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OVERVIEW

- Highly experienced ServiceMax/Salesforce Developer with over 4 years of experience in administration, configuration, customization, and development with ServiceMax and Salesforce.com.
- Adept in performing configuration using out-of-box ServiceMax features and custom development.
- Experienced in SFDC configurations/customizations, Work Order Management, Installed Product, Parts Order Management, PM Process, SFM, SFW, etc.
- SFDC Configurations/Customizations – Classic and Lightning User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers.
- Work experience on ServiceMax related module such as Work Order Management, Installed Product, Parts Order Management, PM Process, SFM, SFW, etc.
- Designed Junction Objects and implemented various advanced fields like Picklists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Work Flows, Lightning Flows, and Approval Processes for automated alerts, field updates, & Email generation according to application requirements.
- Worked on different data tools – Apex Data Loader, Force.com, Import Wizard, SFDC Data Export, and Mass Delete.
- Salesforce Certified Administrator, ServiceMax Certified Admin, ServiceMax Certified Advanced Admin

SKILL SET

- **OPERATING SYSTEMS:** Windows 7, Windows 10.
- **CRM:** Salesforce.com
- **LANG/TECH:** ServiceMax, Apex, Visualforce, SOQL, SOSL, Apex Triggers, Custom Objects, Web service, Workflow, Reports, Dashboards, JavaScript, CSS, HTML
- **TOOLS:** MS Excel 2003/2007/2010, Eclipse 3.4.2, Visual Source Code, Gearsets, Bit Bucket, ANT Migration Tool.

EXPERIENCE

Stryker, USA

Nov 2018 – Till Date

Role: ServiceMax/Salesforce Developer

Description: The client is a leading Health Care Manufacturer in the world. As part of the renewed road map client is planning to replace their legacy Field Service Application with ServiceMax. As part of this project, they want to Service the customer using ServiceMax and also want to manage Work Orders, Part Order and Service Reports.

Responsibilities:

- Interact and communicate with the business user to understand the continuously growing enhancement requirements of the project and translate them into appropriate user requirements.
- Create the data model for capturing the customer information.
- Create SFM, SFW, PM process in ServiceMax based on the business requirement.
- Work on various upgrade activities including Sandbox refreshes.
- Customize and create Roles, Profiles, Page Layouts, Workflow Alerts, Actions, and Approval Processes as per business requirements.
- Work on Custom apps and Custom Objects, handle Related Lists, Custom Fields and define Field Dependencies, Standard and Custom Buttons, Packages, Report Generation, Data Loading.
- Interact with the end-users for testing of the application.
- Build Enhanced Dashboards in SFDC.
- Work on the creation of data model for creating Work Order and related Work Details.
- Work on the Flows to automate the processes.
- Work on data mapping to import the data from the legacy system to Salesforce.
- Work on the migration of metadata using Github and Bit Bucket.

Environment: Force.com, Apex, GitHub, Bitbucket

EDUCATION

- **B.Tech In Electronics and Communication Systems** (Govt. College of Engineering, Kannur)

CERTIFICATION:

- **Salesforce Certified Administrator**
- **Salesforce Certified Associate**
- **ServiceMax Certified Administrator**
- **ServiceMax Certified Advanced Administrator**

Awards and Achievements:

- **On the Spot Award**
- **Best Team Award**