

**Prudhvi Mandapati**

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**PROFESSIONAL SUMMARY**

* **Salesforce Certified Developer, Salesforce Certified Administrator.**
* Expertise in implementation, integration and customization of Salesforce CRM and clarify CRM applications.
* **Over 7 years** of experience in Healthcare, communications and Power, with proficiency in administration, integration, migration and support of CRM applications.
* Experience **in Java & CRM** applications.
* **Five years of experience in Salesforce.com** **requirement gathering, Analysis, Administration, Integration,** **Design and Development.**
* Hands on experience working with **Agile methodology**.
* Expertise in full Salesforce life cycles from technicalrequirement gathering, administration, development integration, migrations and deployment.
* Experience in implementing and customizing **Service cloud, Sales cloud & Community Cloud**.
* Experiencing in integrating marketing module with **Jitterbit & Mulesoft.**
* Experience in **Lightning web component framework & Communities**.
* Extensive experience in **Release management.**
* Extensive experience with large teams and interacting with offshore teams.
* Expertise in data cleansing and data migration using various tools.
* Experience in **Data Synchronization, Data Loader, Jitter Bit, Data Replication, Data Quality Assessment modules** of **Informatica** **ETL.**
* Extensively used **Data Loader, Workbench** to import data from legacy CRMs into Salesforce.com.
* Worked on various **integration** projects.
* Expert at writing Apex, Visualforce, Apex based web services, VisualForce controllers and custom S-Controls.
* Knowledge in JavaScript Frameworks- **Angular.**
* **Integrated** third party **Force.com AppExchange** applications and external systems with salesforce.com for various customers.
* Extensive experience in Production Support, Troubleshooting, Debugging, High priority issues.
* Expertise in writing **SQL** queries, Stored Procedures, Functions and Triggers.
* Strong analytical and problem-solving skills with ability to adapt to new methods and procedures. **Self-motivated** with ability to work independently or as a team member. Excellent written and verbal communication skills.

**TECHNICAL EXPERIENCE**

**CRM** Salesforce.com, Clarify CRM, Amdocs

**Tools** HP Quality Center 8.0/9.2, Track Record, RUM, WilyIntroscope, PerfView, BeyondCompare3, OracleIndepth, XML Spy, GlancePlus, IBM Tivoli 6.1, Precise**,** Adobe Flex, CTI, CRMFusion Demand Tools, SalesforceDX.

**Databases** Oracle 7x/8x/9i, SQL, SQL server 2000/7.0, MS Access

**Operating Systems** UNIX, Solaris, HP-UX, AIX, Windows 9x/00/NT/XP

**Languages** Apex, Visualforce, Salesforce API, S Controls, LDS, Web Services, XML, VBScript, Ajax, JavaScript, C, C++, Java, JSP, J2EE, PL/SQL, HTML, Basic, Clear Basic (Clarify).

**Technologies** Dreamweaver, Visual Source Safe, Visio, Informatica, Data Loader, Flosom, Ant Migration

**Application Servers** WebLogic 8.1, WebSphere 6.1/7.0, Web Server

**PROFESSIONAL EXPERIENCE**

**Salesforce Developer June 2018 – Present**

**Salesforce.com, Hillsboro, OR**

* Worked in all the stages from Requirement gathering, Successful deployment and Production support.
* Experience **in Service Cloud, Self Service, Communities**, **Portals**, **Sales Cloud**, **Commerce Cloud** & **integration.**
* Created a front-end template to create the **community portal**. We utilized pre-built templates for most simple use-cases, you can leverage them and customized them a little for specific needs.
* **Community template and Visualforce**: Customize Login, Logout, and Self-Registration Pages: Customize the login and logout screens to match branding. In addition of creating custom user access and managing access through **social sign-on**, we also allowed users to register themselves for a community through self-registration pages. Enabling the cases for **Communities’ users**, created Dashboards to display in **community management**.
* Worked on **community’s settings** created community users by assign community user license**.**
* **Salesforce Files and Communities**: In addition to sharing information stored in objects, share documents and other files with users.
* Implemented new **Service console** and **enabled knowledge base**
* Experienced on **Lightning web component framework** & **Communities.**
* Created multiple **Lightning web Components**, added CSS and Design Parameters that makes the **Lightning web component** look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Developed **Lightning web Components** & Retrieved data from Third-Party API’s and displayed within the lightning web component.
* Hands on experience with **SalesforceDX & Scratch Orgs.**
* Worked on setting up **customer and partner Communities** for establishing secure and maintaining good communication Between Customers, Partners and Company.
* Experience with **JitterBit** for real time data integration for the Org.
* Used refined global search in **Lightning** by developing Apex classes and Controllers
* Maintenance of installed **Managed Packages** in **Lightning** using Apex.
* Experienced in using **Data Migration** tool called **Data Loader**.
* Enabled **salesforce1** and customized **highlight panels, mini page layouts**.
* Queried Salesforce database using **SOQL** and **SOSL**.
* Created various **validation rules, assignment rules, auto response rules, escalation rules.**
* Created **visualforce pages** to customize the Support request object (Case) be created from the opportunity.
* **Apttus CPQ** is used to configure bundle, standalone products and prepare proposal/quote from the products
* **Migrate deployments** into various instances using Change **Sets, Packages, Eclipse and ANT tool.**
* Created standard and custom reports including scheduled **reports and dashboards.**
* Worked on creating several workflow rules that include field updates, email alerts, outbound messages, tasks.
* Handled many org merges projects which included salesforce applications and other on-premise applications like **Datorama, Mulesoft, Datorama.**
* Worked on **GitHub**, check in and checkout code from the repository.
* Worked on implementing **Communities, Portals and Self Service**.

**Environment: Service Cloud, Sales Cloud, Community Cloud, Apex, VisualForce, Web services, Lightning, SOQL, Data Loader, Apttus, HTML, Javascript**

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## Salesforce Developer Jan 2017 – May 2018

## Relay Health.com, San Francisco, CA

* Work with the business users in **requirement analysis, documentation, training** and **UAT** throughout the implementation.
* **Design** and **develop** Salesforce.com solutions utilizing the **VisualForce** and **Apex**.
* Reputation: Maintained the member’s reputation rating on their every post and Ideas shared. **Salesforce community** has this inbuilt feature.
* **Single Sign-On**: Instead of manually creating access, you can leverage Salesforce’s Social Sign on features.
* Handled **Administration, maintenance** and **support** of Salesforce modules.
* Customized **sales** and **marketing** modules as per the business needs.
* Performs hands-on development of **Apex classes, VisualForce pages, Apex triggers** and **Batch Apex.**
* Implemented Apttus for **CPQ**.
* Worked on end to end **quote to cash** solution.
* Configured complex **price matrices**, **bundling products.**
* Created various **lead processes** and **assignment rules**.
* Enabling the cases for **Communities’ users**, created **Dashboards** to display in community management.
* Worked on Account and **Contact Management, Contract Management, Territory Management, Security, Roles, Lead process.**
* Integrated external apps using **SOAP** and **REST** API calls.
* Implemented **mass data loads** and pre-deployment testing.
* Assisted my project manager and performed a major role on the implementations on Salesforce.com
* Implemented BAA project for Medicare contracts within salesforce which was quoted.
* Worked on implementing new **business logic** usingApexdevelopment.
* Created **triggers** to enforce the constraints on the fields and to schedule tasks.
* Created auto assignment rules using the **workflow process** to route tasks.
* Created **Test Classes** in order to check the **validation of triggers** and **workflow** **rules**.
* **Standard** and **custom** **controllers** were used to handle queries.
* Integrated with back office systems to push loads into salesforce.
* **Customized page layouts**, search layouts to organize fields, custom links, **related** **lists**, and other components on record pages.
* Used the **Change Sets** to deploy code between the **Sandbox** and **Production** environments for final implementations and prepared **Deployment documents.**

**Environment: Saleforce.com platform, Communities, Apex Language, Visual Force (Pages, Component & Controllers), Force.com migration Tool (ANT), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Javascript, Java, Web Services, WSDL, SOAP, Sandbox, Eclipse IDE Plug-in, Windows XP.**

## Salesforce Administrator/Developer Aug 2015 – Dec 2016

## Ford, Detroit, MI

* Worked in all the stages of the project from successful deployment and production support.
* Worked on deploying the Salesforce **mobile application** for the FSEs as a prototype.
* Customized sales process in Salesforce and interfaced it to Siebel.
* Worked on the data load from **Siebel to Salesforce**.
* Worked on the **data analysis, Data cleansing** for data Loads.
* Extensively used Data Loader tool for one-time data load and **Cliq tool** for schedule loads.
* Worked on **Advanced workflow, Reports, Dashboards, validation, governor rules, web to case.**
* Used Demand tool of CRM Fusion for data cleansing of Accounts and Contacts.
* Created **Approval processes** that inform the management according to the business requirements.
* Created **triggers** that send API messages to external system as part of the sales process
* Assisted in creating page layouts and search layouts.
* Developed **Visualforce pages** using **custom controllers** and **Apex Classes** to implement the sales order business logic.
* Assisted in creating new Workflows
* Created **custom objects, fields and relationships**.
* Used callouts by importing **wsdls** which are converted to Apex Classes.6+
* Worked on installation and configuration of Cast iron studio and Appliance
* Used **salesforce web service callouts** to interact with Cast iron
* Worked on integration between SAP RFC and salesforce using **Cast Iron**
* Worked on WMC and CLI components in **Cast Iron** to manage the project
* Created **cast iron** orchestrations for product pricing call from salesforce to SAP
* Queried Salesforce database using SOQL and SOSL
* Created test classes to help test the custom code before deploying it to production.
* Assisted in setting custom profiles and field accessibility.

**Environment: Apex, VisualForce, Web services, SOSL, SOQL, Data Loader, Cast Iron Integration Appliance, PL/SQL, SQL Server 2000, Java, HTML, JavaScript, Oracle 8i**

## Salesforce Administrator/Developer Jan 2013 – Jul 2015

## Level 3 Communications, Broomfield, CO

* Currently working on Level 3 Communication salesforce merger with Global Crossing salesforce.
* Customize the Level3 instance before the integration of the Global crossing instance.
* Analyze the consolidated instance and provide risk factors upon integration.
* Work in a **Agile –Sprint methodology** environment with daily scrums and two week sprints and monthly deployments.
* Integrate Salesforce with Siebel, Pipeline and Clarify for **ordering** and **quoting**.
* Configure **Chatter** so that users automatically follow their role hierarchy.
* Configure **Salesforce to Outlook** feature sync Tasks and Events.
* Created **visualforce pages** to customize the Support request object (Case) be created from the opportunity.
* Support request page is customized in visualforce to incorporate the combo dependent picklists to display the description and Custom Questionnaire object dynamically.
* Support request page customized to contain geo address and detailed port address.
* Create rules in **Apex** to **validate** the required custom fields.
* Created Apex Triggers and Test Classes for required functionality.
* Use the Ant tool to migrate the configurations between environments.
* Investigate on configuring salesforce for IPad mobile applications for users.
* Provide Tier 2 production support for users
* Provide a solution design and technical design document for spike stories.

**Environment: Apex, Visualforce, Web services, SOSL, SOQL, Data Loader, Ant tool, Pipeline, Eclipse IDE, MS SQL Server 2005, Tibco, Rally.**

**EDUCATION**

**Bachelor of Information Technology,** graduated in 2012

Acharya Nagarjuna University, India

**Master’s Degree**

Major: **Computer Science**

Name of University: California State University

Graduated in 2014

**Salesforce Certified Administrator. (Issued date, 2018)**

**Salesforce Certified Platform Developer I (Issued date, May 2018)**

**Salesforce Certified Advanced Administrator (Issued March 2019)**