

Vishvaa Eswaran

Salesforce Developer & Salesforce Administrator | Experience: +2.5 years

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Objective:

Proactive member in taking the ownership of activities. Ready to upgrade the skills required and pursuing new features from Salesforce. Admired to create a good rapport with clients in order to build trust with customers that can help having more effective outcomes. Attempting to make friendly and positive impact at work.

Skills:

- Apex Programming Language
- SOQL & SOSL
- JavaScript (Beginner level)
- HTML & CSS (Beginner level)
- Flow & Process Builders
- ServiceMax Admin Configuration (Transaction Designer, Wizards, Service board, PM Plans, etc.)
- Bulk Data loading tools
- Report Types
- User Managements and related configuration (Profiles, Permission sets, Public Groups , Queues , etc.)

Work Experience:

Accenture

January 2020

Domain: Life Science

Salesforce Developer (Experience: +1 Year)

- Designed and developed solution as per business requirements using Apex Classes, Triggers and controllers by adhering to best practices and Salesforce Governor limits.
- Optimizing code and configurations for better performance.
- Creating and managing custom objects, fields, and relationships to optimize data structure.
- Increase the test class coverage based on the best practices.
- Worked in Lightning Web Components on basic level.
- Customization of Servicemax manage package components such as Transaction designer , wizards, service board configuration and accessibility of the components to the end users.

Salesforce Administrator (Experience: 1.5 Years)

- Administrating Bulk Data loads such as Export, Import and Cleansing using Bulk Data load tools (Data loader, Work bench, Salesforce Inspector and Developer Console's Anonymous window)
- Managing user accounts, profiles, roles, and permission sets to ensure proper access control and security within the system.
- Creating and managing of Report Types, Reports and dashboards based on the end user's requirement.
- Configuring Sharing rules, Email-to-Case and Case Assignment rules.
- Updating Translation for fields, help text, picklist values, etc. in the org using Translation Wizards.
- Customization of Lightning Record pages, Page layouts, Search Layouts and Page Layout Assignment.
- Managing Custom settings, Custom Metadata and Custom labels.
- Creation of Chatter Groups and Managing Chatter group members using Bulk Data load tools.

- Transitioning of Process Builder to Flow using Process Builder Migration tool.
- Experience in Debugging the Apex Codes (Triggers, Apex class, Batch, Apex Sharing) through debug logs and Lightning web components using the Chrome Developer.

Achievements and key highlights:

- Received client appreciation on my proactive resolutions and interactions about their requirements.
- Participated and selected as a team member during the roll out of new field service project.
- Upgraded my skills in order to fulfill the project requirements.
- Sought the opportunity to visit onsite for supporting the go live of new field service project.
- Experience in resolving the issues onsite with the end users.
- Assist team members on resolving the issue and sharing knowledge on my learnings to my teammates.
- Supervised my team in data qualify checks during the roll out of new field service application.
- Recognized for resolving high priority issue by coordinating multiple teams, vendor and extending beyond normal working hours to restore to normalcy in Monthly newsletter.

Certifications:

- Salesforce Certified Administrator (ADM201)
- ServiceMax Advanced Administration (SVMX201 & SVMX101)

Education:

Pondicherry Engineering College B.Tech in Civil Engineering - Completed with First class	June 2020
Petit Seminaire Hr.Sec. School (HSC) Completed with 92.58%	March 2016
Petit Seminaire Hr.Sec. School (SSLC) Completed with 97.60%	April 2014