# ASHOK KALEPU

Sr Software Engineer

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**EXPERIENCE SUMMARY \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Having around 6.7 years of experience in developing in CRM Technologies (Salesforce.com) in which 4.6 years of experience in Lightning and strong implementation experience in Visual Force with Apex on Salesforce platform. Experience on **Lightning Components**, **Streaming API**, **chatter API**, **Sales cloud** and **Service cloud**.

* Currently working with client Salesforce.com India Pvt Ltd.
* Designed 140+ unique prototypes during my tenure.
* Implemented 24 reusable components.
* Implemented a reusable component “**console shortcut keys**” and demonstrated in Salesforce MVPs.

**KEY SKILLS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

▪ Lightning Components ▪ Lightning Web Components

▪ SFDC Development ▪ SFDC Design

▪ SFDC Administration ▪ SFDC integrations

▪ SFDC Data Management ▪ SFDC Configuration

**CERIFICATIONS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

▪ Salesforce.com Certified **Sales Cloud**

▪ Salesforce.com Certified **Force.com Developer** (DEV 401)

▪ Salesforce.com Certified **Administrato**r (ADM 201)

▪ Salesforce.com Certified **Advanced Administrato**r (ADM 301)

**EDUCATION & VISA \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Education:** Master of Computer Application (MCA)

**Visa:** B1/B2 **Valid up to :** 2024

**TECHNICAL SKILLS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Programming Languages : Apex, Visualforce, Lightning Components, Lightning Web Components.
* Web Technologies : HTML, CSS, Bootstrap, JavaScript, JQuery, SLDS, ALAS
* CRM Applications : Salesforce, Force.com, Sales Cloud, Service Cloud.
* Tools : Sublime Text Editor, Visual Studio
* Deployment Tools : GitHub, Jenkins
* Worked with APIs : Chatter API, Google Visualization API, Streaming API.

**WORK EXPERIENCE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Organisation** | **Period** | **Designation** |
| eTeam Info services pvt ltd (Client : Salesforce.com) | Dec 2018 to Still Working | Member In Technical Staff |
| Wilco Source Technologies | Dec 2017 to Nov 2018 | Sr Software Engineer |
| Moldtek Technologies | Apr 2016 to Oct 2017 | Sr Software Engineer |
| Salesforce.com | Sep 2013 to Mar 2016 | Associate Engineer |

**PROJECTS |** SALESFORCE INDIA PVT LTD **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Project : Legal Agreements for Multiple Accounts (LAMA)

Client : salesforce.com

Description :

The LAMA (Legal Agreements to Multiple Accounts) project is part of the Account Resign initiative, which is working to better understand and serve Salesforce’s customers. The goal of this project is to provide 360 degree view of the customer and to improve productivity for the customer facing teams. LAMA specifically focuses on the legal teams as well as the sales teams that are involved by viewing existing agreements that are in place with the customer. A Master Subscription Agreement (MSA) must be in place with a customer before an Opportunity with that customer can be closed in Org. For many customers, the online MSA is accepted and fulfils the MSA requirement. For some customers who meet certain thresholds, a negotiated MSA is put in place. In those cases, Legal and Sales work with the customer to negotiated and put in place a new MSA or amend an existing MSA.

Roles & Responsibilities:

* Involving data model designing.
* Interact with business team and product team for requirements.
* Validate the stories as per BRD.
* Designed high level lightning components.
* Developed dynamic lightning components
* Developed apex services
* Using GitHub and Jenkins deploy the code to lower environments.
* Prepare the run list steps for deployments.
* Involved UAT, Pre prod and Production deployments.

**PROJECTS |** WILCO SOURCE TECHNOLOGIES PVT LTD **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Project : Healthcare and Patient Management Systems

Client : MCKESSON - USA

Description :

McKesson Corporation is an American company distributing pharmaceuticals and providing health information technology, medical supplies, and care management tools. Implemented patient management system for McKesson Corporation (US) in order streamlines the drug deliveries and patient eligibility on cosentyx and its sibling operations.

Roles & Responsibilities:

* Interact with business for requirements.
* Designed high level lightning components.
* Developed dynamic lightning components
* Developed apex classes.
* Using change sets deployed code to higher environments.

**PROJECTS |** MOLDTECK TECHNOLOGIES PVT LTD **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Project 1 : Microsoft Lync Integration with Service Cloud

Client : Fintrax Group - UK

Description:

Fintrax Group is an UK company, the business requirement of this project is integration of Microsoft Lync 2013 and Salesforce. To create a seamless user experience when handing calls through Lync in the Salesforce Service Cloud. Through salesforce service cloud handling customers information, merge the calls and reduce manual check whether the customer and related information already exist or not when we get the call from customer.

Roles & Responsibilities:

* Interact with my lead for gather the requirement.
* Designed mock-up and poc for this project.
* Developed all visuvalforce pages and classes.
* Created for REST services for integrations.

Project 2 : Citycom

Client : Citycom – UK

Description:

Citycom, a global communication provider headquartered in London, UK. Citycom solutions are customer focused and key objective here is to provide best service at best price. Citycom use Salesforce.com as their internal CRM tool to measure and monitor the activities related to case management, activity history of customer on boarding, reports and dashboards + SLA maintenance. In order to improve the current business process and give customers/users clear holistic view of how customer details are rendered and displayed relevant to their case/activity.

The project goal here is to review current business process, understand and assess the scope, prepare workflows based on the needs of customer and implement solution that is beneficial to customer and stakeholders using the system. Project scope includes implementation of Sales cloud, Service cloud, Community Cloud, Pardot Implementation and Proposition Pro integration.

Roles & Responsibilities:

* Designed mock-up and poc for this project.
* Developed all visuvalforce pages and classes.

**PROTOTYPES |** SALESFORCE INDIA PVT LTD **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Prototype Client : Airtel

Description:

A contact center manager is allocating cases to different service center (which are physically different offices). His own service centre does not have the capacity to handle the case so wants to look at surrounding service centres to see what their current capacity is. The Manager will open up the map from a Custom Console Component within the console footer bar which, when clicked will open up the map. Each service center has a defined boundary region which they are responsible for servicing.

Roles & Responsibilities:

* Designed mock-up and poc for this prototype.
* Interact with Sales Engineers for gather the required use cases (SEs)

Prototype Client : Central UK Vehicle

Description:

Car leasing broker- car phone warehouse sells for Vodafone.  Advertise online, enquirers come via website. We use 20/30 different car finance funding companies who approve funding and own the car. We send 18 month leasing based on this approval. Customer Order goes to e.g. Volkswagen funders who deliver car to garage.

Roles & Responsibilities:

* Designed mock-up and poc for this prototype.
* Interact with Sales Engineers for gather the required use cases (SEs)

**SIGNATURE**

**Ashok Kalepu**