**Vikranth K H**

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| Experience Summary |

* Having 6 years of professional experience in IT Industry Involving in various phases of Software development in Salesforce.com CRM including System Analysis, Designing, Development, Unit testing, and implementation of SFDC including 2+ in Mainframe Development including expertise in COBOL, IMS DB and JCL.
* Experience in capturing, analyzing, documenting and realizing the business requirements to design on Salesforce.com platform.
* Experience in customization using LWC and Aura framework
* Experience in creating Custom objects, creating the relationships/junction objects like Master-Child, lookups, Fields, Objects, Tabs, Page Layouts, Field Level Security, Record Types, Validation Rules, Relationships, Email Templates, Sharing Settings, Sharing Rules, Users, Profiles, Permission Sets, List Views, Public Groups, Queues.
* Experience in automating business process using Workflows, Process Builder and Approval Process, Flows, Assignment Rules and Role Hierarchy.
* Experience in Apex coding, Triggers, Visual force pages, Communities, Lightning framework.
* Knowledge on experience in Salesforce analytics like Report and Dashboards.
* Knowledge on Batch and Schedule Apex classes, Future Callouts.
* Experience in CI/CD, Change Set deployment.
* Mainframe Experience - Good experience in COBOL, IMS DB and JCL. Working on development of code for extraction process using IMS DB for retiring data bases. Implementation of code and analyzing as per requirement.
* Analysis of code and then providing solution to client and how to proceed further.
* Hands-on experience on Endeavor Management tool and CA7.
* Have knowledge of Inter Test.
* Good knowledge of JCL, COBOL and IMS DB.
* Skilled at establishing flows for testing and developing coding plans.
* Code Design Verification

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| Education |

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| **Title of the Degree with Branch** | **College/University** | **Year of Passing** |
| MSc Physics  BSc Computer Science | Osmania University  Osmania University | 2017  2014 |

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| Technologies/Skills |

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| **Hardware / Platforms** | Windows XP/7 |
| **Programming Languages** | Apex, Core Java and C |
| **Technology** | Salesforce.com CRM, Force.com |
| **Design Scripting**  **Force.com** | HTML, CSS, Java Script  Lightning Aura Components, Lightning Web Components, Apex, Triggers |
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| **Tools** | Post Man, Mule Any point Platform Studio, Import Wizard, Data loader, Workbench, ISPW, Change Management and Endeavor, GitLab, GitHub, Jira, Confluence, PMD Code Analyzer. |

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| Certifications/Awards |

* **Salesforce Certified Administrator**

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| Company Experience |

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| **Infosys LTD**  **Tech Mahindra**  **Wipro Technologies** | Dec 2019 – Present  Feb 2019 – Dec 2019  Aug 2014 – Feb 2019 |
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| Relevant Project Experience |

**Project Name:** M1 Digital Transformation (Infosys LTD)

Project Description: M1 Telecom is one of leading telecom industry in Singapore.

**Roles & Responsibilities:**

* Working as a Technical Lead to design the architecture of Console for M1 agents and various integration.
* Design implementation and building of Community for end user as eBuy site.
* Integrating Salesforce with Azure SQL DB using salesforce Adaptor and implementation of External Objects
* Azure SAML SSO(AD and B2C), Mule Integration, Tableau Integration, Creation of Apex Classes, Triggers, Lightning components.
* Implementation of Agent console framework in LWC and Aura framework.
* Integration with Azure Blob using Platform events with Mule.

**Project Name:** Rackspace (Tech Mahindra)

Project Description: Rackspace is a popular cloud computing and hosting company.

Rackspace Cloud is the brand name for Rackspace Hosting Inc.'s [cloud storage](https://searchstorage.techtarget.com/definition/cloud-storage) services. Rackspace Cloud includes Cloud Files, Cloud [Block Storage](https://searchstorage.techtarget.com/definition/block-storage) and Cloud Backup.

Rackspace has two main segments of its business:

[Cloud computing](http://www.businessinsider.com/blackboard/cloud-computing):

Customers get virtual computers to run applications and store data, and they pay by usage.

Managed hosting:

Customers are hosted on dedicated (physical) servers and can elect to receive various levels of support and other services.

**Responsibilities:**

* Creation of Apex Classes, Triggers, Lightning components.
* Developing and maintaining of Communities.
* Creation of Test Class and deployment.
* Worked on lead creation and conversion. Quote Management, Customization of Quick Actions, Knowledge on Sales Cloud.
* Worked on Apttus, Seismic.
* Build workflows and process builder to automate business process.
* Worked directly with end users in dealing with issues related to partner communities.

**Project Name:** GSK (Tech Mahindra)

**Project Description:** Survey for different countries and different region for Aqua fresh product for GSK. GSK service executive should be able to send survey link for few of its customer based on case and product.

**Responsibilities:**

* Creation of Survey using survey Object (Salesforce Survey).
* Development of Lightning Component.
* Creation of Test Class and deployment.

**Project Name:** MasterCard (Wipro Technologies)

**Project Description:** MasterCard principal business is to process payments between the banks of merchants and the card issuing banks or credit unions of the purchasers who use the "Mastercard" brand [debit](https://en.wikipedia.org/wiki/Debit_card), [credit](https://en.wikipedia.org/wiki/Credit_card) and [prepaid](https://en.wikipedia.org/wiki/Pre-paid_debit_card) to make purchases.

**Responsibilities:**

* User Onboarding.
* Data import using Data Loader.
* Created Custom Objects, Fields, Tabs, Page Layouts, Field Level Security, Record Types,
* Validation Rules, Relationships, Email Templates, Workflows and Approval Process as per the business requirements.

**Project Name:** MasterCard-CI (Wipro Technologies)

**Responsibilities:**

* Creation of Test Class and deployment.
* Involved in the understanding the business requirement for Change Requests, preparing the technical design document and development of the Change Requests.
* Worked on development of Apex Triggers, VF pages, Classes, Process Builder, Flows, Assignment Rules, Approval Process

**Project Name:** Wools-Worth (Wipro Technologies)

**Project Description:** Wools-Worth is a migration project to migrate the classic VF pages to Lightning Pages/ Apps and Components which includes creating User request forms to employees of Wools-Worth.

**Responsibilities:**

* Migration of Classical VF pages to Lightning Pages.
* Creation of Stand Alone Apps and Lightning out pages.
* Developed Lightning Components and embedded the Lightning Component in the Visual force page.
* Creation of Test Class and deployment.
* Involved in the understanding the business requirement for Change Requests, preparing the technical design document and development of the Change Requests.

Place: Hyderabad (Vikranth K H)  
Date: 16-08-2020