|  |  |
| --- | --- |
| **Sathish Babu Pachiappan**  Email : imran@jeevantechnologies.com  Phone : 615-219-5737 | **SENIOR SALESFORCE DEVELOPER** |
|  |  |

**Professional Expérience**

* Overall 10 years’ experience in the Salesforce.com CRM Platform both as Administrator and Lead Developer in Salesforce.com.
* Having good knowledge on Salesforce **Sales Cloud, Service Cloud** and **Salesforce CPQ.**
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Highly Proficient in SFDC Cloud Application Development, Planning, Analysis, Design, Customization, Deployment of the Software Solutions in SFDC.
* Responsible for **Direct Interaction and Communication with the clients**, requirement gathering, analysis, work delegation, development and deployment of the software projects.
* **Excellent and effective inter-personal and communication skills** and the ability to interact professionally with a **diverse group of clients.**
* Developing and Customizing Cloud apps with Salesforce.com out of the box features for developing custom apps using standard objects, custom objects, standard fields, custom fields, relationships, page layouts, record types, workflows and approval processes to meet complex business requirements.
* Design and Develop Database Schema in Salesforce.com Cloud which is best suited for the customer needs.
* Used **SOQL & SOSL** for data fetching and manipulation needs of the application using platform database objects.
* Develop custom applications and solutions leveraging the **SFDC Force.com Platform of Apex and Visual force**.
* Used **Pricing Rules** and **Product Rules** on Salesforce CPQ for customizing the application.
* Having Good knowledge on **Quote Templates.**
* Experienced with Lightning UI Development.
* Programming with **Apex Classes, Apex Triggers**, Standard Controllers, Custom Controllers, Controller Extensions and Test Classes.
* Experience in integrating with external systems using **REST API** and **SOAP API**.
* **Designing and Implementing Security and Sharing model** of the Salesforce org by developing and configuring Profiles, Field Level Security, Organization Wide Defaults, Roles, Sharing Rules Manual Sharing and Permission Sets.
* Worked on Migration Tools **Force.com**, **GIT** and have good knowledge in migrating code to lower environment to higher environment.
* Responsible for **project deployments** in customer’s Salesforce.com production organization by creating and deploying Change Sets.

**Certifications**

* Salesforce.com **Certified Platform App Builder.**
* Salesforce.com **Certified Platform Developer I.**
* Salesforce.com **Certified Platform Developer II.**
* NIIT Certification in Web Component Development Using Java Technologies.

**Éducation**

* Completed B.E (Computer Science and Technology) in KVCET, Anna University

**AREA OF EXPERTISE**

Programming Languages : APEX, Batch Apex, Trigger, WSDL, Java Script, CSS, HTML

Web Technologies : Visual Force, JavaScript, SLDS, LWC, Aura

Integration : RestAPI, Json, Named Credentials, Oauth and AuthProvider

CRM Packages : Salesforce.com, Salesforce CPQ

Database : SOQL, SOSL

Tool : APEX Data Loader, Conga builder, Visual studio code, Force.com

**Projects**

**Employer: Jeevan Technologies Apr 2014 – Till Date**

**Client: Air Sculpt**

**Module 1 : Elite Body Scuplture Miami FL, Remote Dec 2023 – Till Date**

**Role : Senior Salesforce Developer**

**Technologies: Apex Classes, Email Services, Quote Template, Salesforce CPQ, Pricing Rules, Product Rules, Flows**

***Description****:*

Our team is responsible to provide end to end migration and support to build an application in Salesforce CPQ for Air Sculpt and their products.

**Roles & Responsibilities:**

* Involved in complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support.
* Developed and implemented Apex classes, triggers, Flows, Email Services.
* Involved in Data Migration using Google Script.
* Implemented Pricing and Product Rules as per business needs.

**Client: Jeevan Technologies INC (Own Product) TN, Remote**

**Module 1 : Truck Dues & Tax Garden Sep 2023 – Nov 2023**

**Role : Senior Salesforce Developer**

**Technologies: Apex Classes, Visualforce Pages, LWC, Rest API, Data loader, Workflow rules, Custom app.**

***Description****:*

Our team is responsible to provide end to end migration and support to build truck dues application on salesforce.com to track sales details.

**Roles & Responsibilities:**

* Involved in complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support.
* Developed and implemented Apex classes, triggers, and visual force pages.
* Implemented reports and dashboards to track the sales details periodically.

**Client: TCS-AMTRAK VA, Remote Sep 2022 – Aug 2023**

**Module 1 : APD Watchlist, Remote**

**Role : Lead Developer**

**Module #1: APD Watchlist Application**

**Technologies: Salesforce.com CRM, Lightning Web Component, Integration, REST API, Apex, Visual Force, SFDC Customization, Salesforce OAuth Integration**

***Description****:*

Our team is responsible to provide end to end development and support for Amtrak Police Department to track the passengers who involved in suspisicious activities on the train.

**Roles & Responsibilities:**

* Involved in complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support.
* Implemented Salesforce Aura Components for interact with AWS through Mule API's.
* Implemented custom Audit history functionality to show the changes made on S3 bucket level.
* Involved in Integration from Salesforce to Mule to hit the various end points involved in the application.
* Implemented Salesforce Oauth for consuming the Mule API's using Bearer Token.
* Developed Apex classes, Apex Triggers for various functional needs in the application.

**Module 2 : AIMS, Remote**

**Role : Lead Developer**

**Module #1: AIMS**

**Technologies: Salesforce.com CRM, Lightning Web Component, Integration, REST API, Apex, Visual Force, SFDC Customization, Salesforce OAuth Integration**

***Description****:*

Our team is responsible to provide end to end development and support for Amtrak to track all the process involved in Budget Program.

**Roles & Responsibilities:**

* Involved in complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support.
* Implemented Salesforce Aura and LWC Components for application.
* Developed and deployed Process Builder, Workflow rules and implemented Approval Processes.
* Analyzed complex business requirements, designed and developed solutions using Apexclasses, Triggers and Controllers.

**Client: ATOS-Humana KY, Remote May 2022 – Sep 2022**

**Module 1 : Pharmacy**

**Role : Senior Salesforce Developer**

**Module #1: Medical Authorization and Pharmacy**

**Technologies: Salesforce.com CRM, Lightning Web Component, Integration, REST API, Apex, Visual Force, SFDC Customization**

***Description****:*

Our team is responsible to provide end to end development and support for Humana Medical Authorization and Pharmacy team.

**Roles & Responsibilities:**

* Involved in complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support.
* Implemented Salesforce Lightning WebComponents for pharmacy team to gather all the information related to pharmacy.
* Involved in Integration to fetch and display data from external systems to Salesforce.
* Developed Apex classes, Apex Triggers for various functional needs in the application.

**Client: Deloitte India Sep 2015 – May 2022**

**Project 1 : WCT [World Class Talent]**

**Role : Senior Salesforce Developer**

**Module #1: Global Mobility and Immigration**

**Technologies: Salesforce.com CRM, Force.com Platform, Apex, Visual Force, SFDC Customization**

***Description****:*

Our team is responsible to provide end to end development and support for GM&I team.

**Roles & Responsibilities:**

* Involved in complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support.
* Implemented Salesforce Lightning Components for GMI Team to perform immigration activities on appllication.
* Developed Apex classes, Apex Triggers for various functional needs in the application.

**Module #2: H1BCAP**

**Technologies: Apex, Visual Force, SFDC Customization, Workflow, Batch Apex**

***Description****:*

Our team is responsible to provide end to end development and support for H1BCAP.

**Roles & Responsibilities:**

Developed and implemented Apex classes, triggers, and visual force pages.

* The functionality to mass upload the practitioner details for H1BCAP program.
* Implemented the functionality to trigger emails to practitioners to submit their willingness.
* Worked on creating custom **E-Mail templates like Mass Email, Email Templates, and Communication Templates** to be sent to customers regarding the new campaign benefits.
* Developed the portal based on VF for RM, SM and SLL to monitor the practitioner details.

**Module #3: Alumni Relation**

**Technologies: Salesforce.com CRM, Force.com Platform, Apex, Visual Force, SFDC Customization**

***Description****:*

Our team is responsible to provide end to end development and support for Alumni Relation.

**Roles & Responsibilities:**

* Developed and implemented Apex classes, triggers, and visual force pages.
* Developed the pages for updating the alum details in SFDC.
* Developed the Registration pages for Alum to register for the Alumni Events.
* Worked on creating custom **E-Mail templates like Mass Email, Email Templates, and Communication Templates** to be sent to customers regarding the new campaign benefits.
* Implemented the changes in the Alum details update page for the campaign.

**Module #4: Pre-Background Investigation**

**Technologies: Salesforce.com CRM, Force.com Platform, Apex, Visual Force, SFDC Customization**

***Description****:*

Our team is responsible to provide end to end development and support for Pre-Background Investigation.

**Roles & Responsibilities:**

* Developed and implemented Apex classes, triggers, and visual force pages.
* Implemented the new version (V3) of PreBI process for the candidate.
* Implemented the functionality related to the triggering email to BI team for the PreBI Case BI Task.

**Module 4 : USGO (United states Global Mobility office)**

**Role : Senior Salesforce Developer**

**Technologies: Apex Triggers, Apex Classes, Flows, Lightning Web Components, Conga.**

***Description****:*

Our team is responsible to provide end to end Development and support for USGO Module.

**Roles & Responsibilities:**

* Developed Lightning web components for the practitioner who can view their project assignment and other related information.
* Developed flows and process builders to send periodic emails to the respective practitioner about details of the travel and assignment.
* Implemented functionality to mass upload the practitioner details.
* Worked on creating custom **E-Mail templates like Mass Email, Email Templates, and Communication Templates** to be sent to customers regarding the new campaign benefits.
* Implemented conversion and deputation letter for USG team based on practitioner details in Conga.

**Module 5 : CIP Case Initiation Project Role : Senior Salesforce Developer**

**Technologies: Apex Triggers, Apex Classes, Flows, Lightning Web Components, Conga.**

***Description****:*

Our team is responsible to provide end to end Development and support for CIP Perm Module.

**Roles & Responsibilities:**

* Developed Lightning web components for the practitioner who needs sponsorship.
* Developed Lightning web components to submit their surveys details.
* Implemented functionality to mass upload the practitioner details.
* Implemented JD Template for GC team based on practitioner perm details in Conga.

**Module 6 : Wealth Planning Module Migration**

**Role : Senior Salesforce Developer**

**Technologies: Apex Classes, Flows, Lightning Web Components, Conga and Data loader.**

***Description****:*

Our team is responsible to provide end to end migration and support for moving the entire Wealth Planning module from Talent Org to New Wealth Planning Org.

**Roles & Responsibilities:**

* Migrated all the necessary components which are related to WP module based on xml package.
* Involved in end to end data migration through Data loader.
* Involved in conga implementation and developed few templates related to wealth planning module.

**Client: Jeevan Technologies INC (Own Product) Apr 2014 –Sep 2015**

**Module 1 : Truck Dues**

**Role : Salesforce Developer**

**Technologies: Apex Classes, Visualforce Pages, Data loader, Workflow rules, Custom app.**

***Description****:*

Our team is responsible to provide end to end migration and support to build truck dues application on salesforce.com to track sales details.

**Roles & Responsibilities:**

* Involved in complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support.
* Developed and implemented Apex classes, triggers, and visual force pages.
* Implemented reports and dashboards to track the sales details periodically.