NAGANJANEYA LAKSHMAN TADEPALLI

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**Professional Summary**

* Having total 8.11 years of IT industry experience and currently working at Capgemini Technology Services India Limited as Senior Consultant from 2 years and prior to that worked in Infosys Limited for 2.3 years as Senior Associate Consultant and Capgemini India Pvt Ltd for 4.8 years as Associate Consultant.
* Having 4.6 years of relevant experience in Salesforce (SFDC).
* Created Profiles, Roles, Custom Objects, Custom settings, Reports, Dashboards, Users and configured Salesforce to fit Security needs at the User and Organization levels etc.
* Implemented different types of Email Notifications (Text, HTML and Custom email templates), Escalation rules, Assignment rules, Auto response rules, Email to case.
* Experience on Validation Rules, Workflow Rules, Process builder, Approval Process, Flows and Page Layouts.
* Experience on developing Apex classes, Triggers and Visual Force Pages.
* Worked on Apex Data Loader and Data Import Wizard for Data Migration Activities, also used Workbench.
* Worked on the Salesforce Communities and created Partner or Community users.
* Used SFDX Visual code and Bit bucket for deployments and as repository, also worked on Change set and Ant Migration Tool for configuration and code migration from Sandbox to Production.
* Involved on Salesforce Lightning and Integration.
* Trained in the Lightning Web Components.
* Experience on Mainframes Concepts I.e. JCL, COBOL.
* Having good knowledge on Agile and Waterfall methodology in project delivery.
* Ability to adept for any environment such as working with large and small teams or independently and excellent analytical, communication and inter-personal skills.

 **Educational Qualification**

* Completed B.Tech (Electrical and Electronics Engineering) from Acharya Nagarjuna University (Velagapudi Ramakrishna Siddhartha Engineering College) with 71.54% in 2011
* Completed Intermediate (M.P.C) from Board of Intermediate Education with 86.50% in 2007
* Completed SSC from Board of Secondary Education with 78.50% in 2005

**Technical Summary**

* **CRM/ ERP :** Salesforce.com CRM (SFDC), Apex, Visualforce Pages, Batch and Schedule Apex, SOQL, SOSL, Process Builder, Workflows and Approvals
* **Web Technology :** HTML
* **Database :** Oracle 10g
* **Programming Technologies:** Apex, SOQL, and SOSL
* **Operating Systems:** Windows XP/2003/7/8/10

**Certifications**

* Certified **Salesforce Administrator**: Certification Number - 20529500
* Certified **Salesforce Platform Developer 1**: Certification Number – 6280607
* **Flosum Certified Professional**: Certification Number – 0000028526
* **IBM Certified Database Associate** - DB2 9 Fundamentals

**Work Experience**

**Project#6**

**Abbott CHARM Upgrade**

**Client :** Abbott

**Role :** Salesforce Admin, Developer

**Duration :** Oct 2020 to till date

**Environment :** Salesforce

**Company :** Capgemini

**Project Description :**

 CHaRM project is to manage complaints and ADD (ADD Business only is in scope for CHaRM) using the Complaint Management app from TrackWise Digital. CHaRM is integrated with CMSNext, which is a ticketing system, which handles tickets and its related records data. It publishes eMDR data by invoking Outbound Messages which points to TIBCO that acts as middleware between CHaRM and CMSNext. TrackWise Digital Complaint Management Software enables quality and regulatory professionals to manage the entire complaint lifecycle from complaint to investigation, root cause analysis and regulatory reporting and TrackWise Digital Platform is an end-to-end quality and compliance solution which can be implemented quickly and accessed on any device.

**Roles and Responsibilities:**

* Implemented the code changes with standards and best practices for the TWD upgrade defects.
* Upgrading the TWD apps in each environment and resolving the issues
* Estimating and designing the new requirements for the project.
* Worked on Process Builder, Apex coding and integration.
* Involved on Apex Data Loader and Import Wizard for data migration.
* Connect with onsite on daily basis for updates on defects and testing progress.
* KT sessions to testing team for new changes implemented on the applications.
* Supported the team on technical issues.
* Used SFDX Visual code and Azure DevOps for deployment and as repository.

**Environment:**

Salesforce platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Integration.

**Project#5**

**DFSI SIRA and eDuties**

**Client :** DFSI

**Role :** Salesforce Admin, Developer

**Duration :** Mar 2019 to Sep 2020

**Environment :** Salesforce

**Company :** Capgemini

**Project Description :**

 It is the New South Wales Department of Finance, Services and Innovation Insurance project that establish the customer at the centre of all programs and initiatives across the NSW Government to deliver a more consistent and efficient digital experience with government for the customer service improvements and engage more effectively with the people of NSW. It involves the working on AMS activities for both SIRA and eDuties applications that contains Service requests, Bugs and Enhancements related to Salesforce flow in the System.

**Roles and Responsibilities:**

* Implemented the code changes with standards and best practices for the enhancement on client's requirement.
* Performing the application shakedown for SIRA and eDuties applications after each code deployment to sandboxes and production.
* Provide the comments and status for JIRA tickets to make it more scalable to business users.
* Involve in SIRA Helpdesk Mailbox Monitoring.
* Support for Salesforce Release Activities and Technical Testing.
* Communicate with onshore in Daily Standup call to discuss the work progress and issues.
* Connect with client on requirements clarification for enhancements and bugs.
* KT sessions to testing team for new changes implemented on the applications.
* Worked on issues raised by testing team regression testing during SIT and UAT.
* Used SFDX Visual code and Bit bucket for deployments and as repository.

**Environment:**

Salesforce platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Integration.

**Project#4**

**HPSE R1.0B**

**Client :** Telstra International

**Role :** Salesforce Admin, Developer and Tester

**Duration :** Sep 2017 to March 2019

**Environment :** Salesforce

**Company :** Infosys

**Project Description :**

 Telstra is a leading telecommunications and technology company offering a wide range of services globally, with a focus on the Asia-Pacific region. The HPSE is one of major project in Telstra International and R1.0B release is related to implementation of termination orders in which customers request for service termination. It includes working with CloudSense CPQ and integrated with downstream applications like SNOW, CCMS etc.

**Roles and Responsibilities:**

* Worked on service cloud concepts I.e. Email to case, Case Assignment rules, Case Auto response rules.
* Worked on Process Builder, Apex coding and integration.
* Involved on Apex Data Loader and Import Wizard for data migration.
* Used Bit bucket for deployments and also as repository.
* Worked on creating test scripts based on requirements.
* Worked on manual testing and capturing the results and also involved in regression testing during SIT and UAT phase.
* Interacted with the business for daily Agile Standup calls.

**Environment:**

Salesforce platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Integration.

**Project#3**

**T-Mobile B2B Enhancement**

**Client :** T-Mobile

**Role :** Salesforce Admin and Developer

**Duration :** Dec 2016 to Aug 2017

**Environment :** Salesforce

**Company :** Infosys

**Project Description :**

 T-Mobile is a United States based wireless network operator and it is the third largest wireless carrier in the US. T-Mobile B2B Enhancement project is the Enhancement project that works for both B2B and Retail applications. This project is the communication related one and deals with the Enhancing their application.

**Roles and Responsibilities:**

* Worked on Apex classes and triggers.
* Worked on lightning concepts I.e. Lightning App Builder, custom components.
* Used ANT tool for deployment to higher environments.
* Using Apex Data Loader for data migration.
* Coordinating with onsite for day to day status and issues.

**Environment:**

Salesforce platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Salesforce Lightning.

**Project#2**

**eFNOL**

**Client :** Farmers Insurance

**Role :** Salesforce Admin and Developer

**Duration :** July 2016 to Dec 2016

**Environment :** Salesforce

**Company :** Capgemini

**Project Description :**

 Farmers eFNOL project helps to enhance Farmers client in creating the claims for both personal and commercial purpose on integrated Salesforce web platform and this project helps to provide the service options to the Farmers client upon the created claim. Farmers Claims organization continues its focus on an OMNI channel for agent, customer and employee centric claims experience, with improved self service capability, usability, and integration.

**Roles and Responsibilities:**

* Created Custom Objects, Profiles, Roles, Workflows and Approval process.
* Defining Custom business logic using Apex code and Designing Visualforce pages.
* Involved in writing test classes to get code coverage.
* Using Import Wizard for data migration.
* Interacted with the business to gather the requirements and documented the requirements.

**Environment:**

Salesforce platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs.

**Project#1**

**Core System Development**

**Client :** HSBC

**Role :** Mainframes Developer

**Duration :** Oct 2012 to June 2016

**Environment :** Mainframes

**Company :** Capgemini

**Project Description :**

 In CSD fix migrations activity for GRV 4.15 release for three drops, has file conversions and also test scripts/test cases preparation and execution for GRV 4.15 AIT - 2 Testing. This activity includes understanding the FS, TS, IA documents of different enhancements and then prepares the test scripts to be executed during testing and involved in control record set up for AIT Testing.

**Roles and Responsibilities:**

* Involved in GRV fix migrations activity for GRV 4.15 release for three drops and file conversions.
* Worked in test scripts/test cases preparation and execution for GRV 4.15 AIT - 2 Testing.
* Involved in control record set up for AIT Testing.

**Environment:**

Mainframe, COBOL, JCL