Vishwa Muthulingam

Salesforce Developer

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Professional Summary

- Good Knowledge in Lightning Web Components (LWC), **Apex**, **Trigger**, Future, Schedulable, **Batch Apex**.

- Good understanding of **REST API** integrations.

- Capable in **Apex test class** composition.

- Good understanding of web development.

- Completed **Ranger** status in Salesforce Trailhead modules.

- Exceptional communication skills in handling direct interactions with clients, onsite coordinators, excellent adaptability, proactive, team player, self-motivated, can work independently and leadership attitude.

Technical Skills

Salesforce	**Frameworks:** Lightning Web Components (LWC), Apex, JavaScript, Visualforce, SLDS **Clouds:** Sales, Service **Integration:** Web Services, **REST API,** External Objects **Tool: Workbench,** Data Loader, Schema builder Data Models & Relationships (SOQL & SOSL) **Declarative development tools:** Lightning flows, Approval process **Security, Sharing and Visibility:** Profile & Permission sets, Apex sharing rules, sharing sets etc.
Web technologies	HTML, CSS, JavaScript
Deployment	**Salesforce CLI,** Visual Studio Code, Changesets
Project Management Tools	Service Now

Education

BE.ECE |Rajalakshmi Engineering College | Chennai | 2023
Bachelor's Degree in Electronics and Communication Engineering

Certifications

- Salesforce Platform Developer 1
- Salesforce Administrator Virtual Internship
- Salesforce Developer Virtual Internship

Project Experience

1.Healthcare Appointment Scheduling and Management System (Self) - July 2024

Description

Developed a Salesforce-based system to manage patient appointments and medical records for a healthcare facility, improving scheduling efficiency and patient experience.

Responsibilities

- Built a secure patient portal using Salesforce Community Cloud.
- Created custom objects and fields to manage appointments and doctor availability.
- Developed Apex triggers to send email notifications for appointment confirmations and reminders.
- Configured user profiles and permissions for data access and security.
- Implemented scheduled Apex jobs to automate reminders for patients and doctors.
- Provided user training and support, and managed data accuracy through imports and exports.

2. Sales Lead Management Enhancement (Self) – June 2024

Description

Enhanced Sales Cloud functionality by developing custom features to streamline lead management processes, focusing on lead qualification, tracking, and assignment.

*R*esponsibilities

- Customized lead fields and page layouts.
- Developed custom Lead Assignment Rules using Apex.
- Implemented a lead scoring system.
- Created Lightning Components for lead interaction.

Salesforce Administrator and Developer Virtual Intern

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Smart Internz, Remote
November 2023 - January 2024

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Responsibilities:

- collaborated with cross-functional teams to gather requirements and design technical solutions for Salesforce Sales Cloud and Service Cloud, aiming to enhance sales and service processes.
- Developed and maintained automation solutions using workflows, process builder, and flows to streamline business processes and improve productivity.
- Supported data management activities, including data imports, exports, and data cleansing, to maintain data accuracy and integrity within the Salesforce ecosystem.
- Created custom reports and dashboards to provide actionable insights and facilitate data-driven decision-making for stakeholders.
- Provided user training and ongoing support to ensure effective adoption and usage of Salesforce technologies among team members.
- Demonstrated proficiency in Salesforce security controls, including role hierarchy, profiles, permission sets, and sharing rules, to maintain data security and compliance.
- Documented system configurations, processes, and procedures to facilitate knowledge transfer and support ongoing system maintenance efforts.

Achievements:

- Completed Salesforce Trailhead modules: Salesforce Fundamentals, Organizational Setup, Relationship & Process Automation, Types of Flows & Security, Apex, Testing & Debugging, VS Code Setup & CLI Setup, Lightning Web Components (LWC) & API.

- Earned Super Badges in: Admin Super Set, Apex Specialist, Process Automation Specialist, Developer Super Set.