



Lokeshwaran Ramu

SALESFORCE CONSULTANT | DATA ARCHITECT | DEVELOPER

Profile

Experienced Salesforce Developer, Data Architect and Service Cloud Consultant, adept in bringing forth 6 years of experience in analysis, designing and developing Salesforce LWC, Apex, Aura, triggers, flows, process builders and providing cutting edge solutions for business development. Equipped with a diverse and promising skill set with experience in merging and de-merging of Salesforce orgs. Proficient in integration, data migration, debugging issues, knowledge building and administration. Strong in Salesforce best practices, Java, and various programming languages. Able to effectively self-manage during independent projects and collaborate as part of a productive team.

Work Experience

Senior Salesforce Developer, Country Road Group, Melbourne

FEBRUARY 2023 – PRESENT

- Worked closely with stakeholders across different departments to identify and prioritize requirements, define project timelines, and communicate progress updates.
- Proactively identified and resolved issues with the organization's Salesforce instances, including data quality issues, system errors, and performance problems.
- Maintained up-to-date knowledge of Salesforce best practices, new features, and emerging technologies to continuously improve the organization's use of the platform.
- Collaborated with external consultants and vendors to implement new Salesforce solutions and integrations.
- Successfully managed multiple projects simultaneously, delivering high-quality results on time and within budget.
- Contributed to the successful de-merging of Country Road Group's Salesforce orgs by collaborating with cross-functional teams, conducting data analysis, developing custom solutions, ensuring data integrity, and providing user training.

Senior Salesforce Developer, Webcentral Group, Melbourne

OCTOBER 2021 – FEBRUARY 2023

- Worked productively with the product team to develop custom workflows, Visualforce pages, Apex customizations, custom objects & fields, formulas and SOQL queries by understanding requirements and business specifications.
- Provided technical assistance and end-user troubleshooting for bug fixes, enhancements on Sales, service, and community cloud.
- Reviewed the development of test protocols for testing applications before user acceptance.
- Collaborated with customers and provided recommendations to improve their processes and productivity to increase their scaling at a rapid pace using Salesforce best practices.
- Contributed to the successful merging of Service cloud and Sales cloud Salesforce orgs by collaborating with cross-functional teams, conducting data analysis, developing custom solutions, ensuring data integrity, and providing user training.

Details

Melbourne

Australia

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DATE OF BIRTH

16-05-1996

Links

[LinkedIn](#)

[Salesforce Trailblazer](#)

[Twitter](#)

Skills

Leadership Skills

Salesforce Development

Salesforce Lightning

Salesforce Administration

Identity & Access Management

Data Architecture

Salesforce Service Cloud

Agile Software Development

Adaptability

Collaboration & Teamwork

IT Support

Java Programming

Continuous Integration

DevOps

Consulting

Problem Solving

Decision Making

Effective Time Management

Hobbies

Reading articles, Video Gaming, Exercising, Travelling

Languages

English

Tamil

Developer Success Engineer, Salesforce, Hyderabad

OCTOBER 2020 – NOVEMBER 2021

- Worked productively with the product team to develop custom workflows, Visualforce pages, Apex customizations, custom objects & fields, formulas and SOQL queries by understanding requirements and business specifications.
- Provided technical assistance and end-user troubleshooting for bug fixes, enhancements on Sales, service, and community cloud.
- Reviewed the development of test protocols for testing applications before user acceptance
- Collaborated with customers and provided recommendations to improve their processes and productivity to increase their scaling at a rapid pace using Salesforce best practices.

Software Engineer, Issquared Inc, Hyderabad

NOVEMBER 2017 – SEPTEMBER 2020

- I have written codes with the java team for provisioning access to the users using ISIM (IBM Security Identity Manager), TDI (Tivoli Directory Integrator), and EIMS.
- Collaborated with other engineering teams to integrate Salesforce.com and various other internal back-end systems with ISIM.
- Developed the appropriate connectors and web pages to meet business requirements using JavaScript, Java, Apex classes, and Visualforce in Salesforce.
- Performed unit testing and functional testing using HP ALM (Application Lifecycle Management).
- Gathered data on integration issues and vulnerabilities and reported all findings, including improvement recommendations.

Software Developer - Trainee, Auzmor, Chennai

JULY 2017 – OCTOBER 2017

- I have worked in back-end connectivity using Vert.x, JWT, and Java in HRIS and HCM projects.
- Coordinated with front end team for website development using ReactJs and Ant design.
- Hosted the Application Tracking System website and back-end system in the AWS EC2 console.
- Tested and deployed the application for ease of use. Collaborated on all stages of the software development lifecycle, from requirement gathering to production releases.

Education

Bachelor in Information Technology, Anna University, Chennai

JUNE 2013 – MAY 2017

Graduated B.Tech from Anna University, Chennai

Certifications

Salesforce Certified Data Architect, Salesforce

MAY 2022

Credential ID: 2336275

Salesforce Certified Service Cloud Consultant, Salesforce

FEBRUARY 2022

Credential ID: 22980536

Salesforce Certified Platform Developer 1, Salesforce

MAY 2021

Credential ID: 22166177

Salesforce Certified App Builder, Salesforce

DECEMBER 2020

Credential ID: 21651650

Salesforce Certified Administrator, Salesforce

OCTOBER 2020

Credential ID: 21524272

Java SE 6 Programmer, Oracle

OCTOBER 2011

Internships

Project Intern, Sans Pareil IT Services, Chennai

DECEMBER 2016 – MAY 2017

- As a java intern, I have developed health care software by gathering information from doctors, organizing the input, and analyzing the data for pattern matching combinations for the effective output.
- Established user interfaces using HTML and servlet for backend pattern matching using data analytics.

Courses

Advance Java Programming, NIIT

JANUARY 2011 – NOVEMBER 2011

C programming, NIIT

JANUARY 2010 – DECEMBER 2010

Object Oriented C++ Programming, NIIT

JUNE 2010 – DECEMBER 2010