cloud**  **Salesforce Service Cloud**  **Salesforce Sales Cloud**  **Salesforce Certifications**  **Veeva CRM Administrator**  **Veeva Vault Administrator**  **Salesforce PD1 developer**  **Salesforce Administrator**  **Key Technical Skills & Knowledge**   * **VEEVA CRM** * **VEEVA VAULT** * **Salesforce.com** * **Data migration**   (Apex data loader, IOD and workbench)   * **Deployments**   (Force.com IDE, Change sets and Workbench)  **Excellent Communication & Presentation Skills** |  | **Vignesh Kumar**  **Profile Summary**  Having 6.5 years of experience in the Information Technology. Involved in POC’s, Requirement Analysis, effort estimation, development, Application Maintenance, and Deployment.   * Manage team effectively and takes care of client communications * Create data model by analyzing the requirement including **Objects**, **Fields**, **Lookup**, **Master Detail relationships** among objects. * Create **Workflows** including field updates, sending emails, time dependent workflows, **Approval Process** to automate the business process. * Create **Formulas, Validation Rules** and **Triggers** to validate data and calculate values automatically * Organize different types of **Page layouts** and **Record Types** to support different business process. * Creating, manage and assign **Profiles** and **Permission sets** with set of permissions which controls what a user can do in the organization. * Maintain security at **Organization,** **Object level, Record level and Field level security** using **Profiles**, **OWD settings, Sharing Settings, Roles** and **Public Groups** * Creating **Report Types** and create **Reports** based on report types to analyze the data and create **Dashboards** to show reports in graphically for quick view and easy understanding. * **Scheduling Reports** to different users and **Schedule Dashboards** refresh. * Create **Deployment Connections** and **Deploy Meta data** changes to/from one **Sandbox** to other and to Production using **Change Sets** and **Eclipse IDE**. * **Create sandboxes** and **refreshing sandboxes** at regular intervals. * Perform **Unit testing** and preparing **Test Case** documents. * Preparing deployment checklist and IQOQ documents including post deployment and pre-deployment steps. * Experience with data migration using **Apex Data loader** and **Workbench** * Debug **Apex Classes**, **Apex Triggers** and creating **Visual Force** Pages. * Self-motivated, ready to learn new things, takes challenges, and a good team player. * Learning Marketing Cloud and Python.   **Technical Skills**: Salesforce, Veeva CRM, Veeva Vault, SOQL, Apex Data loader, Workbench, ANT, IDE etc.,  **Educational Qualification:** Completed B-Tech in 2012 from SRM Valliammai Engineering College, Anna University, Chennai  **Professional Experience: Working as Veeva CRM / Salesforce developer with Accenture.**  **Project Details:**  **PROJECT:** TAKEDA SFDC AO & ENHANCEMENTS  **CLIENT:** TAKEDA PHARMACEUTICALS LTD  **CRM TYPE:** VEEVA CRM, SALESFORCE CRM, VEEVA VAULT, SALESFORCE MARKETING CLOUD, SERVICE CLOUD  **Project TYPE:** SUPPORT, Enhancement, CONFIGURATION, DEPLOYMENT, Data Migration  **About Client:**  Takeda Pharmaceuticals is the largest pharmaceutical in Japan and Asia and one of the top 15 pharmaceutical company. The company has over 30,000 employees worldwide and achieved $18.5 billion USD in revenue during the 2017 fiscal year. The company is focused on disorders, gastroenterology, [neurology](http://en.wikipedia.org/wiki/Neurology), [inflammation](http://en.wikipedia.org/wiki/Inflammation), as well as [oncology](http://en.wikipedia.org/wiki/Oncology) through its independent subsidiary, [Millennium: The Takeda Oncology Company](http://en.wikipedia.org/wiki/Millennium_Pharmaceuticals). Its headquarters is located in [Chuo-ku](http://en.wikipedia.org/wiki/Chuo-ku,_Osaka), [Osaka](http://en.wikipedia.org/wiki/Osaka).  **Responsibilities:**  **Team Lead:**   * Taking care of multiple applications which include Veeva CRM for all regions (APAC, EUCAN, USA) and Veeva Vault for all regions which includes   PromoMats (includes Multichannel), ETMF, MedComms, Submissions.   * Working as Transition Lead for all applications related to Veeva CRM, Veeva Vault & Salesforce where Vendor provides KT to our team for new & existing applications to be added in scope. * Currently leading a team of 20+ team members. * Responsible for End to End deliverables for all applications which are in scope related to VEEVA & Salesforce * Gather requirements and suggest technical solutions to client in time bound manner. * Involved in resource management and technical solutioning during bidding process from Accenture side   **Senior Support Analyst:**   * Designated as **Onshore Lead** for EUCAN region for period of 1.5 years based out of **Madrid, Spain** from May 2016 to November 2017. * Currently designated as Offshore Lead leading 15+ members involving multiple regions. * Responsible for Client communication, escalation management, coordination of different vendors * Lead the team of 7 members from onshore(Madrid). * Support lead for the Veeva CRM which is built on salesforce platform and Vault application which underwent entire Europe and Canada countries rollout which is approx. 20 countries * Single POC for support in onshore for Veeva CRM and Vault Application. * Complete E2E support of the application to the customers * Mainly involved in functional categorization of the issue and technical decision making * Responsible for handling high priority issues and discussion with local country admins on day to day basis * Worked with business in person which involves requirement gathering and providing technical inputs to the queries. * Have also worked as offshore team lead, responsible for attending client calls along with onsite counterpart and preparing weekly status report * Analyzing client requirements, doing POC and giving Alpha, Beta demos to clients * Configuring and managing iRep application (offline iPad app for sales reps) * Expertise in Single Sign on Configuration * Designing solutions and deploying to sandboxes for testing. * Well-equipped to support all Multichannel platform related issues in Veeva. * Configuring workflows, Approval Process to automate business. * Creating Validation rules, formula fields and triggers to validate data. * Creating Reports and Dashboards and storing them in folders to give access to different groups and schedule them to users at diff frequency * Managing security at Organization level, Object level, Record level, field level by using Profiles, roles, sharing rules * Data migration using Apex data loader and workbench * Working with different VEEVA modules like Accounts- Territories, Products Catalog, Sample Management, Multichannel modules, Call Reporting especially with iPad Application * Also, have exposure to Veeva Network and Veeva Align * Preparing system test scripts, UAT scripts and IQOQ * Working on production support issues and resolving in time. * Experience in working with Salesforce.com Sandbox, Production Environments and periodically inform client related to environment management. * Creating workflows and approval process and validation rules, formulas. * Creating report types and reports and stored in different folders and scheduling to different users. * Creating dashboards and define running user settings and schedule refreshes. * Maintaining security setup at Org level, object level, record level and field level using profiles, roles and sharing rules. * Deploy metadata from one sandbox to other sandboxes and production using change sets, Workbench, ANT etc., * Data Management - Data Loader, and Import Wizard, Mass Data Transfers, etc * Recently underwent training for Salesforce Marketing cloud and aware of basics * Have good understanding in Salesforce service cloud application. * Primary POC for all vault related issues * Vault have review, approval and Multichannel digital content platform which is specifically designed to manage content as per Pharma Industry standards * Have very good domain specific knowledge which allows to resolve issue understanding business process related to Life Sciences Industry.   **Support Analyst:**   * Handled a team of 5 members with all success by getting deliverable done within deadlines which includes both USA and Europe applications * Complete E2E support of the application to the customers. * Expertise in Veeva support which involves resolving complex issues * POC for US application offshore team during its initial rollout and support * Received multiple appreciations from client and Accenture Management for smooth delivery * Responsible for the Veeva release deployments in US applications * Expertise in configuration of Page Layouts, Field Level Security, Profile Settings, Validation rules, OWD, VMOC and all Veeva modules. * Basic Knowledge exposure to Apex Classes, Apex Triggers and Visualforce pages * Worked on data loader, workbench for various data loads * Worked on Informatica cloud to automate various data load processes. * Designed the System and Unit Test cases. Performed the System and Unit Test case executions and corrected the system as per the issues. * Developed solutions for couple of minor releases in US application.   **Associate:**   * Help senior team members for completing day to day activities * Develop Unit test cases and ensure testing is successful for new enhancements * Work on simple issues and ensure there are no SLA miss * Involve in realignment activities and help in data loading for objects * Responsible for refresh of sandboxes and ensure loading of required data for testing * Have minimal knowledge on Siebel Administrator activities * Part of Siebel to Salesforce Migration team which also includes avoiding loss of data in the process of migration * Underwent training for Salesforce and completed Dev 401 certification * Gained team and client confidence for support activities to project team during rollouts and enhancements phase |