

SAAI RAGAUVENDRA S

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EDUCATION

RMD ENGINEERING COLLEGE

BE IN ELECTRONICS AND
COMMUNICATION ENGINEERING
April 2022 | Chennai, Tamil Nadu
Cum GPA : 8.02 / 10

DON BOSCO MATRICULATION SCHOOL

HSC-CLASS 12
April 2018 | Chennai, Tamil Nadu
Percentage : 90.58 %

SSLC-CLASS 10

April 2016 | Chennai, Tamil Nadu
Percentage : 94.40 %

LINKS

Linkedin:// [saair](#)
Github:// [saair](#)

CERTIFICATIONS

Certified Platform Developer I : **PD I**
Introduction To Artificial Intelligence : **AI**
Introduction And Programming With IOT
Boards : **IOT**
Business English Certificate : **BEC**

SKILLS

PROGRAMMING

Coding Languages:
• Java • HTML • CSS • Javascript
C • SQL • Arduino • Python

SALESFORCE

Coding Languages:
• Apex classes • Trigger • Batch Apex
• Schedulable Apex • Aura • Lightning
Web Components • Test Classes

No code automations :

• Flows • Process Builder

Marketing Cloud Tools :

• Email Studio • Content Builder
• Audience Builder • Journey Builder

Salesforce Tools:

• Visual Studio • Workbench
• Data Import Wizard • Data Loader

Clouds:

• Sales Cloud • Service Cloud • Marketing
Cloud • NPSP Cloud • NPC Cloud

TOOLS AND PLATFORMS:

• JIRA • Confluence • Git And Github
• Excel

PROFESSIONAL SUMMARY

Salesforce Developer with 2.5 years of experience in Sales Cloud, Service Cloud, NPSP, NPC and Marketing Cloud. Expertise in Salesforce customization, configuration, and development using Lightning Web Components (LWC), Apex, Flows, Triggers, and integrations. Strong background in automating business processes, troubleshooting, and optimizing systems for efficiency.

WORK EXPERIENCE

CENTELON IT SOLUTIONS | INTERN (SALESFORCE)

June 2022 - Sep 2022 | Chennai, Tamil Nadu

CENTELON IT SOLUTIONS | ASSOCIATE CONSULTANT (SALESFORCE)

Sep 2022 - Jan 2025 | Chennai, Tamil Nadu

Project A – Salesforce Developer

- Configured and optimized Nonprofit Success Pack (NPSP) Campaign Management, increasing campaign tracking efficiency by 40%.
- Developed custom Lightning Web Components (LWC) to enhance user experience, boosting user engagement by 35%.
- Achieved 90%+ code coverage with Apex Test Classes, improving system reliability.
- **Key Achievement:** Streamlined campaign tracking and reporting, enhancing efficiency by 40%.

Project B – Salesforce Administrator & Salesforce Developer

- Established a new Salesforce org, configuring user roles, security settings, and automation, reducing administrative overhead by 30%.
- Delivered Eventbrite Integration, automating event-to-Salesforce data flow, reducing manual data entry by 60%.
- Implemented Duplicate Management Rules, reducing redundant records by 35%.
- **Key Achievement:** Enabled an automated event-to-Salesforce pipeline, enhancing lead conversion rates by 20%.

Project C – Salesforce Consultant

- Automated critical business workflows using Salesforce Flows, reducing manual intervention by 45%.
- Used JIRA for Agile project management, ensuring on-time delivery of milestones.
- **Key Achievement:** Successfully automated business workflows, resulting in a 45% reduction in manual tasks, and played a key role in aligning project objectives to meet organizational goals.

Project D – Salesforce Developer & Omnistudio Developer

- Developed a membership portal using Salesforce Omnistudio, increasing user engagement by 50%.
- Designed a modern, user-centric interface, improving customer satisfaction scores by 40%.
- Conducted rigorous testing and debugging, increasing portal uptime to 99.8%.
- **Key Achievement:** Developed and launched a fully operational membership portal, enhancing user engagement and increasing course enrollments by 40%.