

# Dilipan Murugavelu

Software Engineer

## 👤 Profile

Senior Associate Consultant in Infosys with 4.10 Years of experience in the design and development of software solutions pertaining to Salesforce and extensive understanding of different technologies and latest IT trends.

## 📁 Employment History

### Programmer Analyst at Cognizant Technology solutions, Chennai

June 2019 — February 2022

Has Worked with The Bayer AG is a German multinational pharmaceutical and biotechnology company and is one of the largest pharmaceutical companies and biomedical companies in the world and implemented Salesforce Service Cloud to improve the efficiency of the existing business.

- Interaction with Client to understand business requirement and objectives.
- Added experience and knowledge in handling Salesforce Administration requirements. SFDC Administrative tasks like creating Salesforce Flows, Profiles, Roles, Users, Page Layouts, Approval Process, Workflows, Process Builder, Rules (Escalation, Assignment, sharing etc.), Validation rules, Reports and Dashboards
- Experience in Classes, Apex Triggers, Test Classes and Lightning Web Components
- Analyse requests from customers and work with the team to present the most effective solutions within the given deadline and keeping them appropriately updated on status
- Handled calls with technical and business clients on a weekly basis.
- Have worked with tools like Workbench and DataLoader
- Have worked with deployment tool like Copado and ChangeSets.
- During the tenure completed 3 Certification in Salesforce

### Senior Associate Consultant at INFOSYS LIMITED, Chennai

February 2022 — Present

Has worked with World Leading Pharmaceutical client with hands-on experience on Salesforce Service Cloud. The purpose is to digitalize and automate the entire business scenario and foster one-to-one marketing relationships with every customer across multiple channels and devices.

- Interacting with Client to understand business requirements and objectives.
- Worked on the Apex Classes and Triggers to develop the stories as per business requirement.
- Proficiency in SFDC Administrative tasks like creating Flows, Profiles, Roles, Users, Page Layouts, Approval Process, Workflows, Process Builder, Rules (Escalation, Assignment, sharing etc.), Validation rules, Reports and Dashboards.
- Have hands-on Experience on Apex Test Classes and Lightning Web Components.

## Details

Chennai, India, 78240

04554

[sharkinglmd@gmail.com](mailto:sharkinglmd@gmail.com)

## Links

[dilipanm-linkedin-profile](#)

## Skills

Salesforce

Salesforce Service Cloud

Salesforce

Configuration:

Salesforce Flows,  
Custom Application  
Creation, Page Layouts,  
Process Builder,  
Validation rules, Users,  
Profiles & Permission  
sets, Roles, Sharing  
Rules, Assignment Rules,  
Reports & Dashboards,  
Approval Process.

Coding: Apex Classes,  
Apex Triggers, SOQL and  
Lightning Web  
Components.

Salesforce Deployment:  
Copado

## Languages

Tamil

English

- Performing unit testing with a wide range of scenarios on the stories developed.
- Have done several deployments using Copado and ChangeSets .
- Analyse requests from customers and work with the team to present the most effective solutions within the given deadline and keeping them appropriately updated on status.

## Education

**Bachelor of Technology, -Sri Sivasubramania Nadar College of Engineering, Chennai**

June 2015 — May 2019

## Certifications

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer 1
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified JavaScript Developer
- Salesforce Certified Associate