Sivaranjini Arjunan

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| **Chennai, India 600119 | +91 9994479684 | sivaranjiniarjunan@gmail.com** |

**Professional Summary**

Accomplished Salesforce Developer with over 9+ years of progressive experience in Salesforce administration, development, and integration. Proven expertise in managing end-to-end Salesforce implementations, optimizing workflows, and integrating third-party systems to enhance functionality by up to 30%. Recognized with multiple awards for delivering high-quality solutions and fostering team excellence. Adept at leading cross-functional teams, providing technical mentorship, and driving digital transformation initiatives.

**Technical Skills**

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| * **Salesforce Administration:** Service Cloud, Sales Cloud, user management, profile/role configuration, flows, process builder, validation rules, and report/dashboard setup. |  | * **Technical Support:** Resolving data discrepancies, logical issues, and integrating Salesforce with external systems using REST APIs and Platform Events. |
| * **Salesforce Development:** Salesforce Classic, Lightning Experience, Apex (classes, triggers, batch processes, asynchronous process, test classes) and Lightning Web Component Framework. |  | * **Programming Skills:** Hands-on experience with Java/J2EE technologies including Struts, Spring MVC, Hibernate, JSP, and Servlets. |
| * **Deployment & Migration:** Copado, Change Sets, Git, and data migration concepts. * **Data Management**: Data Migration, Data Loading using Data Loader & Salesforce Inspector, Deployment (Change Sets, Git) |  | * **Methodology:** Agile application development for efficient project execution. |
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**Professional Experience**

Technical Lead 03/2023 - Current

Tech Mahindra Private Limited – Chennai, India

* Developed various Salesforce Lightning Web Components, Automation codes, dashboards, reports, and flows to meet business requirements.
* Efficiently troubleshoot and resolve high-priority, complex issues in Salesforce applications, with a strong focus on codebase and Lightning Web Component (LWC)-related challenges.
* Act as a key technical resource, supporting team members in overcoming roadblocks and addressing technical issues.
* Collaborate with stakeholders to design scalable and efficient solutions that align with business requirements and Salesforce best practices.
* Lead code review processes to ensure adherence to quality standards, best practices, and maintainable code.
* Take ownership of deployment processes for each sprint, ensuring smooth transitions and minimizing downtime.
* Collaborated with cross-functional teams of 15+ members to ensure seamless system operations and process improvements, mentoring peers and fostering a culture of technical excellence and innovation.
* Evaluate new releases of Salesforce to determine functionality requirements and provide detailed information on how changes will apply to all affected department/users.

Module Lead 05/2018 - 03/2023

Sopra Steria India Private Limited – Kanchipuram, India

* Administered Salesforce environments, resolving over 200 complex issues related to triggers, data discrepancies, and user permissions, ensuring seamless system performance.
* Facilitated IT projects by managing user authorizations for over 500 users and providing ongoing support for Salesforce functionalities, enhancing operational efficiency.
* Played a key role in release management, executing 10+ deployments and ensuring smooth integration with external systems, minimizing downtime and errors.

Programming Engineer 05/2015 - 05/2018

Kumaran System Private Limited – Chennai, India

* Developed and configured Salesforce applications, including user management, security features, and custom enhancements.
* Guided technical support and troubleshooting for Salesforce environments, ensuring effective issue resolution.
* Co-ordinated to the development of web and enterprise applications using Java/J2EE technologies.

**Education**

Masters in Computer Applications: Computer Science and Engineering 07/2015

Pondicherry University - Puducherry, India

*Aggregate: 88.50%*

Bachelors of Science: Mathematics 07/2012

Bharadithasan Govt. College For Women - Puducherry, India

*Aggregate: 84.18%*

**Accomplishments**

* Awarded PINNACLE for professional excellence at Sopra Steria India Pvt Ltd.
* Received FALCON award for successful application transition.
* Awarded Bravo Award for Customer Excellence at Tech Mahindra Pvt Ltd.
* Awarded Standing Ovation Award for professional excellence at Tech Mahindra Pvt Ltd.

**Certifications**

* Salesforce Administrator
* Salesforce Platform Developer I
* Salesforce Platform Developer II
* Sales Cloud Consultant
* Salesforce AI Associate

**Languages**

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| English    Bilingual or Proficient (C2): |  | Tamil    Bilingual or Proficient (C2): |