

# HARISH KUMAR S

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## PROFILE SUMMARY

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Skilled Veeva CRM Developer with 3 years of experience in designing, implementing, and maintaining Veeva CRM solutions in the life sciences industry. Adept at customizing Veeva applications to enhance business processes, ensuring compliance with industry standards, and providing technical support. Strong problem-solving skills with proven record of delivering high-quality solutions on time

## EXPERIENCE

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**Software Engineer**  
HCL Technologies

Aug 2021 - Current  
Bangalore, KA

- Designed and implemented customized Veeva CRM solutions to meet client specifications, improving user experience and operational efficiency.
- Developed and maintained complex flows, approval processes, and validation rules to streamline business processes.
- Implementation of Veeva CRM Event Management features, including Event approval process, attendee management, venue selection, budget tracking and Engage meetings
- Developed Apex classes, triggers, and Visualforce pages to create robust and scalable solutions.
- Expertise in Core CRM modules such as Accounts, Sample Management, CLM, Approved Emails, Products, MCCP, Surveys and Call Management
- Conducted user acceptance testing (UAT) and provided post-deployment support, troubleshooting issues ensuring minimal downtime and optimal system performance.
- Created and maintained detailed technical documentation for all Veeva CRM configurations and customizations, facilitating knowledge transfer and system maintenance.

## EDUCATION

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**Bachelor of Engineering** in ICE, Anna University, Chennai.  
CGPA : 7.82

2017 - 2021

## PROJECTS

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### SMS App in Veeva

- Developed an SMS application utilizing Salesforce platform and a third-party SMS service provider through REST API integration.
- Implemented Lightning Web Components (LWC) for the user interface to provide a seamless experience.
- Enabling the sales rep to leverage Veeva CRM to send marketing and promotional messages straight to the HCP's mobile device.

## SKILLS

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**Apex, Triggers, SOQL**  
**HTML, CSS, JavaScript**  
**Visualforce, LWC**  
**Rest API, GraphQL**  
**Flows**

## CERTIFICATIONS

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- Salesforce Certified Admin
- Salesforce Certified Platform Developer I
- Flosum Certified Professional