

SAIVEER YELAGANDULA

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Vibrant and initiative-taking professional with 2+ years of experience in IT industry with certifications in Salesforce administrator and developer. Skilled in development, coding, and working in multicultural environments.

EXPERIENCE

MAR 2018 – JAN 2020

Senior Associate, WIPRO

Problem resolution root cause analysis. In depth investigation and resolve issues.

AUG 2017 – FEB 2018

Intern, ZOPAKS

Front end development.

EDUCATION

MAY 2017

B. TECH, AURORA'S ENGINEERING COLLEGE

Electronics and Communication Engineering

ACHEVIEMENTS

- Best Idea award for the tool implementation to get accurate results.
- Recognized as a best performer for the quarter of January 2019.

CERTIFICATIONS

- Salesforce Certified Platform Developer 1
- Salesforce Certified Administrator (SCA)

SKILLS

- Apex, Java
- JavaScript
- HTML, CSS, Bootstrap
- Reports and Dashboards
- SCRUM
- Sales cloud
- SOQL
- Apex Triggers
- Web development

WORK EXPERIENCE

WIPRO (MAR 2018 – JAN 2020)

Project Title: Commerce/Payments Risk Analysis

Project Description: The main goal of this project is to analyze data and find the new fraud trends.

Roles and Responsibilities:

- Act as key point of contact when new tool gets launched regarding enhancements and issues.
- Retrieve the required data using SQL queries on the client's tool and the retrieve the data of the transactions.
- Maintain or exceed established standards for customer service and resolves complex issues with little or no supervision or direction.
- Review queued transactions and independently determine if the reviewed transactions are fraudulent or legitimate.

Project Title: E-Commerce Risk Management System

Project Description: The main goal of this project is assisting in fraud investigations, summarizing key findings and recommend best practices and solutions based on trends and patterns.

Roles and Responsibilities:

- Problem resolution root cause analysis
- Research complicated cases without prompting to provide more comprehensive service to customers
- Conducted investigations into concerning activity and thoroughly documented findings and conclusions.
- Provides high value input into risk reports on highly complex issues.

ZOPAKS (AUG 2017 – FEB 2018)

Project Title: Webpage development

Project Description: Develop user interface of an application in an agile environment.

Roles and Responsibilities:

- Worked with other UI developers to develop the overall look and design of webpages.
- Ensuring responsiveness of websites are accessible across many platforms, including laptops and smartphones.
- Routinely testing websites for ease of use, speed and other quality factors.