Mallikarjuna Reddy. A

S/o. Purushotham Reddy. A (late)

7malli.arjun7@gmail.com

+91-9110743715

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### Professional Summary :

* Having Total 4+ years of IT Experience
* Having 4+ years of experience in **Salesforce.com**.
* Experience in lightning components.
* Experience in creating objects, fields and their relationships with validation rules.
* Experience in Apex Coding for Triggers, Validations and Work flows.
* Experience in Documentation like Build Release notes and CUT Exit Report.
* Experience in Preparing Test Cases Document to test the Use Cases in Different Sandboxes.
* Experience in UCR and TDD documents.
* Experience in Conga Composer to send the Template.
* Experience in creating Reports of CRM applications.
* Experience in working in different sandboxes like DEV, SIT, PQT and UAT.
* Good Experience in Apex unit testing with governor limits.
* Having Experience in Apex programming, Visual Forces, Data loader, SFDC configuration.
* Extensively used Data Loader for Data migration activities.
* Good Knowledge on SOQL and SOSL query languages.
* Created and assigned Roles and Profiles to Users, Field and Object level Securities.
* Created custom Page layouts and Record types and Process Builder.
* Having developing knowledge on Lightening Components.
* Strive to complete given tasks in stipulated time.
* Experienced with Salesforce.com Web Services APIs- Force.com **SOAP** and **REST** based Web Services APIs, the Bulk API and the Metadata API.
* Worked with end to end Service Cloud implementation like **Case Management, CTI integration.**

### Corporate Experience :

* Worked with **ACCENTURE** as a Software Developer from January 2020 to January 2021.
* Worked with **META SOFT TECH SYSTEMS PVT LTD** as a Software Developer from October 2016 to December 2019.

### Academic Details:

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| --- | --- | --- | --- |
| COURSE | UNIVERSITY/BOARD | PASSOUT | AGGREGATE |
| B.TECH | JNTU | 2016 | 61% |

### Professional Skill Set:

|  |  |
| --- | --- |
| Operating System | Windows Family |
| Programming Languages | C, C++, Core JAVA, Apex, Visual Force, JavaScript |
| Sales Force CRM | Apex Classes, Triggers, Visual Force Pages, Work flows, Validation Rules, Reports, Dashboards |
| Sales Force CRM Tools | Apex Data Loader, Force.com Builder, Force.com IDE, ANT Tool, Jenkins |

**Certifications :**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Sales Cloud Consultant

### Project Handled:

### project # 01:

**Title** : NEP (North American Enterprise Platform)

ECOB(Enterprise Customer On Boarding).

**Client** : Hughes Networking System, USA.

**Role** : Developer.

**Duration** : Oct’2016 to Dec'2017.

**Team Size** : 6

**Environment** : Apex, Visual Force, Trigger, Conga Composer, Stash, ANT tool

**Description:**

The NEP Provides the internal Business Pages and services for the CSR(Customer Service Representative) to take the Order from the user (in our case we are accepting the order as bulk from CSV File) and form the data accordingly to our objects to make the order clear and more reachable to the data once if the respective user asks for the details of his/ her own order.

We made this project for the company Hughes which provides the services for the Satellites in US and which also sales/services for the Hardware products. This application is based on sales-cloud.

This project includes a complete customization and integration with third party apps like:

• Conga Composer - For sending the respective data to the respective user based on the Conga Queries

• Strike Iron: This is used to validate the Address Entered by the user upon Creation of Account

• DSS: Direct Way Services System (For Billing the Details)

• SDG: Service Delivery Group (For Getting the All the User Related Information Including Price Info)

Project is based on Agile Methodology on Service & Sales Cloud Implementation.

**Responsibilities**:

* Created Apex classes with respect to controllers to meet client’s business logic.
* Worked on the Migration Tools like ANT Tool and Change Sets.
* Worked on the Conga Composer tool.
* Worked on the Stash pulling and pushing way of methodology to make the code more flexible.
* Worked on the Visual Force Pages for Representing the Data to the CSR User Friendly.
* Worked on the Creation Of Data in the Other Environments for Objects, Customer Settings as the Post Deployments.
* Created custom buttons and assigning VF pages to that custom buttons.
* Creating Test Class based on requirement.
* Helping other teams to achieve their requirements.
* Worked on lightning components.

### project # 02:

**Title** : Wolters Kluwer Q&A Application

**Client** : Wolters Kluwer, Australia.

**Role** : Developer.

**Duration** : Jan’2018 to dec’2019

**Team Size** : 5

**Description:** This service cloud application built on communities. If any end user is facing any issues with customer products then this user can raise a case by using this application. And partner user need to provide the solution for this case. The end user can raise a priority case if user is ready to pay $100 for one case. These priority cases should resolved by within 2 business days. And we are using email alerts to send the emails from Salesforce after every time the status of case changed in Salesforce.

**Responsibilities**:

* Involved in various activities of the project, like information gathering, analyzing the information, and functional document for the development team.
* Worked on Visualforce pages and Apex classes and Apex Triggers.
* Worked on Batch classes and test classes.
* Worked on Page Layouts, Workflows, Record Types, Validation rules.
* Worked on Technical design document.
* Worked on Profiles, Permission set, Public Groups, Email templates and Documents.
* Involved in Client calls for status updates.
* Worked on lightning components.

### project # 03:

**Title** : IDFC Banking Activities.

**Client** : IDFC.

**Role** : Developer.

**Duration** : Jan’2020 to Jan’2021.

**Team Size** : 6

Description:

This project is based on banking sector, that contains details of customer. This application is based on sales-cloud. It have the records of customers to perform the operations like search, insert, delete and update. it is used to the save the interactions of all types, and stores in objects. This data is used to perform actions and analyze the records of customers. The employees of organization used to get the data and perform the task. The information that have contact details and personal details and loan details. It is used to track the customer information to further required actions.

**Responsibilities**:

▪ Worked on lightning components.

▪ Worked on Page Layouts, Workflows, Record Types, Validation rules.

▪ Worked on Profiles, Permission set, Public groups, Email templates and Documents.

▪ Created Apex classes with respect to controllers to meet client’s business logic.

* Creating Test Class based on requirement.

**Declaration:**

**I** hereby declared that the particulars furnished above are true.