Mallikarjunarao Vadlamudi

Ernst & Young India Pvt Ltd

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| **Education: -** |
| **Qualification** | **B. Tech** in Computer Science and Engineering.**QIS College of Engineering & Technology**, Ongole, Andhra Pradesh**Year of Completion** – 2011 |

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| **Professional Expertise: -** |

* Having around 10 years of experience in implementing Salesforce and Vlocity projects.
* Have been involved in Vlocity and Salesforce implementation for major telecom company.
* Experience in Salesforce.com Configuration, Customization, Support, Security and Testing.
* Strong experience with configuration, customization, programming with APEX APIs, APEX Triggers, SFDX Plugins, Lightning, and implementing new instances of Salesforce.com from scratch.
* Experience on Salesforce Integrations with between different business systems using API’s
* Develops data integration, migration and deployment strategies.
* Responsible for ensuring that the system accurately meets the defined expectations of the business unit, ensuring that proper testing is implemented, and performance requirements are closely monitored by working with the development teams.
* Experience on understanding of data sharing and visibility considerations and how these play into platform architecture
* Provides overall systems architecture expertise in order to relate to and build upon existing client environments.
* Works with clients to understand their needs, provide meaningful solutions and build strong relationships.
* Proficiency in Self-management, prioritizing project deliverables, achieving collective objectives through team effort, excellent Analytical and Reasoning skills. Strong organizational skills, out-of-the-box thinking, and innovative problem-solving abilities
* Ability to learn and adapt quickly to emerging new technologies.

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| **Certifications: -** |

* Salesforce.com Certified Administrator.
* Salesforce.com Certified Application Architect.
* Salesforce.com Certified Data Architecture and Management Designer
* Salesforce.com Certified Platform App Builder.
* Salesforce.com Certified Platform Developer I.
* Salesforce.com Certified Platform Developer II.
* Salesforce.com Certified Sales Cloud Consultant.
* Salesforce.com Certified CPQ Specialist.
* Salesforce.com Certified Sharing and Visibility Designer.
* Vlocity Certified CPQ Administrator.
* Vlocity Certified Developer.
* Copado Certified Administrator.

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| **Work Experience: -** |

* Working as a Technical Architect with **Ernst & Young Pvt Ltd**, Bangalore from Jan 2020 to Till Date.
* Work­­­ed as Advisory Consultant at **IBM India Pvt Ltd**, Bangalore from Jan 2018 to Jan 2020.
* Worked as a Sr. Development Engineer with **Harman Connected Services**, Bangalore from Dec 2014 to Dec 2017.
* Worked as a Software Engineer with **Tata Consultancy Services** from June 2011 to Dec 2014.

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| **Technical Skills: -** |

* **Salesforce**: - Apex, Lightning Web Components, HTML, JavaScript, CSS, SFDC Eclipse Plug-ins, Force.com IDE, Data Loader, Salesforce.com Configurations like Workflow Rules, Record Type, Validation, Quotes, Formulae, Custom objects, Page Layouts, Packages.
* **Vlocity**: - Vlocity OmniScripts, Vlocity DataRaptor, Vlocity Integration Procedure, Vlocity Cards.
* **GUI and Tools**: Eclipse, Apex Data Loader, ANT Migration Tool.
* **SFDX:** Salesforce CLI Plugins.

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| **Projects: -**  |

**Client Name: -** Unilever

**Duration: -** May 2020 – Till Date

**Role: -** Salesforce Technical Architect

**Description:**

Unilever is a British-Dutch multinational consumer goods company, headquartered in London, England. Its products include food, energy drink, ice cream, tea, cleaning agents, beauty products, and personal care products. As part of deployment validation process, we are building a salesforce cli custom plugins to validate the release components with prefix and common object conditions.

**Responsibilities:**

* Implemented feature based development DevOps tool.
* Involved in Design and Development
* Created Salesforce CLI Plugins using Type Script
* Worked on Secure by Design Framework for the Release components
* Worked on best practices for Sync and Async Behavior.
* Creating HLD and LLD’s.
* Involved in Code reviews
* Involved in weekly sprint planning and guiding the team to adopt apex best practices.
* Coordinating with product owner for weekly deliverables and giving status updates to client.

**Client Name: -** Ab-InBev

**Duration: -** Jan 2020 – Till Date

**Role: -** Salesforce Technical Lead

**Description:**

AB InBev is a Belgian multinational drink and brewing company based in Leuven, Belgium. As part of transformation process, we are building a portal in salesforce to fetch and display the live data from SAP. The CRM business process are built using Lightning Web Components. This transformation process includes the Data Integration and Data migration process as well along with building Business process. Both Data Integration and Data migrations happens real time process using Rest Soap API.

**Responsibilities:**

* Worked on Multiple Lightning Web Components.
* End to End Visibility for price and discounts in Salesforce Portal
* Worked on SAP Integration using MuleSoft
* Enabled seamless approval process.
* Data Synchronization between SAP and Salesforce
* Involved in preparing Low Level Design Documents
* Created CICD pipeline using Azure DevOps

**Client Name: -** 3UK Telecom

**Duration: -** Jan 2018 – Jan 2020

**Role: -** Salesforce Integration Lead

**Description:**

Three UK is a British telecommunications and internet service provider operating as a subsidiary of Hutchison Holdings. As part of transformation process, they are moving from their legacy People Soft to Cloud application. CRM is core of this transformation which built on top of Vlocity, SFDC cloud application. The CRM business process are built using different Vlocity products like OmniScript which takes care UI, DataRaptor which takes care Data creation and Extraction from system, Integration Procedure which put together the business flow, Apex Class which extensively used to implement the complex Business use cases. This transformation process includes the Data Integration and Data migration process as well along with building Business process. Both Data Integration and Data migrations happens real time process using Rest and Soap APIs.

**Responsibilities:**

* Worked on Integrations Related User Stories REST and SOAP.
* Build REST and SOAP API’s
* Worked on Vlocity Data Raptors.
* Worked on Omni Scripts, Integration Procedures.
* Worked on Vlocity Build Tool for deploying components.
* Configured and Deployed Enterprise Product Catalogue.
* Third Party Integration with Experian to Build Integration like Address Check, Credit Check and Bulk Pre-Provisioning.
* Involved in preparing Low Level Design Documents

**Client Name: -** KESTRA FINACIAL - Service Cloud

**Duration: -** Nov 2015 – Dec 2017

**Role: -** Salesforce Designer & Developer.

**Description: -**

Client requested a Service Cloud which is easy to use, fosters collaboration, brings all your support issues into one place - no matter where they come from, and is accessible from anywhere. All the Service Cases created through Web/Email should be assigned to the Queues/Users using Round Robin method. Implement OOO (Out of office) functionality to redirect the cases to available Users. Implement Entitlements and Milestones to track the cases and end dates.

This application also included with some other functionalities like Opinion labs where we had to calculate the number of Cases got generated and had to send the automated email to respective support group users based on the type of case (Email-to-case, phone-to-case), set of users, set of Support groups etc.

**Responsibilities: -**

* Analyzed the Requirements.
* Created Workflow rules and defined related Tasks, Email Alerts, Field Updates to implement Business logic
* Involved in writing Apex Classes and Triggers.
* Created Lightning Application for Service Requests.
* Worked on multiple Lightning Components for creating Service Request.
* Worked on REST and SOAP Webservices for integrating with Third Party System.
* Unit testing and code coverage.
* Worked on ANT migration tool for deployment
* Involved in Setting up Email to Case
* Involved in Creating Assignment Rules and Auto Response Rules in Salesforce.
* Worked in Documentation of Technical Design (TDD) and Unit test cases.

**Client Name: -** BSA (Business Software Alliance), Washington, USA

**Duration: -** Dec 2014 – Oct 2015

**Role: -** Salesforce Developer

**Description: -**

BSA | The Business Software Alliance ([www.bsa.org](http://www.bsa.org/)) is the leading advocate for the global software industry before governments and in the international marketplace. Its members are among the world’s most innovative companies, creating software solutions that spark the economy and improve modern life.

With headquarters in Washington, DC, and operations in more than 60 countries around the world, BSA pioneer’s compliance programs that promote legal software use and advocates for public policies that foster technology innovation and drive growth in the digital economy.

**Responsibilities: -**

* Designed and developed Apex Classes, Apex Triggers for various functional needs in the application.
* Interacted with various business user groups for gathering requirements during project work
* Created Workflow rules and defined related Tasks, Email Alerts, Field Updates to implement Business logic.
* Involved in Salesforce.com Application Setup activities and Customized the apps to match the functional needs.
* Unit testing and code coverage.
* Production deployment and production support.

**Client Name: -** Tesco HSC, UK

**Duration: -** March 2013 - Dec 2014

**Role: -** Salesforce Developer

**Description: -**

The Tesco Hindustan Service Centre (HSC) is the Global Services Arm for Tesco. The center sits at the heart of the Tesco group, and provides IT and Business services to Tesco operations across Europe and Asia. Tesco was the first major international retailer to have a fully-owned support center in India. Our core purpose at Tesco is to create value for our customers to earn their lifetime loyalty and Tesco HSC is dedicated to supporting those values by providing great service to our internal customers.

**Responsibilities: -**

* Involved in Customization and Configuration of the application
* Involved in writing Apex Classes, Triggers and Validation Rules.
* Involved in Data Migration using Apex Data Loader.
* Involved in Unit Testing and Test Coverage for Triggers.
* Production deployment and Production support.

**Client Name: -** Pfizer health Care

**Duration: -** May 2012 – Feb 2013

**Role: -** Salesforce Developer

**Description: -**

Pfizer is a global diversified healthcare company. It manufactures and markets products that are related to healthcare. Application aimed to maintain information of hospitals, healthcare professionals, suppliers and products throughout US. As part of data migration, moved two years of data from other system to salesforce.com.

**Responsibilities: -**

* Involved in customization and Configuration of the application
* Involved in writing Apex Classes, Triggers.
* Involved in Data Migration using Apex Data Loader.
* Involved in Unit Testing and Test Coverage for Triggers and Apex Classes.
* Production deployment and Production support.

**Client Name: -** Cardinal Health

**Duration: -** Aug 2011 – April 2012

**Role: -** Salesforce Administrator

**Description: -**

Cardinal Health consolidates product orders from hundreds of manufacturers into pharmacy-specific deliveries for retail, hospital and alternate-site customers. Maintains daily management of logistics, inventory and administrative activities using Salesforce CRM.

**Responsibilities: -**

* Analyzed requirements
* Involved in Customization of the application
* Customized different page layouts and assigned them for different profile users
* Customized tabs for among different business user’s groups and centers.
* Creating Workflow Rules, Tasks, Email Alerts to suit to the needs of the application.