

# PRAHLAD BANDHU

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## PROFESSIONAL SUMMARY

- Total 10 years of Technologies experience.
- Strong experience in Core Java, Extensive experience in Salesforce Development and Administration With expertise in installation, Configuration, troubleshooting, Performance Tuning and deploying applications In production environment.
- Strong experience in wordpress, Shopify and PHP.
- Strong debugging and troubleshooting skills.
- Good experience in software engineering, best practices across the development lifecycle, including, coding standards, code reviews, source management, build processes, testing, and operations.
- Proven track record in Delivery, Quality process, Operational and Team management.
- Strong capacity to communicate and coordinate with individuals across all levels of an organization and cultures, from customers to senior executives.

## TECHNICAL SKILLS

Languages	Salesforce Administrator, Salesforce Development, Omnistudio, vlocity, Apex, LWC, Visualforce, Aura, HTML, CSS, JavaScript, Amp script
Tools	Visual studio code, Sublime, Eclipse
Role	Senior Salesforce developer and Administrator
Database	MySQL, SOQL, SOSL, DML
O/S	Windows10, window 11, Linux
Salesforce Cloud	FSL(Sales cloud, Service Cloud, Health Cloud, Community Cloud), CPQ
Middleware Technologies	Salesforce.com. force.com
Trailhead 1.22 lakh	<a href="https://www.salesforce.com/trailblazer/prahladbandhu">https://www.salesforce.com/trailblazer/prahladbandhu</a>

## EMPLOYER DETAILS

Duration (Years)	Organization	Role
3 Mar 2022 to Till Date	uncommonustech	Salesforce developer and administrator
15Feb 2017 to 2 Mar2022	Greenday solution	Senior Web developer
02 Jan 2014 to 9 Feb 2017	RDinfocom	Web developer
12 Dec 2012 to 30 Dec 2013	Green web solution	Web Developer

## PROFESSIONAL EXPERIENCE

**Organization** : Uncommanus tech PVT ITD  
**Environment** : Windows 10, Salesforce  
**Technology** : Salesforce Administrator, workflow, soql, sosl, Email activity, Import and Export data, Cloud page, Manual Import, connect to marketing cloud, sales cloud and Service cloud

**Role** : Senior Salesforce administrator & Developer

**Team Member** 7

**Domain** : LMS Domain

**Client** : Bluevolt

**Description** : I have managing a Learning Management System (LMS) within Salesforce, your business responsibilities will span a variety of tasks related to configuration, maintenance, and support. Here's a breakdown of key responsibilities:

## **Responsibilities:**

### **1) User Management:**

- I have Create and manage user profiles and roles for learners, instructors, and administrators.
- I have ensure proper access controls and permissions are in place to manage who can view, create, and administer learning content.

### **2) LMS Configuration:**

- I have do configure and customize Salesforce objects and fields to store relevant LMS data.
- I have do set up custom objects or leverage existing Salesforce objects to represent courses, training materials, users, and learning progress.

### **3) Course and Curriculum Management :**

- I have implemented a system for creating and managing courses and training content within Salesforce.
- I have utilized Salesforce CMS or custom objects to organize and deliver learning materials.

### **4) Automation Rules:**

- I have implement automation rules and workflows to automate learning processes.
- I have do set up automatic notifications, reminders, and assignments to guide users through their learning journey.

### **5) Integration Management:**

- I have integrated Salesforce with external learning platforms or tools to enhance the LMS capabilities.
- I have ensured seamless data flow between Salesforce and external systems for a cohesive learning experience.

### **6) Reporting and Analytics:**

- I have Create custom reports and dashboards to monitor learning progress, completion rates, and assessment results.
- I have do Leverage Salesforce Analytics or other tools to gain insights into the effectiveness of training programs.

## 7) User Training and Support:

- I have provided training to end-users on how to use the Salesforce-based LMS.
- I have offer ongoing support and address user inquiries related to learning materials and progress tracking.

## 8) User Experience (UX) Enhancements:

- I have Implement mobile responsiveness for users accessing learning materials on various devices.

## 9) Continuous Improvement:

- I am doing Stay informed about Salesforce updates and enhancements related to learning and training.

**Organization** : Uncommanus tech PVT ITD

**Project** : Theory11

**Environment** : Windows 10, Salesforce

**Technology** : Salesforce Administrator, Shopify, Apex, LWC, CPQ, Salesforce Quote-to-Cash app  
Visualforce, Aura, Trigger, Sales Cloud and Marketing cloud Etc.

**Role** : Senior Salesforce Administrator

**Team Member** 7

**Domain** : Thoery11 Domain

**Client** : Theory11

**Description** : I have responsible for CPQ (Configure, Price, Quote) product management; my role involves various tasks related to configuring and maintaining products within the CPQ system. Here were my key responsibilities:

### 1) Product Configuration:

- Had Keep Configure and maintain product catalogs within the Salesforce CPQ system.

### 2) LWC Component:

- Implement Apex classes and triggers for custom Develop LWC components to customize the appearance and content of quote documents generated by Salesforce CPQ Business logic.
- Address user inquiries and issues related to the CPQ functionality developed with LWC.
- Optimize the performance of Lightning Web Components within the CPQ module.
- Develop LWC components to customize the appearance and content of quote documents generated by Salesforce CPQ.
- Develop LWC components to automate CPQ workflows, such as approval processes and quote generation.

### 3) Price book Management:

- Had a keep Create and manage pricebooks to establish pricing structures for products.
- I had defined different pricing tiers, discounts, and pricing rules based on business requirements.

### 4) Product Rules and Dependencies:

- I had applied Implement product rules and dependencies to guide users through the configuration process.
- I have defied logical relationships between different product options and configurations.

## 5) Quote Templates:

- I had configured and manage quote templates to ensure consistent and professional-looking quotes.
- I had made Customize templates based on branding and presentation standards.

## 6) Integration with CRM:

- I had ensured seamless integration between Salesforce CPQ and Salesforce CRM.
- I had done Enable real-time access to customer data, opportunities, and other relevant information.

## 7) User Profiles and Permissions:

- I had done Defined user profiles and permission sets to control access to product and pricing information.
- i had ensued that users have the appropriate permissions to create and modify quotes.

## 8) Workflow and Approval Processes:

- I had ensured seamless integration between Salesforce CPQ and Salesforce CRM.
- i had done Design and implement workflows and approval processes for quote generation and review.
- Customize Salesforce CPQ to align with the organization's sales processes.

## 9) Reports and Analytics:

- I have created custom reports and dashboards to track product sales, quote metrics, and pricing trends.
- I have used leverage analytics tools to gain insights into the performance of different products.

## 10) Data Migration and Maintenance:

- I had done assist in migrating and transforming existing product data into Salesforce CPQ.
- I had done Enable real-time access to customer data, opportunities, and other relevant information.
- Regularly maintain and update product data to ensure accuracy and relevance.

**Project : Hospital management**

**Environment : Windows 10, Salesforce**

**Tools : Salesforce Developer tools and VS Code**

**Environment : Windows 10, Salesforce**

**Technology : Salesforce Administrator, Apex, LWC, Visualforce, Aura, Personalized Healthcare & Patient Experience Solution for Salesforce app, Vlocity, Omnistudio, Trigger, Health Cloud, Soql, Sosl .**

**Role : Senior Developer**

**Team Member: 5**

**Domain : Health Domain**

**Client : Abrazo Campus, Advent Health Daytona Beach**

**Description:** It is the management that helps in managing the functioning of the hospital or a health unit. It integrates various departments of a health care unit, like clinical, non-clinical and supporting departments. Health care services must be comprehensive, preventive, curative and rehabilitative.

## Responsibilities:

### 1) Salesforce Development :

- Develop and customize Salesforce applications to meet the specific needs of hospital management, ensuring alignment with healthcare industry standards.
- Collaborate with stakeholders to gather requirements and translate them into technical solutions within The Salesforce platform.

## **2) Electronic Health Record (EHR) Integration :**

- Design and implement integrations between Salesforce and Electronic Health Record systems to ensure seamless data flow and accurate patient information.
- Work closely with IT and healthcare teams to ensure compliance with healthcare data privacy and security regulations.

## **3) Lightning Web Component :**

- Develop Lightning Web Components (LWC) for specific functionalities like patient management, appointment scheduling, or inventory tracking.
- Implement Apex classes and triggers for custom business logic.
- Conduct training sessions for hospital staff to ensure effective use of Salesforce features.
- Implement Apex classes and triggers for custom business logic.

## **4) Patient and Provider Portal Development :**

- Design and develop patient and provider portals within Salesforce, enabling secure access to health records, appointment scheduling, and communication features.
- Implement features that enhance patient engagement and streamline communication between patients and healthcare providers.

## **5) Care Plan Automation :**

- Develop and optimize Salesforce workflows to automate and streamline care plan management, ensuring efficient coordination of patient care across healthcare teams.
- Implement custom solutions for treatment plans, medication tracking, and patient follow-ups.

## **6) Custom Reporting and Analytics :**

- Build custom reports and dashboards within Salesforce to provide real-time insights into hospital performance, patient outcomes, and resource utilization.
- Collaborate with analytics teams to integrate Salesforce data with other healthcare reporting tools.

## **7) User Training and Support :**

- Provide training to healthcare staff on using Salesforce for hospital management.
- Offer ongoing support to address user queries, troubleshoot issues, and optimize user adoption.

## **8) Health Cloud :**

- Communication Cloud solutions often include features such as email, messaging, video conferencing, document sharing, and other collaborative tools
- Health Cloud solutions may provide secure storage and management of healthcare data, support interoperability between different healthcare systems, and offer tools for data analytics and insights.

<b>Cloud working</b>	<b>: Salesforce cloud work</b>
<b>Role</b>	<b>: Salesforce Module Development</b>
<b>Duration</b>	<b>: Mar 2020 to till date</b>

## 1) Health Cloud :

- A Salesforce Health Cloud Developer is responsible for designing, developing, and implementing solutions within the Health Cloud platform to meet the specific needs of healthcare organizations. Their primary focus is on creating and customizing applications that enhance patient care, streamline processes, and improve overall healthcare delivery.

## 2) Service Cloud :

- Case Management: Track and resolve customer issues and cases.
- Knowledge Base: Create and manage a knowledge base for customer support.
- Service Console: Provide a unified interface for customer service agents to streamline support processes.
- Live Agent: Enable real-time chat support for customers.

## 3) Platform and App Builder :

- Custom Application Development: Build custom applications to meet specific business needs.
- Workflow and Process Automation: Automate business processes using workflows and process builder.
- Integration: Integrate Salesforce with other systems and applications.

## 4) CPQ in Salesforce :

- I have do Customize and configure Salesforce CPQ to align with the organization's specific needs. This includes defining and configuring product bundles, pricing rules, discount schedules, and quote templates.

## 5) Lightning Web Component :

- Develop Lightning Web Components (LWC) for specific functionalities like patient management, appointment scheduling, or inventory tracking.
- Implement Apex classes and triggers for custom business logic.
- Conduct training sessions for hospital staff to ensure effective use of Salesforce features.
- Implement Apex classes and triggers for custom business logic.

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## PERSONAL DETAILS

Education	PG in RGPV University Bhopal
Field	Computer Science
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Email Address	<a href="mailto:pbandhu05@gmail.com">pbandhu05@gmail.com</a>
Marital Status	Married
Passport Status	No