SELVAKUMAR P

SALESFORCE DEVELOPER

Salesforce Certified Administrator & Platform Developer I | 2X SuperBadge | Trailhead Ranger
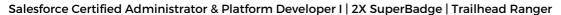
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Professional Summary

- Over 3.5 years of IT experience in roles related to **Salesforce Administration.**
- In-depth experience in CRM business processes like **Campaign Management**, **Lead Management**, and **Case Management**.
- Strong understanding of Salesforce **Declarative Programming** and Administration (Process Builder, Flows, Workflows, Approval Processes, Validation Rules and experience working with APEX, Triggers, Test Classes, Lightning Components, and Salesforce APIs for integrations.
- Managed Users, Roles, Profiles, Groups, Queues, and other Salesforce setup functionalities.
- Expertise in customizing salesforce standard Objects like **Accounts**, **Contacts**, **Opportunities**, **Cases**, **Leads**, **Campaigns**, **Reports, Dashboards,** and **Report Folders** for different user profiles as per the requirements.
- Expertise in creating different email templates and inbound emails in Salesforce.
- Experience in **Data migration** from Excel using Data Loader, Data Import Wizard, SFDC Data Export.
- Implemented **Security** and **Sharing rules** at Object Field and Record levels for different users in the organization.
- Good understanding of the CRM processes. Business knowledge of Sales cloud and Quote to Cash process.
- Created test scenarios on **Sandbox** and **Production** environment.
- Experienced working in Cross-functional teams, identifying business requirements, and supporting sales/marketing.
- Excellent communication and interpersonal skills, accustomed to working in both large and small team environments. A team player with a strong ethic, and a positive attitude.

Certifications

Salesforce Certifications:

Salesforce Certified Administrator
Salesforce Certified Platform Developer I
Salesforce Certified Platform App Builder
Salesforce Certified Service Cloud Consultant

Technical Skills

Salesforce Technologies:

Salesforce.com configurations like Custom Objects, Validation Rules, Flows, Record Type, Role, Quotes, Formulae, Page layouts, Dashboards, Reports, Sandbox development and Testing, Apex Classes, Apex Triggers, Test Classes, SOQL, SOSL, Visual Force.

Development Tools:

Developer Console, Ant Migration Tool, Workbench, Salesforce CLI, Salesforce Lightning Inspector, Data Loader

Web Services: REST, SOAP

Work Experience

Associate Technical Support Engineer
Salesforce India | Aug 2022 - Present

Roles:

- Provided exceptional technical support to Salesforce customers, resolving inquiries and issues related to the Salesforce platform.
- Acted as a subject matter expert for Salesforce products (**Sales** & **Service** Cloud), offering comprehensive knowledge and guidance.
- Demonstrated professionalism and composure while delivering the highest levels of client satisfaction in a fast-paced support environment. Played a pivotal role as a member of the pilot batch for the Chat team, contributing to the successful establishment and growth of the chat support channel.
- Recognized as the top performer in the team, delivering outstanding customer service and showcasing strong technical expertise.
- Maintained an impressive **65% Case Resolution rate,** consistently meeting or exceeding departmental targets.
- Achieved a remarkable Customer Satisfaction (CSAT) score of **4.7 or higher**, reflecting exceptional service delivery.
- Received 50+ commendations from customers, demonstrating exceptional interpersonal and communication skills.

Business Operations Analyst
Denodo Technologies | Jan 2022 - Aug 2022

Jr. Business Operations Specialist
Denodo Technologies | June 2020 - Jan 2022

Denodo is the leader in data virtualization providing data access, data governance, and data delivery capabilities across the broadest range of enterprise, cloud, big data, and unstructured data sources without moving the data from their original repositories. Denodo's customers across every major industry have gained significant business agility and ROI.

Roles:

- Created **Salesforce Users**, **Roles**, **Public Groups**, and implemented **Role Hierarchies**, **Sharing rules**, and **Record-level Permissions** to manage sharing access among different users.
- Designed and maintained Salesforce standard Objects, Custom objects, and Junction objects,
- Created **Validation Rules, Approval processes, Workflow**, and Business Processes using **Process Builder**. Gained proficiency in generating reports and dashboards using tools like Apex Data Loader, Import Wizard, etc.
- Worked as an administrator of the internal support platform and provided first-level support for the Internal Users.
- Provided first-level of administrative support to the Sales team in the **Quote-to-cash/Legal Agreement** processes.
- Supported operations for developing useful **Dashboards**, **Reports**, and **Analytics** in Salesforce.
- Assisted in the extraction and validation of Marketing data in Salesforce.
- Very good experience of using **Data loader** and cleansing and de-duplicating Bulk loads.
- Worked with a significant number of marketing data and assisted in the lead conversion process.
- collaborated with several cross-functional teams in the areas of sales, marketing, and operations for various projects.
- Functioned as an administrator of various platforms such as **LinkedIn Sales Navigator/ ZoomInfo /DocuSign/SalesLoft**.
- Supported users with **Linkpoint Connect** an integration solution for Salesforce.
- Played a vital role as an administrator for assigning salesforce Licenses such as **Conga Composer & CongaContracts**.
- Trained and supported business users on Salesforce and other business applications.
- Developed and maintained an understanding of Service Level Agreements.
- Demonstrated a good understanding of the End-user needs and applied them to the management of system events & incidents

Graduate Engineer Trainee
Larson & Toubro Infotech Pvt Ltd | Aug 2019 - Apr 2020

- Completed an intensive training program in Mainframe technology, acquiring in-depth knowledge and practical experience in the domain. Demonstrated commitment to continuous learning and development
- Applied Mainframe skills to contribute to projects, gaining hands-on experience and understanding of real-world implementation.

Academic Qualifications

Vel Tech High Tech Dr RR Dr SR Engineering College
B.Tech - Information Technology

Graduation: 2019 - Marks 7.45(CGPA) - Division I
Relevant Coursework: Design and Analysis of Algorithms, Operating Systems, Computer Architecture Computer Networks, Programming and Data Structures

Saint Francis de Sales, Pudukkottai, Tamil Nadu
SSLC

Completed, April 2013
Marks 95%
Ranked Top 10 percentile of the class

Saint Francis de Sales, Pudukkottai, Tamil Nadu
HSLC

Completed, April 2015
Marks 83%

Declaration

I, Selvakumar P, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Chennai , Tamil Nadu