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| **Name** | Bainubelli Hari |
| **Current Designation** | Salesforce Developer |
| **Mobile no.** | +91 8984600440 |
| **Email Id** | [bainubellihari@gmail.com](mailto:bainubellihari@gmail.com) |

**Career Objective:**

To secure a challenging position where I can effectively contribute my skills as Software Professional, possessing competent Technical Skills.

**Professional Profile:**

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| Current Role | Salesforce Developer |
| Total Experience | 2 Years and 9 Months. |
| Languages & Frame works worked on | Core Java, Salesforce |
| Web Technologies | Salesforce Service Cloud, Salesforce Marketing Cloud, Salesforce Community Cloud |
| Servers | FTP Server. |
| Methods | Agile, Waterfall. |
| Tools | Salesforce IDE, Visual Studio Code, PostMan. |
| Domain | Manufacturing |
| Certification | * Salesforce Certified Administrator * Salesforce Certified Platform App Builder * Salesforce Certified Platform Developer 1 * Salesforce Certified Service Cloud Consultant * Salesforce Certified Sales Cloud Consultant |

**Project Experience Summary**

**Company**: **Tata Consultancy Services**

**Project 1**: **Recall Management**

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| **Project Description:**  This Application is used by the Customer Care representatives of Fiat Chrysler Automobiles.  Application is fully Automated with Batch Jobs which process the Data from the Third Party Databases which is loaded into Salesforce using File Based Integration.  This processed Data is sent to IVR and Marketing Cloud Emails to provide information to respective Customer of FCA. |
| **Responsibilities:**   * Development and Maintenance of Service Cloud Application. * Designing and developing Visual flow for Business Guided Assist. * Automation using Salesforce Automation Tools like Process Builder, Workflows * Reports and Dashboards Development. |
| **Technical Skills:**  IBM DataStage ETL Tool, SOQL, Salesforce Apex Programming, Salesforce Lightning Web Components, Salesforce Marketing Cloud. |

**Project 2: Contact Centre System.**

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| **Project Description:**  This Application is CRM platform for the Fiat Chrysler Automobiles Industries. All the Customer Related Queries and Issue are logged in this System. The users for the System are FCA Customer Service representatives. |
| **Responsibilities:**   * Development and Maintenance of Salesforce Service Cloud Application. * Restful Webservices for integration with Third Party Databases. * Development using Salesforce Apex Language for backend customizations and Lightning Web Components for front end Design. * Usage of Salesforce automation tools, Einstein for improving efficiency and decluttering of the Organization. Automation of Process have led to decrease the Mean Time to Resolve tickets for Customer Service representatives. * Reports and Dashboards Development. * Development in Community Cloud |
| **Technical Skills:**  Java, SOQL, Salesforce Apex Programming, Salesforce Lightning Web Components, |

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**Educational Qualifications:**

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| Year of Passing | Course | Institution | Percentage |
| 2017 | B. TECH(EEE) | National Institute of Science and Technology | 7.4 CGPA |
| 2013 | INTERMEDIATE(BMPC) | Vikram Deb Autonomous College, Jeypore | 71.83% |
| 2011 | X(ICSE) | Public School, Jeypore | 84.80% |

**Achievements & Activities:**

* Secured 4-star appraisal rating in my TCS ILP training
* Secured Performance Band **A** for FY 2018-19 and 2019-20.
* 4X Salesforce Certified
* Have been awarded twice for “Best Team” (TCS Internal Awards).
* Have been Awarded 4 times with “On the Spot” Awards (TCS Internal Awards).
* Have been awarded as “Star of the Month “(TCS Internal Awards).

**Personal Profile:**

* Date of Birth: -16th October 1995.
* Languages Known: - ENGLISH, TELUGU, HINDI, ODIA.

I, hereby declare that the information furnished here is accurate to the best of my knowledge. I would be glad to provide you any other information if required.

**(Bainubelli Hari)**