Udbhavi S

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# OBJECTIVE:

To secure a challenging position where I can effectively contribute my skills & creativity towards making a significant contribution to the growth of myself and the organization.

# PROFESSIONAL SUMMARY:

* **7 years of experience in IT industry with over 4 years in Salesforce CRM.**
* Currently working as an **Associate Application Designer** with DXC (former Hewlett-Packard)
* Experience in **Administration, Configuration** and Support of Salesforce CRM based on Apex and leveraging Force.com Platform.
* Experience in **Creating Roles, Profiles, Users, Page Layouts, Workflow Alerts, Reports, Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, and Workflows, Sharing rules and Approval Processes.**
* Have a good exposure on **Deployment Process in Production environment.**
* Have good working knowledge in querying salesforce.com database **using SOQL & SOSL Queries.**
* Experience in creating various **Reports** (summary reports, matric reports, pie charts, dashboards, and graphics) and Report Folders.
* Well versed in using **Data Loader** for insert, update and bulk import or export of data from Salesforce.com Objects.
* Knowledge on Apex development in creating **Apex Classes, Visual Force Pages, Triggers**.
* Having Good experience in **on operations procedures.**
* Expertise in Using various Operating System which include **UNIX, Linux and Windows**.
* Experience in Development and middleware Administration with Production and Non-Production Environment Support based on Agile methodology.
* Good Understanding in Application Design, Development, Testing and implementing Business logic.
* Excellent work experience in Software Development Life Cycle (SDLC), Project Management, Project Release and Configuration Management Plans.
* Excellent communication skills, strong architectural skills, hardworking and a very good team worker by meeting committed delivery schedules.
* Exposure in Direct interaction with client.
* Dynamic and controlled behavioral Skill.

# TECHNICAL SKILLS:

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| Programming languages | APEX, Visualforce, Shell Scripting, SQL, HTML. |
| Database | Toad, SQL Developer |
| Application Servers | TIBCO Admin, Weblogic |
| Tools | Apex Data Loader, Service now, Jenkins, Jira, SourceTree Putty, Remedy. |

# EDUCATION:

* Bachelors in Electronic and Communication Technology from JNTU-Kakinada

# PROFESSIONAL EXPERIENCE:

1. **Client:** Vaillant

**Description**: The Vaillant Group is a global market and technology leader in the fields of heating, ventilation and air-conditioning technology. It has been following a strategy designed to achieve sustainable and profitable growth. Today, our family-owned company has 10 sites in six European countries and China

**Roles and Responsibilities:**

* Worked on Salesforce configuration concepts like Approval Process, Workflow rules, security settings (Permission Sets, Profiles, OWD)
* Implemented automatic email alerts using Process Builders
* Have Good Knowledge in writing SOQL Queries.
* Expertise in implementing Custom Settings and Custom labels
* Hands on experience in Triggers
* Fixing Production defects in Application using Visualforce and Apex
* Immediate support to Clients/Customers on the application
* Root Cause Analysis for Issues and abilities to fix the issues
* Analyzing the User stories and implementing the code changes.
* Created Custom Objects, Custom Fields, Field dependencies, applications, home page components and applied Validation Rules for the fields.
* Defined Custom Profiles, User Permissions and created Custom Sharing Rules for Record owners with “Read-only” Permissions granting client requested Create/Read/Update/Delete capabilities.
* Work with customers/clients and help them, as part of **L3 support**.
* Hands on experience on Insert/Delete/Update/Export records using Data Loader
* Have experience in performing extensive testing by Interpreting data before moving to Production.
* Immediate response to Customers regarding any data quires and issues
* Documenting the analysis and process

1. **Client:** Vodafone

**Description**: MFT is a Managed file transfer system which is a centralized solution for managing the movement of the file-based data between the systems, both internal and external to Vodafone.

**Roles and Responsibilities:**

* Responsible for gathering the requirement for configuring the connectivity.
* Involved in preparing low level design documents in detail design for the projects.
* Development, Support and Testing of the services.
* Responsible for raising firewall requests and establishing the connectivity from source and destination.
* Supported configuration and execution in Production.

1. **Client:** Vodafone - Integration Support

**Description:** Vodafone UK is a provider of [telecommunications](http://en.wikipedia.org/wiki/Telecommunication) services in the United Kingdom, and a part of the [Vodafone Group](http://en.wikipedia.org/wiki/Vodafone), the world's second-largest mobile phone company. As of now, Vodafone UK has 20 + million subscribers and is the third largest mobile telecommunications network nationally. My role here is to release various Environments for Testing and Production, which can be used to deploy the developed application.

**Roles and Responsibilities:**

* Responsible for coordinating with Dev Team for requirement execution and system upgradation.
* Worked on change management and deployments into Production.
* Worked with Global variables, Shared variables, Job variables as part of the process definition for Integrations.
* Worked on TIBCO EMS in creating topics, queues etc
* Raising and implementing the changes in production.
* Working Experience in Tibco Administrator 5.6 on various Deployments**.**
* Having Good knowledge on open firewalls and comms matrix.
* Worked on Incidents of Low, medium, high and critical called incident Management.
* Worked on shell scripting to make automation of all the jobs/report/error.
* Worked on user related functional issues with their accounts.
* Used WebLogic as application servers and Webservers.
* Identifying the issue in the production proactively.
* Working as L3 Team if required to provide the fixes which are we identified and user reported.
* Working/interacting with other teams like TIL, ISAC, CRM and OPP to fix the user and Production issues.
* Monitoring all monitoring tools for abnormal issues if any.
* Implemented many automation scripts for production support stability.
* Responsible for managing daily/weekly/monthly performance report
* Preparation and delivery of Release Notes, delivery package for higher environments
* Resolving issues during/post deployment for all environments

# AWARDS AND ACHIEVEMENTS:

* Certified Salesforce Administrator.
* Learned the projected related things very quickly and working on those proactively.
* Received appreciations from clients and Vodafone account team.
* Received e-ward and points for the performance.
* Featured in the Vodafone newsletter.
* Got best rating rom Hewlett Packard for the commendable performance.
* Secured many prizes and certificates for cultural activities.
* Won many awards in sports competitions held as a part of corporate events.

# OVERSEAS EXPERIENCE:

Worked as an onshore coordinator at Client location for gathering requirements and client faced meetings on the project, performed deployment activities and resolved high priority tickets on time.

# PERSONAL DETAILS:

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