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**Premanath Reddy Mooli**

**Salesforce Tech Lead**

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**Professional Summary:**

* **11+ years** of experience in **Salesforce.com CRM platform including Lightning, Apex technologies, LWC,** **Sales Could, Service Cloud, Vlocity,** Community Cloud features, design solutions, using the Force.com API with configuration, customization, and release management.
* Experience in leading teams and guiding members technically and functionally and have been active member of client Workshops and Train the trainer sessions.
* **Salesforce expertise: Apex** **Classes**, **Triggers**, **Flows**, **LWC, Lightning Components**, **REST API.**
* Ability to provide optimized solutions and work on them to help improvise design and deliver in the stipulated.
* Coordination and Interaction with Client’s Business Partners, Analysts, Architects and Cross Regional Teams to put together comprehensive **CRM Solutions.**

**Onsite Experience:**

* Visited **Sydney, Australia** for business requirements validation and Consolidation for Telstra CRM Implementation for 3 months.
* Worked with product owners and stakeholders contributing to blueprints and ownership of technical design, development, and implementation of assigned Salesforce.com for Pacific Gas & Electric project in **Toronto, Canada** since November 2021 to Feb 2023.
* Working as Tech Lead in **San Francisco, USA** since February 2023 for PG & E project.

**Professional Experience:**

* Currently working as a **Salesforce Tech** at **Infosys LTD** from August **2015 to till date.**
* Worked as a **Salesforce Developer** at **EF Information Systems Pvt Ltd**, Bangalore, from June **2012** to August **2015**.

**Certifications:**

* Salesforce Certified Platform Developer 1.
* Salesforce Certified Platform Developer II.
* Salesforce Certified Administrator.
* Vlocity Certified Platform Developer
* Vlocity EPC/CPQ Essentials Certified.
* Vlocity Certified Professional Communications Developer II.

**SKILL SET**

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| --- | --- | --- | --- |
| **#** | **Skill Area** | **Experience (in Years)** |  |
| 12 | Gas & ElectricTelecommunications | 1.503.75 |  |
| 3 | Health Care | 2.30 |  |
| 4 | Education | 3.25 |  |

**Project Summary**

**Position: Salesforce Tech Lead**

**Account: PG & E, USA (From Date: November 2021 to Present)**

**Company: Infosys**

Pacific Gas and Electric Company provides natural gas and electric service to approximately 16 million people throughout USA. PG&E pledges to think creatively and work cooperatively to increase our use of clean and renewable energy, reduce the impacts of our business, protect sensitive habitats and species, and work locally to help our customers use energy more efficiently.

**Technology:**

* Operating independently, reviewing, and directing the work of more junior staff
* Lead a team – onsite offshore model of 5 -7 individuals as a Salesforce Technical Lead
* Responsible for leading custom development on the Salesforce.com platform, technical design/development, document, configuration, maintenance, administration and integration of the Salesforce platform
* Driving the development team through the agile delivery process to where possible achieve commitments across sprints
* Groom user stories in collaboration with Solution Architect, Application Owners and Functional Consultant.
* Assist with Reports Rationalization, and user stories definition.
* Review Design for completeness, and alignment with the user stories.
* Managing a team of 6+ technical resources working in offshore for various development and sprints.
* Build and development activities
* Lead Conference Room Pilot Demonstration and Review.
* Review SIT, UAT and Production defects as needed.
* Responsible for code review which is developed by team to ensure to deliver best code.
* **Implementing API’s** which interacts with third party systems to fetch necessary information and show the same in UI and perform the necessary business functions.
* Worked on **Lightning Web components (LWC)** and build Lightning Component APIs to integrate with public API's.
* Hands on knowledge of: Omnistudio, Omniscripts, Data Raptor.
* Liaised with different systems for end-to-end incident resolution.
* Hands on experience with Vlocity Order Management and Provisioning in telecom based projects.
* Used Vlocity Data raptors and Omni scripts to build the guided flow of carts for the customers.
* Hands-on Experience with **Vlocity platform capabilities, including Data Raptors, Integration Procedures, Omni Scripts & Vlocity Data Model**.
* Experience with system integrations involving Salesforce.com web services (JSON, SOAP), REST, XML, as well as Vlocity Integration Procedure.

**Position: Senior Vlocity Developer**

**Account: TELUS, Canada (From Date: January 2022 to February 2023)**

**Company: Infosys**

Telus Communications Inc. is the wholly owned principal subsidiary of Telus Corporation, a Canadian national telecommunications company that provides a wide range of telecommunications products.

**Technology:**

* Experience of building solutions in our industry – telecommunications.
* Experience in Omni Scripts, Data Raptors, Flex Cards, Vlocity Product Console and Integration Procedures, Cache Warmup and Product Catalogue Configuration.
* Responsible for develop an end-to-end solution for creation of offers to order capture.
* Responsible for developing **Order Management by using Omni scripts**, Integration Procedures, Vlocity Templates and data raptors.
* Worked on **Vlocity Integration Procedures** for server-side processes that execute multiple actions in a single server call.
* Worked on building customer carts for placing an order of Telus products supports in multiple languages like French and English.
* Responsible for collaborating with different teams resolving the conflicts on Omni script in order flow.
* Responsible for developing and deploying **Vlocity Templates** and lightning components which are used in Vlocity order flow.
* Responsible for **Debugging** and testing the order flow when we are building any interface or code using **JSON** **Data** in Omni script Designer Preview mode.
* Responsible for developing a **Dealer Portal** for testing the complete omni script order flow in Sandboxes before going Production.

**Position: Salesforce Technical Lead**

**Account: Telstra, Australia (From Date: January 2018 to October 2021)**

**Company: Infosys**

Telstra is Australia’s leading telecommunications and Technology Company, offering a full range of communications services and competing in all telecommunications markets. The telecommunications industry is experiencing enormous growth; network traffic is growing faster than any other period and digital technology is changing our world.

**Technology:**

* Responsible for leading the team of developers and configuration specialist in ensuring thoughtful and technically enriched solutions as part of new and existing development.
* Leading teams of more junior developers in delivery of a common solution
* Responsible for migrating different Telstra Applications into Salesforce and Vlocity.
* Responsible for developing **apex classes, triggers, Lightning Components, LWC** and communities.
* Responsible for design applications based on identified architecture.
* Responsible for **code review** which is developed by team to ensure to deliver best code.
* Responsible to provide optimized solutions and work on them to help improvise design and deliver in the stipulated.
* Worked on building Lightning applications for replacing the Customer Adviser tool.
* Build **Lightning Component APIs** to integrate system with public API's.
* Worked on Salesforce **Vlocity** to build customer carts.
* Used Vlocity **data raptors** and **Omni scripts** to build the guided flow of carts for the customers.
* Responsible for developing communities using Lightning components.
* Designed and developed integrations between Salesforce.com and other applications/systems using **SOAP** and **REST**.
* Responsible for creating scalable, maintainable, reusable code with minimum defects and ensuring high quality.
* Involved in developing Visualforce web pages in Salesforce using HTML, CSS, XML, JavaScript, and Visualforce code.

**Position: Salesforce Sr. Developer**

**Account: McKesson Specialty Health, USA (From Date: Sep 2015 to December 2017)**

**Company: Infosys**

McKesson Specialty Health empowers the community patient care delivery system to advance the science, technology and quality of care. The company delivers vital medicines, medical supplies and health care information technology solutions that touch the lives of patients in every health care setting.

**Technology:**

* Performed the roles of Salesforce.com Admin and Developer for this account. It involves automation of various aspects of the current CRM application.
* Worked on **Apex Triggers, Classes, Visual Force, Flows,** **Process builder, Workflows** as part of the development.
* Involved in solution design and documentation.
* Used Partner Portal communities for users to log their visits in salesforce.
* Used ANT Script, change sets and Eclipse IDE to deploy components.
* Used Lightning Experience, HTML, CSS, AURA component.
* Responsible for support implementation of design by resolving complex technical issues faced by the IT project team during development, deployment and support.
* Responsible for developing and executing ANT build files in order to execute all the goals.
* Responsible for creating data objects and creating validation rules enabling proper storage of data.
* Responsible for creating scalable, maintainable, reusable code with minimum defects and ensuring high quality.

**Position: Salesforce Developer**

**Account: HULT International Business School, UK(From : Jun, 2012 To Aug 2015)**

**Company: EF Information Systems Private Ltd.**

HULT is using Sales force as the system of record for Student Admissions; managing the processes from Prospect to Matriculation. Prospects are engaged using Sales force and apply for their International programs using Sales force Customer Portal. The application is managed through the qualification, acceptance, finance and matriculation in Sales force. There are several HULT teams using Sales force including Marketing, Finance, Sales, Admissions (Conversion & AAM’s) and Management.

**Technology:**

* Responsible for managing Student applications from Prospect to Matriculation.
* Designed, and developed Apex Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Webpages in Visual Force Pages for students like Rotation sites, generating the Finance Statement and Finance Support letters.
* Designed and developed Rotation visa portal for students across the world.
* Responsible for automating the process of Demographic information on the student, basic academic information on the student and documents such as Passport copy.
* Responsible for writing apex triggers and classes using salesforce best practices.
* Responsible for migrating data from one org to another using Force.com Data Loader.
* Involved in developing change sets to be deployed from Sandbox orgs to production orgs.
* Involved in using Eclipse IDE for Force.com to write technical documentation Apex and Visualforce code in the sandbox orgs.
* Responsible for creating Salesforce builds in the sandbox for deployment for the clients

**Qualifications:**

* Prem holds an excellent academic record with **bachelor’s degree** in **Computer Science & Engineering** from **JNTU University, Anantapur, Andhra Pradesh, India** in 2011**.**