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**Desu Tirumala Satya Sai Ravi Teja**

***Senior Associate Consultant at Infosys Limited***

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***+91 8885873357***

**Profile** **Summary**

* Salesforce Developer with around **3.5** years of experience in IT industry – Development, Administration and APTTUS CPQ.

**Relevant To SFDC**

* **SFDC Development -** Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers, Test Classes Visual force pages** for various functionalities in the application.
* Worked on Batch apex, schedule apex Future class.
* **SFDC** **Administration** - SFDC User Management, Roles, Profiles, Security Creating Reports and Dashboards.
* Hands on experience in SFDC Administrative tasks like creating workflows, approval processes, Process builder, validation rules and sharing & security rules, custom object, and fields.
* Worked on Source Tree, Jenkins, Change set and Git Lab for code related Deployment Activity.
* Good knowledge in org-wide default, sharing settings, record types and page layout.
* Working on Agile scrum Methodology
* Experience in data migration using Data Loader, Workbench, and unit testing.
* Creating Permission sets and Assignment rules.
* **SFDC Data Integrations -**Basic knowledge in Rest, Soap web services and in streaming and chatter API.

**Relevant To APTTUS CPQ**

* Created Standard, Bundled and Option Products, Accounts, Opportunities, Quote’s, Product Discounting, Price Rule’s, Contracts, Price Matrix and Products with different currencies into CPQ**.**
* Created Product Categories, Option groups, Attribute Groups, Price List’s within Price Matrix, and line items across all Products.
* Worked on Customizations for Renewal Process and Apttus pricing callback classes.
* Worked on scenarios-based Price and Product rules.
* Involved in end-to-end testing and configuration enhancements for Apttus CPQ Implementation.
* Worked on the Conga templates creation.
* Tested end to end flow up to Invoice generation in Apttus CPQ.
* Involved in fixing defects and unit testing related to SIT, UAT and Production.
* Worked closely with the client to discuss various ideas/solutions, issues, and timelines.
* CPQ implementation using salesforce CPQ for proposal life cycle and accelerate business using automation like sales process and approvals.
* Worked on Usage products, Created Billings Schedules, and Usage schedules under Asset line items of salesforce product for generating invoices, order management and Revenue.
* Worked on X-Author deployment tool for Products and Template’s related changes in Apttus CPQ.

**Work** **Experience**

**Previous Employer**

* Software Developer in **Tech Mahindra** having **3** years of experience in IT industry with **Salesforce.com CRM**. (Joining date- 12th -May-2016 to 12th -June-2019)

**Current Employer**

* Associate consultant in **INFOSYS LIMITED** having **1.10**-years experience in IT Industry with **Salesforce.com CRM**. (Joining date-17th-June-2019)

**Technical Skills**

* Force.com
* Salesforce CRM
* Apex, SOQL
* APTTUS CPQ
* Visualforce, HTML, CSS
* JAVA, SQL
* Source Tree, Jenkins, GitLab, Jira

**Project Experience**

1. **Project** : Reed Business Information (RBI)

**Client** : Accuity, Cirum(Flight Global), Estates Gazette (EG),ICIS and Proagracia

**Environment** : Salesforce Apttus CPQ

**Role** : Apttus CPQ Developer

**Duration** : 17 JUNE 2019 to till date

**Description**: **Reed Business Information**, the largest business-to-business publisher in the UK., provides information, analytics and data to business professionals in the media, manufacturing, electronics, construction, hospitality, printing and retail industries more than 80 market-leading business-to-business

**RBI** is part of RELX Group plc, a world-leading provider of information solutions for professional customers across industries. RBI's most well-known brands Accuity ICIS Flight Global XpertHR Estates Gazette Proagrica.

**Accuity**- Unmatched data services to optimize payment efficiency, facilitate transaction compliance, AML screening data and bank counterparty assessment.

**Flight Global**- The world's leading aviation media brand, providing intelligence and resources across the aviation and aerospace sectors.

**ICIS-** is the world’s largest petrochemical market information provider, with divisions spanning energy and fertilizers.

**Proagrica-** is a trusted partner for the global agriculture and animal health industries

**Roles and Responsibilities:**

* Created Standard, Bundled and Option Products, Accounts, Opportunities, Quote’s, Product Discounting, Price Rule’s, Price Matrix and Products with different currencies into CPQ.
* Created Product Categories, Option groups, Attribute Groups, Price List’s within Price Matrix and line items across all Products.
* Involved in end to end testing and configuration enhancements for Apttus CPQ Implementation.
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1. **Project** : GE HealthCare Next Generation CRM

**Client** : General Electric (GE)

**Environment** : Salesforce CRM

**Role** : Salesforce (Apttus CPQ) Developer

**Duration** : 16 February 2017 to 12 June 2019

**Description: GE** is the world largest product based manufacturing company in almost all sector of manufacturing GE-Energy, GE-Aviation, GE-Healthcare, GE-Money etc.I am working in GE -Healthcare. It Uses Salesforce platform to meet the requirements of client GE needed to provide automated process for all the business offered by GE and to control different level of processes such as Service Process which includes Service Max Features too.

**Roles and Responsibilities:**

* Analyzed requirements and provided solutions by customizing standard objects and by developing using Apex classes and Force.com platform.
* Implemented picklists, dependent picklists, lookup, master-detail relationships, junction objects, assignment rules and record types.
* Worked on various salesforce.com standard objects such as Accounts, Contacts, Cases, Reports, Work orders and Parts orders.
* Developed User stories using Apex, Visual Force, Triggers.
* Tested the Application.
* Exported and Imported data for various objects using Data Loader.
* Involved Daily & Weekly Reviews and meetings
* Requirements gathering from onsite team, development and parallel POCs
* Done Data Migration using Apex Data loader.
* Creating Sharing rules, permission sets, Assignment rules, Setting Auto Response rules

**3) Project :** Maximo Wind Renewable Energy

**Client** : Maximo Asset Management (IBM)

**Environment** : Maximo 7.5, Oracle 9i, 10g, putty, Service now

**Role** : Software Developer (JAVA, ORACLE)

**Duration** : 12 September 2016 to 24 January 2017

**Description: Maximo wind is** a support and enhancement project. It involvedITIL process configuration like **incident, Problem, Change Management and reporting** in Service now. Enhancements as per the request of users. This project had Assets, Location, Inventory, Purchasing and PM modules. Mainly concentrated on the purchasing module, inventory and work orders.

**Roles and Responsibilities:**

* Responsible for providing Root Cause Analysis, Incident resolution and Defect Fixing of support issues.
* Responded to service tickets and service requests within established time-based requirements.
* Provided hands-on technical governance on all aspects of production support.
* Involved in providing real time solutions of technical and DB related issues.
* Responsible for gathering and analyzing the client requirements.
* Involved in working on long term issues and providing improvements, feasible solutions.
* Involved in providing weekly reports to customers on various issues.
* Discussing with customers in weekly calls to understand their issues and business Impact on them. Based on their requirements discussing on the feasibility for providing solution.
* For ticket monitoring we are using service now tool, for incident, service request, problem etc.
* Mentoring colleagues and dividing work among them to resolve the support issues in time and maintaining customer satisfaction.
* Involved in Defect fixing like Database Configuration changes, Purchasing / Receiving module changes, Data restrictions, Security controls, Security settings.
* Worked closely on recurring issues, evaluating them, and provided permanent fixes.
* Analyzing Business Requirement and preparing action plans to process the same.

**Accomplishments**

* Completed **Salesforce Platform Developer 1 (PD1) certification.**
* Completed **Salesforce Certified Administrator certification.**
* “Bravo” award for excellent work in project.
* “Best Team Member” award for taking leadership in hard times.
* “Active member of the office cricket team.

**Strengths**

* Ability to co-ordinate with a Team and Leadership quality.
* Good communication and management skills
* Easy Adoptable to any condition or to any new process.
* Quick Learner and Dedicative.

**Educational Qualification**

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| **Degrees Awarded** | **College / School (University / Board)** | **Year of Passing** | **Stream/ Branch** | **Percentage**  **/ CGPA** |
| B-Tech | Godavari institute of Engineering and Technology, Rajahmundry | 2015 | CSE | 63% |
| XII | Narayana Junior College-Vijayawada | 2011 | M.P.C | 80% |
| X | Sri Krishnaveni Talent School- Vijayawada | 2009 | S.S.C | 65% |

**Personal Details:**

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| Name | - | RaviTeja Desu |
| Date of Birth  p | - | 11/12/1993 |
| Sex | - | Male |
| Nationality | - | Indian |
| Hometown | - | ONGOLE (Prakasam Dist) |
| Marital status | - | Single |
| Language Known  PAN Number | - | English, Hindi, Telugu  BOTPD8956C |

**Declaration**

I hereby declare that all the statements made in this resume are true and complete to the best of my knowledge and belief.

**RaviTeja Desu**