**Syam Prasad**

**Mobile No: +91-9160801564 Email id: syamprasad0102@gmail.com**

# EXPERIENCE SUMMARY

* Having 4+ years of IT Experience and 3 years in Salesforce.com.
* Experience in Administration, Development, Integration and Lightning in Salesforce.com and Force.com.
* Experienced using Salesforce.com Administration and Creating Roles, Profiles, Permission sets, Page Layouts, Workflow Alerts and Actions.
* Extensive experience over creating workflows, approval processes, validation rules and sharing & security rules.
* Experienced in creating Apex Classes, Apex Triggers and Visual force pages.
* Developed Visual Force Pages, Controllers, Components.
* Experience with Dynamic Apex, Dynamic SOQL and Dynamic SOSL.
* Used Data loader for on force.com platform.
* Designed reports and dashboards in Salesforce.

# WORK EXPERIENCE

# Working in BirlaSoft India Ltd, Bangalore from January – 2016 to Till – now

Worked in Nmids, Hyderabad from November -2013 to December -2015

##### CERTIFICATIONS

Certification in Salesforce Platform Developer 1

Certification in Apttus CLM

**TECHNICAL EXPERTISE**

**Programming Languages** : APEX (Sales Force)

**Web Technologies** : Visual force (Salesforce), Apttus(CPQ and CLM), HTML, CSS

**Databases** : My SQL.

**IDE** : Eclipse, Force.com IDE

##### PROJECT DETAILS

**Project Title: Internal Solutions**

**Client: BirlaSoft Ltd (Internal)**

**Description**

Birlasoft, a globally trusted IT service provider has been partner in the IT transmission over the past two decades. Birlasoft started with solution team and implementing applications are True view, TruServ and different applications to help every company, small and large, run their business better. It vertical domain knowledge and technological solutions are providing across multiple clients.

**Roles**

* Worked on Configurations using Application, Objects, Tabs, Fields, Relationship types and Record types.
* Designed Custom formula fields, Field dependencies, Validation rules, workflows, approval process.
* Implemented sharing rules at object, field and record level for different users.
* Worked on Lightning components like aura attributes and Slds.
* Implemented wizards using lightning components.
* Worked on navigate components, dynamic pick lists and dynamic lookups.

**Project Title: Disney Apttus CLM**

**Client: Disney, USA**

**Description**

The Disney/ABC Television Group is composed of The Walt Disney Company’s global entertainment and news television properties, owned television stations group, as well as radio and publishing businesses. This includes the ABC Television Network, ABC Owned Television Stations Group, ABC Entertainment Group, Disney Channels Worldwide, ABC Family as well as Disney/ABC Domestic Television and Disney Media Distribution. Our project ABC Studio/Network/Cable provided the solution to manage the deals in salesforce platform and eliminated the manual work.

**Roles**

* Worked on Configurations using Objects, Tabs, Fields, Relationship types and Record types.
* Designed Custom formula fields, Field dependencies, Validation rules, workflows, approval process.
* Implemented sharing rules at object, field and record level for different users at different levels of organization.
* Worked on standard objects like Accounts, Contacts and custom objects.
* Worked on reports and dashboards.
* Worked on Apex classes, Apex triggers, Visualforce pages and Email Templates.
* Provided support for the users on production.

**Project Title: DTCC Apttus CLM**

**Client: DTCC, USA**

##### Description

DTCC has engaged Birlasoft to implement a CLM (Contract Lifecycle Management) solution, focusing on an initial launch for their Legal business unit. The objectives of project are Consolidate Agreement Storage in Unified Repository, Track & Report on Key Milestones and No detriment to current Salesforce functionality.

Roles

* Involved in Analysis for salesforce application.
* Hands on relationships with Objects and Validation Rules inside Salesforce.com and Mapping them to the existing functionalities and Objects.
* Worked on Reports based DTCC requirement.
* Support on Apex classes and Visual force pages for that Apttus application
* Write Apex triggers, formula fields.
* Worked on Workflow rules and Validation rules.

**Project Title: GE Health care**

**Client: GE, USA**

##### Description

GE Healthcare provides transformational medical technologies and services helping to deliver patient care to people around the world. The company provides medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, biopharmaceutical manufacturing technologies and performance solutions services. GEHC Global Application is built in Salesforce to manage the sales part of GE Health Care and being used by 30000 users.

Roles

* Involved in Analysis for salesforce application.
* Hands on relationships with Objects and Validation Rules inside Salesforce.com and Mapping them to the existing functionalities and Objects.
* Worked on various salesforce.com standard objects like Accounts, Leads, and Opportunities.
* Hands on weekly/monthly reports tasks in salesforce application.
* Ticket handling related to support cases of salesforce instance.

**Project Title: CLAXTON**

**Client: CLAXTON, USA**

**Description**

Project is about enrolling new and existing Patients, if the person is existing patient application provides the data along with the medical history, physician details. Also involves case assignments and to keep track of the progress made on Patient’s case.

* + - 1. Case owner notifies the Patient about the progress made on the case by Claxton medical Center. It also maintains payment details of the patients.

**Roles:**

* Worked on various Salesforce objects like Accounts, Contacts, Cases and Opportunities.
* Developed Apex classes and Triggers to support the custom functionality.
* Developed Visual Force Pages for all Standard Objects and Overridden.
* Write SOQL, SOSL and Dynamic Apex.
* Created page layouts, links, custom buttons for complex business requirements.
* Implemented pick lists, dependent pick lists, lookups relationships, junction objects, master detail relationships, validation, Roll up Summary fields and formula fields to the custom objects.
* Used validation rules, workflows and approval processes to implement business logic.

**Project Title: Travelex**

**Client: Travelex, USA**

### Description

Travelex, USA is using Salesforce.com to track their financial histories of each account. Reports are designed in Visualforce pages to track their trends in historical data monthly, quarterly and yearly revenues. Complex dashboards are designed in Visualforce pages using Google Visualization API to represent the data monthly, quarterly and yearly.

### Roles:

* + Designed user interface using Visual force pages.
  + Writing the apex classes in salesforce.com.
  + Worked on various Salesforce objects like Accounts, Contacts and custom objects
  + Used validation rules, workflows to implement business logic.
  + Created page layouts and Record Types.
  + Write SOQL, SOSL and Dynamic Apex.
  + Experience in create components and custom settings.
  + Designed and Developed Domain Objects and its access levels.
  + Performing unit testing on the designed reports Involved in testing the reports.

# EDUCATION

2010- Bachelor of Technology in Information Technology (CSIT)

Jawaharlal Nehru Technological University, Hyderabad.