



Adishesu Bommisetty

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Professional Summary:

- 7+ years of experience in **Salesforce.com** and **ServiceMax** development.
- Good Experience in working with all Salesforce configuration parts like **custom objects, creating Profiles, Users, permission sets and roles, custom settings, workflow rules, approval process, Process builders etc.,**
- Good Experience in working with **Apex Triggers** and **Apex Classes & Batch Apex.**
- Good Experience in Rest Api Integrations.
- Good Experience in working with **ServiceMax Configuration and Development** like creating **Profiles, SFM Transactions, SFM Field Mappings, SFM Wizards, SFM Search, Dispatch Console settings, Download Criteria's for MFL (off-line tool) & FSA app, Code Snippets.**
- Knowledge on Service Board
- Involved in the **Deployment** Phase from **Dev-Environment** to **UAT** and **UAT** to **Pre-Production** Environment and **Pre-production** to **Production** Environments.
- Hands on experience in creating **Draw loop document packages** using **Nintex.**

Educational Qualification:

- B.Tech(IT) from Bapatla Engineering College - 2014.

Certification & Achievement Details:

- **Salesforce** Certified **Administrator & Platform Developer-I**
- **ServiceMax** Certified **Administrator, Advanced Administrator & Field Service University1.s**
- Achieved **Pat on Back, Bravo** award's multiple times for excellence in Work.

Experience Summary:

- Working as a Senior Engineer Consultant for **Larsen & Toubro InfoTech Limited** from **Feb 2022** to **till now.**
- Working as a Application Expert for **SKF India Ltd.,** Bangalore from **Mar 2021** to **Feb 2022.**
- Working as a Software Engineer for **Tech Mahindra,** Hyderabad from **May 2016** to **Feb2021.**

Projects Handled:

Project # 01: 04 Feb 2022 to Till Now

- ❖ Title : Veolia Water Solutions & Technologies Support.
- ❖ Role : ServiceMax Lead
- ❖ Environment : Salesforce and ServiceMax

Description: The UK watersupply businesses branded as Veolia Water were sold by Veolia Environment for £1.2 billion on 28 June 2012 to Rift Acquisitions, an entity established by Morgan Stanley and M&G Investments. Veolia Environment is using the proceeds of the disposal to reduce its debt, as part of a 5bn-euro debt-reduction program announced in December 2011 and will retain a 10% stake in the new business Affinity Water for at least five years.

Key Responsibilities:

- Worked on the Incidents,SDD & TDD documents.
- Working closely with business to get the requirements and converting to requests
- Working on Upgrade Activities ServiceMax & Salesforce.
- Handling incident management and assigning to the team.
- Providing solution for the requests.

Project # 02: Mar 2021 to 01 Feb 2022

- ❖ Title : SKF Bearing Remanufacturing
- ❖ Role : ApplicationExpert
- ❖ Environment : Salesforce.com and ServiceMax

Description: SKF is the world's 2nd largest manufacturing company in Ball Bearings & seal manufacturing industry; the headquarters was located in Gothenburg, Sweden, in 1907. The company manufactures and supplies bearings, seals, lubrication and lubrication systems, maintenance products, power transmission products, condition monitoring systems and related services globally using Salesforce & ServiceMax.

Key Responsibilities:

- Worked on the demands raised by requestors.
- Providing the best solution proposal to the requestor where their demand is fit for globally.
- Worked on the ServiceNow tickets.
- AttendingallTownhallmeetings& ReleasenotemeetingsfromServiceMax.
- Hands on Gearset & Azure for migration of components org to org.

Project # 03: June 2018 to Feb 2021

- ❖ Title : GE Power & Water.
- ❖ Client : GE.
- ❖ Role : Developer.
- ❖ Environment : Salesforce and ServiceMax

Description: GE is the world largest product-based manufacturing company in almost all sectors of manufacturing GE-Energy, GE-Aviation, GE-Healthcare, GE-Power & Water etc. GE Power & Water is a subsidiary of General Electric, headquartered in Little Chalfont, Buckinghamshire, United Kingdom. GE Power & Water provides equipment for power and water motors around the world. General Electric Power & Water has decided to implement the Salesforce with ServiceMax solution for its Field service operation.

Key Responsibilities:

- Worked on all salesforce Administration & Customization part.

- Worked Dispatch Console & ServiceMax functionality implementations like SFM Wizards,SFM Transactions, Check list, Reports, Timesheet, MobileConfiguration.
- Worked on all ServiceMax managed objects like Installed product, work order, technician/ equipment, Expertise, skills, Product Warranty,Contracts, Preventive Maintenance plans etc.,
- Worked on Apex classes, Apex Triggers & BatchApex.

Project # 04: June 2016 to May 2018.

- ❖ Title : Life Sciences.
- ❖ Client : GE.
- ❖ Role : Developer.
- ❖ Environment : Salesforce.com and ServiceMax.

Description:

GE is the world's largest product based manufacturing company in almost all sectors of manufacturing GE-Energy, GE-Aviation, GE-Healthcare, GE-Money etc. GE Healthcare is a subsidiary of General Electric, headquartered in Little Chalfont, Buckinghamshire, United Kingdom. GE Healthcare provides transformational medical technologies and services helping to deliver patient care to people around the world. General Electric Healthcare has decided to implement the Salesforce with ServiceMax solution for its field service operation.

Key Responsibilities:

- Designing User interfaces to meet the business requirements.
- Worked on service contracts related functionality implementation.
- Worked on PM plans related functionality implementation.
- Worked on Parts related functionality implementation.
- Worked on Apex classes and Apex Triggers using trigger framework.
- Worked on ServiceMax Configuration like App administration, off-line configuration.
- Worked on Nintex for creating Draw loop document packages.