**Yasodara Kondeti**

Visakhapatnam, India

kondetiyasodara@gmail.com; +91-6309018846

**AWARDS**

* Among the Top 5 performers in the team with 100%+ productivity and 4.9/5 Average Customer Satisfaction score. - *2020*
* ‘Star’ - Outstanding performance and lasting contribution with the customers. - *2019*
* Meritorious performance in the training program - *2018*

**TECHNICAL SKILLS**

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| * Apex Class and Trigger |
| * SOAP UI, Postman |

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| * Salesforce Integration | * Deployment |
| * Authentication | * Security Model |

**WORK EXPERIENCE**

**Developer Success Engineer, Salesforce** –Hyderabad*Jun 2018 – Present*

* Created and managed all custom fields, triggers, object relationships and permissions.
* Worked on Out of Box Salesforce functionalities like Validation Rules, Workflow Rules, and Process Builder.
* Hands on experience Apex class, Apex trigger, Visualforce Page, SOQL and Test class.
* Worked on Asynchronous apex – Batch apex, Scheduler apex, Future, Queueable.
* Sharpened relational skills by providing front line technical assistance and end user troubleshooting for bug fixes, enhancements, requirement gathering, designing, delivering solutions to hundreds of customers.
* Worked on Computer Telephony Integration and Service cloud voice.
* Assisted 10+ customers in designing Identity Connect.
* Hands on Experience of Splunk tool for analysing server side logs.
* Helped 15+ customers implementing and debugging Salesforce Integration with third party systems using various OAuth flows.
* Developed Single Sign-On (SAML) with Okta and Federated SSO.
* Developed Survey functionality for public Community.
* Worked on Deployment using Change set, Workbench and Ant Migration tool.
* Developed Case Management system as per the requirement using web-to-case, email-to-case, assignment rules, auto response rules and escalation rules.
* Collaborated with clients from concept through final delivery of product.
* Configured sharing of records with external users on the basis of user profile using Apex Manual Sharing.
* Salesforce to Salesforce Integration using SOAP and REST API.
* Followed the best practices and efficiency standards.

**CERTIFICATIONS**

* Salesforce Certified Platform Developer – 1
* Salesforce Certified App Builder
* Salesforce Certified Administrator

**EDUCATION**

**Bachelor of Technology, Computer Science Engineering** *Aug 2014 – Apr 2018*

Andhra University, Visakhapatnam (***8.54 CGPA***)

**Board of Intermediate Education - AP** *Jun 2012 – Mar 2014*  
 Narayana Junior College – Visakhapatnam (***96.5%***)

**Secondary School Certificate** *Jun 2011 – Mar 2012*  
 Pollocks High School Visakhapatnam (***9.8 CGPA***)