

ARAVIND C M

Salesforce Developer · Service Cloud · Experience Cloud · MuleSoft Integration

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PROFILE SUMMARY

Salesforce and MuleSoft professional with 4 years at Infosys delivering telecom Service Cloud, Experience Cloud, Field Service and integration solutions. Hands-on with Salesforce Flows, Apex, LWC, MuleSoft, CloudHub, API testing and TMF Open APIs. Skilled at translating requirements into specifications, supporting production issues and RCA, and mentoring team members.

TECHNICAL SKILLS

Salesforce	Service Cloud, Experience Cloud, Field Service Lightning, Flows, Apex Batch, Lightning Web Components (LWC)
Integration	MuleSoft, Anypoint Studio, CloudHub, Runtime Fabric (RTF), RAML, REST APIs, TMF Open APIs
Testing & Tools	Postman, JMeter, API conformance, log analysis, dashboards, Agile, Git, VS Code
Web	JavaScript, HTML, CSS

WORK EXPERIENCE

Infosys Chennai / Hybrid Jul 2023 – Jan 2025
Senior Associate Consultant

- Delivered Salesforce Service Cloud solutions for a US telecom provider, focusing on Account and Order Management flows.
- Built logging and transformation logic for integrations, improving traceability during RCA and production analysis.
- Executed TMF Open API POCs and conformance activities to align integration behaviour with telecom standards.
- Designed API integration test strategies using Postman/JMeter and log validation to reduce pre-deployment defects.
- Worked with stakeholders to convert business requirements into technical specifications and delivery tasks.

Infosys Chennai / Hybrid Oct 2022 – Jun 2023
Senior Systems Engineer

- Developed and supported MuleSoft RTF implementations and custom monitoring solutions for integration workloads.
- Led POCs on Salesforce Experience Cloud and Field Service Lightning, validating portal and field-service use cases.
- Supported CloudHub migrations and deployment improvements across integration services.
- Mentored junior team members preparing for the MuleSoft Certified Developer – Level 1 exam, covering DataWeave, error handling and API design.

Infosys Chennai / Hybrid Jan 2021 – Sep 2022
Systems Engineer

- Worked as MuleSoft/Salesforce Developer for an American telecom provider across CloudHub migrations, RCA and release support.
- Built Salesforce Flows, Apex batch jobs and Lightning Web Components to support service and operational workflows.
- Performed log analysis and prepared dashboards to monitor APIs and identify failure patterns.
- Participated in Agile ceremonies, sprint planning, demos and production-support handoffs.

CERTIFICATIONS

Salesforce Agentforce Specialist	MuleSoft Developer – Level 1	TMF Open API Foundational
Infosys Certified Global Agile Dev	Copado Fundamentals I	Infosys Certified Salesforce Admin
MuleSoft Certified Platform Architect	Open Digital Frameworkx Foundational	Infosys Certified Gen AI for All

Currently exploring AI tooling and frameworks — agentic workflows, LLM application patterns and Salesforce Agentforce use cases.

EDUCATION

SASTRA Deemed to be University	2020
M.Sc. Physics	
Gandhigram Rural Institute DU	2018
B.Sc. Physics	