 

**Prathap Reddy Yarragunta**

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# Professional Summary

* A dynamic professional with 6.5 years of Salesforce developer experience and 12.8 years of total experience. Currently working as Tech Lead with Tata Consultancy Services (TCS) India Pvt Ltd Hyderabad.
* I am ambitious and driven IT technical expert of encompassing Product Development, Application Development and Support with domain expertise on Salesforce.com, Lightning, Web services and REST.
* Was part of a large scale sales Cloud Implementation as a developer and large scale Service Cloud Implementation as an Integration Lead
* Have very good knowledge on implementing the survey related changes using GetFeedback
* Excellent product knowledge leads me to clear 2 certifications platform developer and Admin
* Strong SDLC - I having Agile knowledge including writing user stories, facilitating the scrum meeting like sprint planning, standup calls, sprint retrospective calls and Backlog refinement calls effectively to drive the project to its smooth delivery.
* Integrations - Excellent knowledge and working experience on integrating different systems with Salesforce
* Excellent Salesforce OOB and Customization features with latest happening like Lightening APPS, SLDS, Asynchronous data handling.
* One of the best part I really like to do a code review. Using this I can learn from the others code if it is better than my standards or I can teach to my fellow teammates how we can optimize the code. Ultimately it will end up with a code with better standards and a good learning experience either for me or my fellow teammate.
* Ability to effectively work in a multi-location team environment, successfully lead teams of technical resources.
* Ability to work in projects which has language challenged (like Portuguese and Spanish)

# Salesforce Experience

Lightning components development, Integration with other systems, GetFeedback surveys, workflows, process builders, validation rules, Approval process, apex classes, apex triggers, batch jobs, test classes, good amount of hands on experience in JavaScript, Email services, data loader.

# Technical Skills

Languages : Apex, Lightning, Core Java, JavaScript, HTML, COBOL, JCL Etc.

Database : DB2, Oracle

Operating Systems : z/OS, Windows 7/8/10

Environment : Salesforce.com(SFDC), IBM Mainframes

# Education

* B.Tech in Electronics and communication Engineering from JNTU Hyderabad in May 2007

# Work Experience

* Working as an Assistant Consultant for Tata Consultancy Services India Pvt Ltd from Jan 13 2016 to till Date
* Worked as an Associate for Cognizant Technologies India Pvt Ltd from June 12 2013 to till Dec 31st 2015
* Worked as an Associate Consultant for Capgemini India Pvt Ltd from August 29 2008 to June 10 2013

# Professional Certifications

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* IBM Mainframe certified from Pro-Ed technologies Ltd.

# Awards and Recognitions

* Received start performer of the month award in Chrysler TCS.
* Received on the spot and special achievement awards in Chrysler TCS.
* Received Bravo and Pat on the back Awards from CTS.
* Received GEM of Associates Award for the First quarter of 2012
* Got appreciations for playing vital role in the COF physical separation

# PROJECT DETAILS

## Project: FCA LATAM Nov 2019 to till Date

* Implementing a customer care application to my customer for LATAM region. Currently my customer has a Siebel based customer care application.
* We faced language challenge initially as the application we developed are used by both Brazil (Portuguese Language) and Argentina (Spanish Language) dealer users. With all the language challenges we have very good learning experience
* We are transforming the existing Siebel with lot of new automations and resolving lot of issues with current application is having.
* Since this is a service cloud application and salesforce is not the system of truth for any of the data except cases, we are building a complete ecosystem associated with multiple internal and external stake holders. It has multiple integration touch points including both upstream and downstream systems.
* Worked on developing Partner communities which are used by dealer users
* Migrated data from Siebel to salesforce using data loader and workbench
* My Role here in this project is Integration Lead and I need to coordinate with all the different stake holders.

**Environment:** SFDC, APEX Data Loader, Import Wizard, Lightning, Get Feedback

## Project: Fiat Chrysler Automobiles Jan 2016 to Oct 2019

* Implementing a customer care application to my customer for NAFTA region. My customer had a mainframe-java based customer care application with lot of maintenance and infrastructure issues.
* We have transformed the existing legacy system to Salesforce with lot of new automations and resolving lot of issues which mainframe application was having.
* We started with only customer care application to Salesforce. Later pulled all the customer care applications across the deferent line of business and dealer lines into the same.
* Since this is a service cloud application and salesforce is not the system of truth for any of the data except cases, we have built a complete ecosystem associated with multiple internal and external stake holders. It has multiple integration touch points including both upstream and downstream systems.
* Along with the transformation, we have also migrated last thirty year’s data available for the current application by pushing last 3 years of data into Salesforce and rest of the data into a archival database and having the integration with archival database.
* My Role in this project is Senior Integration developer and I need to coordinate with all the different stake holders.
* My customer got out of infrastructure and bugs in the old legacy system and have good user experience to the customer care agent.

**Environment:** SFDC, APEX Data Loader, Import Wizard, Visual force, Lightning

## 3. Honeywell Nov 2014 to Dec 2015

* This project is to build multiple customer care applications to Honeywell for their inventory management system across the different line of businesses using same source of code.
* We built both partner and customer communities for the same, so that we reduced the burden on customer care and the same time we kept the customer satisfaction index at high.
* This application saved Million+ $ annually to Honeywell without losing customer satisfaction.
* This is a typical application where multiple systems involved and run everything based on integrations completely.
* Honeywell has the SAP as the source system for inventory management and we pull this information SAP using web services.
* Since it is a customer faced community, we have added wonderful UI to the application so that customers will adopt it easily.

**Environment:** SFDC, APEX Data Loader, Import Wizard, Visual force

## 4. Verizon Telecommunications June 2013 to Nov 2014

* Verizon Communications is an American broadband and Telecommunication company. Currently Verizon Telecom’s products and services are billed via multiple billing systems that are unique to Verizon telecom.
* Verizon developed single billing system which is intended to consolidate the multiple billing systems into one which is called as Orbit single billing system.
* This new billing application is designed to support the capture of FIOS and wire line customer information and the subsequent billing of its customers. The new application will support maintaining customer record of service information, generating high quality bills and maintaining customer balances based on payments, adjustments and treatment activity.

**Environment:** Mainframe related technologies such as COBOL, JCL, DB2, FILE AID, EZYTRIEVES, ENDEVOR Etc.

## 5. COF Insurance Dec 2011 to June 2013

* Capital One finance is a credit card issuing bank in North America and it had recently acquired HSBC Credit card operations in North America.
* The COF Insurance systems are mainframe based. The three core admin systems are purchased from Xybernet. The core admin systems are XY-Claims, XY-Card and XY-Credit. The systems structure is interfaced with DB2 tables and VSAMfiles.
* Xybernet is a suite of applications which manage the insurance for the credit card payments apart from life, disability and involuntary unemployment. The team corresponds to supporting the production batch cycle in India timings and performing major and minor enhancements to the application.

**Environment:** Mainframe related technologies such as COBOL, JCL, DB2, VSAM, FILE AID, EZYTRIEVES, ENDEVOR Etc.

## 6. SW/SMg3 Aug 2008 to Dec 2011

* StrategyWare/SMg3 is a FICO (www.fairisaac.com) software application used in decision making whether to approve, decline, refer or review new credit applications.
* StrategyWare / SMg3 is used to score a customer(s) based on the rules, strategies, and scenarios the business users have set up. The business group enters these rules, strategies and scenarios via a PC based GUI that runs in a Windows NT environment.
* StrategyWare/SMg3 processes the application for credit and returns a scoring information and/or decision information (approved, declined, referred and review) to the calling programs/application. Work includes maintenance of existing StrategyWare applications across HSBC.

**Environment:** Mainframe related technologies such as COBOL, JCL, DB2, FILE AID, EZYTRIEVES, ENDEVOR Etc.

**Personal Details:**

Current Organization: TCS

Previous organizations: Cognizant and Capgemini

Date of Birth: 10-02-1985

Marital Status: Married

Nationality: Indian

Spoken Languages: English, Telugu, Hindi