**DhanrajGoudBathula**

**PH:847 786 5782**

**EMAIL:** **Dhanrajgoud7777@gmail.com**

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**Professional Summary**

* **7+ Years** of overall IT experience including **6+ Years** in **SalesForce.com CRM** Platform both as **Developer and Administrator, 1+ Years** of experience in **Java Development**. Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, enhancements, testing, and maintenance of standalone object oriented enterprise applications.
* Use to Preparing Functional Design Documents, Use Case Document.
* Experience in automating complex business processes using features such as **workflows, approval process, dynamic approval process, sharing rules, validation rules, Creating Roles, Profiles, Email Services, Page Layouts,and Approval Workflow.**
* Have an experience on Agile development.
* Well versed in migration and integration of **CRM applications for large enterprise customers.**
* **Experience in implementation & Integration experience on Salesforce.com using Apex Language (Classes, Controllers & Triggers), Visualforce Pages, Custom Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards**
* Write and maintain test automation.
* Experience in a test-driven and formal QA development environment, including
* development/staging/production (or similar) deployment cycles.
* Used the version control to deploy the changes the in the production.
* Worked On **SIEBEL CRM**
* Worked on **SaleforceMobile1** Navigation Menu.
* Extensive experience in developing **XML** code to retrieve data from the website and to give it in a consolidated view for end users.
* Worked on Salesforce integration with **Cloud Craze.**
* Good Knowledge on **Apttus Quote-to-Cash, Contract Management** and Revenue Management .
* Worked in Email Studio in **Salesforce Marketing cloud** (Exact target)
* Worked on **Salesforce** console for the Customer Relationship Unit project.
* **CloudCraze**, in order to meet customer specific requirements, has been architected in a way that allows for extension of the out of the box implementation (OOTB)
* Integration of **Sales cloud** with**marketing cloud**  .
* Knowledge on building new apps with the **Lightning App Builder** and **Lightning** Components.
* Experience in **Data Loading** using both Web based and**Apex Data Loader**
* Knowledge on **ETL tool (data stage)** used to insert the batch of records in the **Salesforce by Delta Run**
* Experience on **Sales cloud and Service Cloud Administration.**
* Used Force.com **Web services API** for implementing web services to access to data from different users.
* aExtensive knowledge about **Sales force setup menu, Configuration, Custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.**
* Good knowledge in Version control systems like **SVN, Perforce.**
* Expertise in querying salesforce database using **SOQL & SOSL queries using Force.com Explorer.**
* Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.**
* Been analyst developer and customer support role for various customers and handled many issues for the product supported
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

**Technical Skills**

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| --- | --- |
| Operating Systems | Windows( 7, XP, 2000), Linux |
| Methodologies | MS SQL Server DBA, MS SQL Server 2008, SDLC, OOAD |
| Languages | C, C++, Java, XML, HTML, JavaScript, Jquery |
| Tools | MS Server 2000/2005,2008 R2,  MS Office 2010, Eclipse 3.0, Netbeans, Win SCP, WinCVS,Bugzilla, Salesforce, Netsuite |
| SalesForce Technologies | SFDC Certified Force.com Developer,Salesforce CRM, Salesforce SFA, Apex Language, Apex classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX,  Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom  Objects |
| SalesForce Tools | Community cloud Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Platform (Sandbox and Production). |

**Professional Experience:**

**Client:LPL Financial, Boston, MA Oct’2018- Till date**

**Role: Sr.Salesforce Developer/Admin**

**Project DescriptionLPL Financial** was formed in 1989 through the merger of two brokerage firms—Linsco (established in 1968) and Private Ledger (established in 1973)—and has since expanded its number of independent financial advisors both organically and through acquisitions. LPL Financial has main offices in [Boston](https://en.wikipedia.org/wiki/Boston), [Fort Mill](https://en.wikipedia.org/wiki/Fort_Mill), and [San Diego](https://en.wikipedia.org/wiki/San_Diego).

**Responsibilities :**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Drive Business with Social advertising.
* Good knowledge on **Set up field service features**according to client unique business needs
* Generate high quality leads by running marketing campaigns that keep pipeline with full stock of leads
* Send emails to the right persons through Email marketing.
* Professional Experience in developing business solutions using Salesforce **Commerce Cloud.**
* Performed the roles of **Salesforce.com Analyst/ Developer and Administrator** in the organization.
* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* **Aura components** are the self-contained and reusable units of an app.
* Tag-based layout & component definition.
* Put together a proof of concept built on Field Service Lighting based on user input.
* Set up multiple communities to work with Field Service.
* Aura represent a reusable section of the UI, and can range in granularity from a single line of text to an entire app.
* Experience in building and maintaining E-Commerce applications using Commerce CloudDemandware.
* Created **Field Service Lightning** Set up for multi-level service territories that represent the regions where your agents and technician can work
* Worked on Salesforce **Community cloud** like how to engage with employees, customers, partners.
* Experience in working on **Sales Cloud** as well as **Service Cloud**.
* Created marketing campaign using Exact Target, monitor their run and reporting and configured **salesforce**and **marketing cloud** integration user along with configuration in salesforce .
* Created **eCommerce** Center of Excellence and Practice Competencies in Confidential .
* Encapsulated UI development with a strongly typed event model.
* Configure salesforce and **marketing cloud integration** user along with configuration in salesforce.
* Worked on **Service Cloud** and **Sales Cloud** implementations. Experience in developing and maintaining email templates within Marketing Cloud.
* Dealing with functionalities related to sales cloud & service cloud, Marketing cloud, **Community Cloud,** Custom Cloud and Analytics Cloud.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with **Field Service Lightning.**
* Having good experience in designing and development of **Ecommerce** Solutions
* Develop the events which work based on the flows.
* Understanding on how to **Create service resources** and **service crews** that represent your **field service technicians** in **Field Service Lightening app** and add details about their skills, service territories, and availability.
* Experienced working with various AppExchange products or **CPQ** products like Salesforce **CPQ**(formerly SteelBrick **CPQ**), IBM sterling CPQ, APPTUS **CPQ**, Conga Composer and DocuSign.
* Working in integration of SalesForce portal with **Ecommerce.**
* Works with the Pre Sales Team to drive Sales Growth for the **Community Cloud** Products.
* Object-oriented programming behaviors (extends, implements, abstract)
* Encapsulated bundles with models, controllers, CSS, static resources and markup.
* Installing the **Field Service Lightning managed package**and **Field Service Lightning mobile app.**
* Worked on **Salesforce Lightning( Lightning Design Systems , App Design and Lightning Components).**
* Worked on designing and developing Lightning Community Builder and developed Lightning Components.
* Generated the quotation word document from Salesforce.com and using the feature of **CPQ** product.
* Assisting in migrating existing functionalities from **Salesforce** classic interface to lightning interface.
* Used to perform the multiple actions using **process builder.**
* Designed **Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages and Approval Process to suit the needs of the application.**
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)** and other Platform based technologies like **Visual Force, Force.com API, and Web Services.**
* Acquiring **SteelBrick**, [Salesforce demoed the new](https://searchsalesforce.techtarget.com/news/4500272716/Salesforce-Lightning-upgrade-may-create-winners-and-losers) **[CPQ](https://searchsalesforce.techtarget.com/news/4500272716/Salesforce-Lightning-upgrade-may-create-winners-and-losers)** [application](https://searchsalesforce.techtarget.com/news/4500272716/Salesforce-Lightning-upgrade-may-create-winners-and-losers) on top of Sales Cloud. Users can now configure pricing directly in Sales Cloud.
* Structure, segment, and analyze your multipart campaigns in-house for direct mail or other marketing efforts with **Blackbaud**Luminate CRM.
* Defined lookup and master-detail relationships on the objects and created junction objects.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between **Force.com IDE and Sandbox environment.**
* Worked on **Apttus CPQ** configuration and integration .
* Implemented **Apttus Configure Price Quote (CPQ**).
* Provide training and coaching in the use of **CPQ CRM** systems. Identify training and development gaps and create plans to address.
* **Blackbaud CRM** combines unmatched nonprofit expertise with industry-leading fundraising and customer relationship management software tools.
* **Blackbaud** is a supplier of [software](https://en.wikipedia.org/wiki/Software) and services to the social good community
* Worked on various **Salesforce.com** standard objects like **Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.**
* Designed, and developed **Apex Classes and Apex Triggers** for functional needs in the application.
* Developed many custom Reports using the Report Builder according to the need of the organization.
* Involved in querying Salesforce tables using **SOQL & SOSL** queries using **Force.com Explorer.**
* Implemented **“Email to Case”, "web to lead" and "web to case" for Lead and Case automation.**
* Maintained databases by utilizing data loader for Lead, Contact, Account Management and Opportunity Management.
* Created custom **Dashboards for manager’s** home page and gave accessibility to dashboards for authorized people.
* Implemented Customer Portal for business requirements.
* Setup field level security for custom objects.
* Collaborated with the team to configure analytical snapshots for forecasting purposes.
* Worked with **Visual force components** to customize captions, headers and footers of a table and to embed a standard list view of an object
* Used Data Loader for insert, update, and import, export of data from **Salesforce.com** objects.
* Knowledge of Product Configuration & Rules, Commerce Process, Document Engine and Pricing functionality of Oracle Big Machines **CPQ** Cloud.
* Provided post-implementation support to assist end users in creating **reports, dashboards** and **certain Administration** tasks including creating and maintaining user profiles and privileges.

**Environment:** Saleforce.com platform, Apex, Visual force,email marketing, Marketing cloud ,Flows,Apttus CPQ ,Process builders,bsocial marketing Salesforce.com Data Loader, API, Workflows Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Web Services, WSDL, Sandbox, Force.com Explorer, SOSL, SOQL.

**Client: Seven Eleven, Dallas, TX Aug’2016-Sept’2018**

**Role: SalesforceDeveloper/Admin**

**Description:**7-Eleven (SEI) embarked on an ambitious journey enabling their customers to order ahead to get 7-Eleven’s flagship and private branded products (selected merchandise) Home delivered or Picked Up from their franchised stores. The program was destined to deliver FOUR projects- Customer Mobile Applications (Native iOS and Android), Store Associate/Franchisee (Responsive Web Design), Store Systems-Cloud Integration, Corporate facing application (Admin Portal) under the name – Project Phoenix. The program was challenged as it did not leverage any of the pre-packaged applications or off-the- shelf commerce engines to deliver. Functionality (Ideation-Articulation- Creation), development, Program Management, Quality Assurance functions were all handled in- house to deliver the projects.

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Migrated data from external sources and performed Insert, Delete, Upsert&Export operations on millions of records. Designed and developed Service cloud and Integration.
* Force.com developer toolkit including Apex Classes, ApexTriggers&VisualforcePages to develop custom Business Logic. Implemented Salesforce.com platform and Force.comIDEPlug-in using Eclipse.
* Designed and developed SFA based Application on Force.com platform in Salesforce.com environment with Apex programming language as backend and Visualforce Pages as user interface.
* Implemented Pick Lists, Dependent Pick Lists, Lookups, Master Detail Relationships, Validation and Formula Fields to the custom objects.
* Page Layouts, Search Layouts to Organize Fields, Custom Links, Related Lists and other components on a Record Detail.
* Customized User Roles, Role Hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
* Created Templates, ApprovalProcesses, ApprovalPageLayouts and defined Approval Actions on them to automate the processes. Created WorkflowRules and defined Related Tasks, Email Alerts and FieldUpdates.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database. Configured Chatter for the Users in the Organization for collaboration.
* Implemented Sales cloud and incorporated enhanced features as required to streamline Business Process.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product&price book, High volume customer portal, Partner portal, Visualforce sites) for business support and technical support for its channel customers.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Extensively involved in Data Migration from three legacy systems to Salesforce.
* Supported the Data Migration activities for migration the data from various business sources with the support of Salesforce.com. Migrated data from ACT CRM to Salesforce CRM using Informatica on Demand.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

**Environment:** Salesforce.com, Force.com, Apex Classes, Apex Triggers, Apex Controllers, Visualforce Pages, Eclipse, SOQL, SOSL, Service Cloud, Sales Cloud, Rest API, Soap API, Marketing Cloud, Chatter, Data Loader, Data Migration, Page layouts, Roles, Custom Objects, Pick lists, Email alerts, Oracle and Windows.

**Client: Axa Equitable Life Insurance, New Jersey Apr’2014-Aug’2016**

**Role: Salesforce Admin/Consultant**

**Project Description**: AXA Equitable Retail Distribution project involves migration from SIEBEL CRM to Salesforce.com CRM. Agents who were making use of their own CRM systems are on-boarded into Salesforce.com by effectively providing the functionalities which satisfies their business. Via Single sign on, it was made easy for users to launch different Apps from Salesforce.com by just a click.

**Responsibilities:**

* Used force.com developer toolkit including **visualforce pages, apex classes, apex controllers and apex triggers to develop custom business logic.**
* Involved in **salesforce.com** setup activities and customized the apps to match the functional needs of the organization.
* Worked on **Selenium automation tool.**
* Wrote the Test scripts and maintain the data properly
* Performed as Technical Lead, taking care of my team on solving various tasks.
* Worked on the point and click configuration like **reports and dashboards, profiles,sharing and security controls.**
* Gathering the requirements as stories like Agile development from the clients
* Well versed in migration and integration of **CRM** applications for large enterprise customers.
* Worked on Personalized email marketing at scale in **Salesforce Marketing Cloud Email.**
* Worked on Delivering engaging email campaigns with Ease.
* Worked on different version controls and used them to deploy the changes in the production.
* Develop the events which work based on the flows.
* Used to perform the multiple actions using process builder.
* Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers.
* Developed and customized User interface in **salesforce.com using Visualforce, APEX controllers and Force.com IDE.**
* Administered, configured, maintained **Salesforce.com** application **user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.**
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Write test methods for the Classes,and test cases for to execute of process.
* Worked on UnitTest Case for the application and test it.
* Worked on Supporting the Cases through Service Cloud administration.
* Track the defect count using reports through **salesforce.**
* Developed the custom objects in salesforcecheck there functionality through salesforce1.
* Developed **APEX Classes, Controller Classes and APEX Triggers** for various functional needs in the application.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on Rest API web services for lead management.
* Worked on **SOAP API web services** with **XML**as intermediate platform.
* Developed Batch **Apex jobs, Scheduler Apex Jobs**. Scheduled the batch jobs for every 5 minutes using the
* system log.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
* Created and used Email templates in **HTML and Visualforce.**
* Developed web services using **Salesforce.com Web services API** to provide data for third party clients.
* Created views and store procedures to extract data from Siebel standard procedures.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Extracted the data from **salesforce.com** application into the external **databases (Oracle 10g)** for    generating large data reports using the **Informatica.**
* Experience in **Data Mapping from Siebel Tables to Salesforce native table, Data Cleansing, SQL Scripts, IFB scripts, Performance Tuning** .
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different  users.
* Migrate the data from one of **CRM Siebel using ETL(data stage)**
* Performed the roles of salesforce.com Analyst/Developer and Administrator in the organization.
* Demonstrated ability to effectively work in team environment with varying skill set levels.
* Ability to deploy code using **Force.com IDE, Migration Tool and Change Sets.**
* Provided support ongoing salesforce.com maintenance and administration services including **periodic data cleansing, custom objects, workflow, campaign management and triggers.**

**Environment:**Saleforce.com platform, Apex Language, Service Cloud ,Seleium,Salesforce1,Visualforce (Pages, Component & Controllers), Web Services Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in,**Microsoft Word, Excel, PowerPoint, SharePoint** Windows XP.

**Client: Maxim Healthcare Services, Hackensack, NJ Feb’2013-March’2014**

**Role: Sales Force Developer/Administrator**

**ProjectDescription**: Maxim Healthcare Services is full-service healthcare company; it provides home health, medical staffing, and wellness services in communities nationwide. Implementation of Salesforce CRM provided a real time, business visibility by reducing the usage of multiple systems to track down the business and help the sales and marketing teams to manage their opportunities pipeline more efficiently.

**Responsibilities**

* Created user Roles and Profiles, security controls and shared settings.
* Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
* Created replicas of sandboxes from production and migrate the data into it
* Worked as Sales cloud marketing developer.
* Create 1-to-1 experiences with dynamic content, JavaScript throughsalesforce cloud marketing.
* Worked on the Customization like **classes,triggers,Rest,soapAPi.**
* Utilize mobile-optimized email templates
* Worked on **SIEBEL CRM tool**,to migrate the data from that tool to Salesforce.
* Worked on Automation Testing which help in growth of business
* Worked on Master data Management for migration on data.
* Worked on **Custom Salesforce1 app pages.**
* Application Support & Knowledge Transfer to **App support.**
* Use to track accounts and corresponding contact through sales cloud
* Store all your data in one place for a single view of the customer with the help of salesforce cloud marketing
* Worked on various Sales force standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created Customized dashboards for the service representatives and case team members to keep track of
* the cases assigned to them and to share insight across the company.
* Implemented field level security, profiles and system audit trail setup.
* Used eclipse **Force.com** toolkit for creating **Apex Classes and Apex Triggers** to develop custom logic and objects.
* Designed and developed SFA based Application on **Force.com** Platform in **Salesforce.com** environment with **Apex programming language** at backend and **Visual-Force pages as user interface. .**
* Worked with SF Chatter which helps the users to communicate with the organization easily and quickly.
* Implemented field level security, profiles and system audit trail setup
* Developed complex workflows and approval processes for automating business logic .
* Configured the Case Management Process.
* Enabled and configured web to case and email to case features.
* Worked with Integration and web services. Integrated Sales force with legacy systems using Apex Web services and outbound messaging.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Reports, Case, Solutions and Opportunities.
* Implemented **Apex Triggers** with **SOQL queries.**
* Created workflows like email alerts and field updates.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Supported the data migration activities for migrating the data from various business sources with the support of **Sales force CRM**
* Developed and deployed workflows wherever necessary.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Integrated the web services by generating the necessary stubs from the **WSDL** files for extracting the data from the home grown applications by using the home grown web services
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application
* Created email templates and inbound emails using **Visualforce** for the clients and customers.
* Developed **Apex Test Classes** with assurance of **maximum code coverage.**
* Created custom components to be used in visualforce pages and visualforce email templates
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing (UAT).
* Used the sandbox for testing and migrated the code to the deployment instance after testing
* Provided ongoing **salesforce.com** maintenance and administration services including periodic data cleansing, custom objects, workflow.

**Environment**: Saleforce.com platform, Apex Language,Sales cloud Administration,SIEBEL,MDMSaleforce1, Email marketing,Automation, Mobile templates ,VisualForce (Pages, Component & Controllers), Pages, API, Data Loader, HTML, Java Script, Workflow & Approvals, CRM, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: HCL,India Aug’2012-Jan’2013**

**Role: Java/J2EE Developer**

**Project Description:**The aim of project is to develop a web application based on Java where we have developed a system to extract patient’s clinical record information. This information may consist of medication given at Home, between Arrival and Admission, during stay, during discharge or none of the mentioned locations. Such information is presented in unstructured clinical notes. It is manually intensive process to read the clinical notes and extract such information. We have trained a Maximum Entropy Markov model to extract such information.

**Responsibilities**

* Analyzed the requirements based on business data and user requirements.
* Worked on developing a web application based on **Java.**
* Worked on different design patterns.
* Responsible for requirement gathering along with business analyst.
* Responsible for creating and updating applications related understanding documents
* Actively involved in writing Test scripts and doing System testing for JRE and IE8 browser compatibility for my applications.
* Actively participated in weekly and monthly status& business user meetings.
* Involved in conducting meetings with Pfizer business users for understanding gaps in the CTO applications.
* Creating programs to use **JMS** and message queuing to process requests.
* Involved in the Development and Deployment of Stateless Session beans.
* Generated deployment descriptors for **EJBs using XML.**
* Developed **GUI** related changes using **JSP, HTML** and client validations using **Java script.**
* Used **JDBC** to communicate with database.
* Involved in writing Managed **Beans/Controller** logic for assigned modules.
* Responsible for developing the functionalities as per use case documents.
* Responsible for writing navigation-rules and configuring managed beans in Faces-config.xml file.
* Implemented **Java** documentation for complete application
* Deployed the application on **Tomcat Server** at client locations.
* Design testing and also worked on refactoring the code

**Environment**: Java 1.4, JSP, HTML, Java Script, Struts, Springs, Apache Tomcat, Eclipse, MySQL

**Education** : Bachelors Degree from JNTUH in Computers , June , 2012 ,Hyderabad ,India .