Ponmanikandan Jeyabal

SALESFORCE ADMINISTRATOR – Salesforce Administration, Salesforce Development & CRM

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SKILLS

- **Salesforce Platform**: Administer Salesforce Lightning, manage users/security, and oversee AppExchange areas.
- **Administration Skills**: User management, Sandbox testing, Release management, Documentation & Training.
- **CRM Tools & Utilities**: Custom Object Fields, Page Layouts & Lightning Record Pages, & Schema Builder.
- **Web Development**: Lightning App Builder for responsive UI, basic HTML/CSS for high page customization.
- **Data Control**: Data cleaning & Reports creation, analytics support using Tableau/Power BI dashboards.

WORK EXPERIENCE

Salesforce Administrator   **April 2022 – November 2023**
Virtusa   *Ontario*

- Facilitated in deploying automation efforts using Flows and Process Builder, Managed on reducing manual tasks across the teams by 35%, leading to a 30% improvement in resolution times and streamlining internal cases.
- Represented with cross-functional teams to co-develop over 25 Lightning pages and 60 Lightning Web Components, resulting in to a 40% increase in UI responsiveness measures and a 30% improvement in task completion.
- Coordinated the optimization of more than 200 SOQL queries and Apex controller reviews, to 35% acceleration in data retrieval speeds, a 50% reduction in row usage, ensuring indexes, and the code versioning practices.
- Assessed the production and deployment of over 100 reports and 75 dashboards with integrated alerts for 10 department measures, enhancing KPI transparency and facilitating more informed decision-making processes.

Salesforce Associate   **July 2015 – January 2021**
Tata Consultancy Services   *India*

- Accelerated with cross-functional teams to resolve Salesforce cases, enhancing SLA adherence by 35%, streamlining case life-cycles, improving documentation consistency, and fostering the process of communication measures.
- Configured Salesforce Flows to automate operational tasks, using declarative steps to reduce manual work, reducing manual input by 70%, boosting up-time by 50%, leading to walk-through needs, and exception handling.
- Collaborated with a team of 5 to migrate more than 10 Salesforce org features, cutting system downtime by 55%, driving sprint check-ins across Admin, QA, and enabling zero-defect phase-wise and deployment tracking.
- Audited debug logs and built Apex diagnostic scripts to flag issues, lowering defect recurrence by 40%, improving ticket resolution using rich case notes, and unifying RCA templates to support the service-level consistency.

PROJECTS

Online Banking for Business (OLBB) – BMO   **April 2022 – November 2023**
Salesforce Administrator, Ontario

- Customized standard & custom objects with 10+ page layouts, workflows, validation rules, and approval processes, showcasing strong object configuration, automation (Flows/Process Builder), and data integrity skills.
- Developed 100+ matrix/summary CRM reports and dashboards with email subscriptions, highlighting expertise in reports, dashboards, data analysis, & decision-support, reducing update delays by 45% highlight proficiency.
- Administered Salesforce roles, profiles, permissions, security settings, and sharing rules, cutting unauthorized access by 90% showcasing expertise in user management, security & sharing, and the permissions configuration.

Enterprise Insurance Systems – CNA Financial Corp   **July 2015 – January 2021**
Salesforce Administrator, India

- Designed scalable Salesforce architecture aligned with insurance workflows, optimizing load times and memory utilization by 45% through effective metadata modeling, component integration, and performance tuning.
- Implemented CI/CD-driven deployment and QA of Salesforce modules, reducing release defects by 40% via automated pipelines (Git/SFDX/Gearset), Flow testing, Apex regression coverage, and adherence to system.
- Coordinated with teams for Agile delivery, resolving 15+ system sync issues and bolstering SDLC compliance by managing Salesforce test plans, bug triage, stakeholder reporting, and delivering user training documentation.

EDUCATION

Master of Science in Information Technology
Gandhigram Rural University, India
Bachelor of Science in Computer Science
P.V.P. Arts and Science College, India

CERTIFICATIONS

- **Salesforce Certified Administrator.**