

Sushand Krishna Kolapalli

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Profile Summary

- Overall experience of 3.2 years in IT industry.
- 2.5+ year of experience Salesforce Admin & Vlocity development implementation, with a focus on Flexcards, Omniscripts, Data Raptors, and Integration Procedures.
- Developed Flex cards for Vlocity Insurance and Communications verticals to improve the user experience and increase efficiency.
- Built Omniscripts for complex business logic and data manipulations, resulting in improved data accuracy and reduced manual effort.
- Worked with the project team to ensure the timely delivery of high-quality solutions, following Agile methodologies
- Manage and maintain Salesforce org, including user setup, profiles, roles, permissions, and security settings
- Design and implement custom Flows to automate business processes, reducing manual effort and improving productivity
- Created and optimized Approval Processes to standardize the approval of key business transactions, resulting in improved accuracy and faster decision-making.
- Good team player, quick learner with good analytical and communication skills.
- Ability to do work in diverse team and in fast paced dynamic environment.

Education

B.Tech., Prist University (2015 - 2019)

Certifications

- Certifications: Salesforce Omnistudio Developer, Salesforce PD1
- Web Technologies.

Skills Worked On

• Omniscripts • Data Raptors • Integration Procedures • Flex Cards • EPC • Basics of Vlocity CPQ • Salesforce Development • Salesforce Admin • Salesforce Configuration • Basics of Service Cloud

Professional Experience

Organization: Persistent Systems

Job Type: Contract

Payroll: Watsonite Systems Pvt. Ltd

Project Title: 8x8

Duration: From April 2023 to Sept 2023

Domain: Telecommunications

Description:

Key Skills and Knowledge

Cloud Platform

Salesforce Communications

Deployment Automation Tools

Copado

IDX Workbench

Domains

Salesforce Vlocity

Salesforce Admin

Omnistudio

Salesforce Configuration

Legal domain knowledge

Incident Management

Methodologies & Process

Agile

Waterfall

Scrum

Wrike

Platforms

Windows

UNIX

Database

SQL

Scripting Language

Jquery, Java Script

Salesforce Vlocity Developer

Web Developer

A Voice over IP products. Its products include cloud-based voice, contact center, video, mobile and unified communications for businesses

Role: Consultant Software Engineer

Roles & Responsibilities:

- Exposure to Vlocity Omni Script, Data Raptor, FlexCard and Integration Procedure
- Coordinated with different scrum teams for successful development, testing, and deployment.
- Perform unit testing and support user acceptance testing, review of deliverables and production.
- Involved in the deployment the code developed in the Dev Sandbox to the QA Sandbox by using IDX Work Bench
- Manage & Monitor Salesforce Storage
- Resetting passwords, as applicable

Software Tools/Skills: Omnistudio, Salesforce Vlocity Developer, Salesforce Admin

Organization: Prodapt Solutions

Type: Full Time

Project Title: LLA Telecom

Duration: From Spet 2021 To April 2023

Domain: Telecommunications

Description:

To show the data in the UI from which data is fetched from the External Systems which is sent by Mulesoft Team and Show the Data in the UI.

Roles & Responsibilities:

- Developed Flex cards for 360 View and Communications verticals to improve the user experience and increase efficiency.
- Built Omniscripts for complex business logic and data manipulations, resulting in improved data accuracy and reduced manual effort.
- Worked with the project team to ensure the timely delivery of high-quality solutions, following Agile methodologies.

Skills: Vlocity Developer, Git , Copado, Salesforce Admin

Organization: Accenture

Type: Contract

Project Title: AT&T

Duration: From May 2022 To Sept 2022

Domain: Omnistudio Support/Salesforce Admin

Description:

To design auto scaling group to spin up/down the servers and was responsible to send notifications through SNS for every activity occurred in the cloud environment.

Role: Associate Software Engineer

Roles & Responsibilities:

- Development activities on Vlocity components -Omniscript, Dataraptor, Flexcard and Integration Procedures
- Improving the performance of the application by implementing the best practices
- Team handling and discussions
- Data Migrations in PROD and fixing the data related issues.
- Weekly Status Update Report with Key Matrices for each sprint.
- Created record types and assigned page layouts based on the profile to the record

type.

Skills: Salesforce Vlocity, Salesforce Admin, Salesforce Configuration, Git

Organization: Thomson Reuters

Job Type: Contract

Payroll: Ascent Staffing Solutions Pvt. Ltd

Project Title: Findlaw

Duration: From Feb 2020 To Feb 2021

Domain: Salesforce Admin

Description:

Responsible for collecting, converting, and editing text and graphical materials provided by clients for design prototypes. This role incorporates special Web features and proprietary functionality, receives and fulfills ongoing maintenance requests for graphical, text, and coding changes for the production of websites. These websites are developed for Law Firms across the US, Canada and the UK

Role: Salesforce Admin

Roles & Responsibilities:

- Performed user maintenance task like User Creation, Role and permission set assignment for various markets in development phase.
- Worked with different Standard and Custom SFDC objects.
- Created Flows, page layouts, email templates, profiles, roles, validation rules, workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic..
- Status and Technical face-to-face meetings with Client to share the status of the work, Discuss technical solutions and propose the best suitable solution and discuss any changes in requirement and/or design of an existing system/module

Software Tools/Skills: Salesforce Admin, Wrike
