

RAJ KIRAN PARLAPALLY

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Seeking a challenging career opportunity which would help me to utilize my academic background that assists me to gain experience, employ my excellent interpersonal skills, and enable me to make a positive contribution

PROFILE

- Having total 3.5 years of experience in IT industry in Salesforce Admin and Developer in Classic and Lightning.
- Having knowledge on Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Page Layouts, Record Types, Relationships, Data Migrations and Workflow rules.
- Good knowledge about Marketing cloud, on Social Studio, Email Campaign, Social Channel Integration and Campaigning.
- Good knowledge about deployment in different orgs.
- Good knowledge with Providing Security controllers to users by using Profiles, Roles, Permission sets.
- Knowledge of JIRA and Confluence.
- Having experienced with Devops.
- Certified with 201 Salesforce Administrator, Salesforce Platform Developer I, Salesforce Platform App Builder, AWS Developer Associate.

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- Experienced in Agile and Scrum Process.
 - Account management - quality leadership.
 - Quick learner - impeccable organizational skills - teamwork.

PROFESSIONAL EXPERIENCE

CAPGEMINI

Associate Consultant (from April 2018)

Client: ABN AMRO

Project Description: SocialWebcare

- The project is about the online customer support of ABN AMRO Bank through social media.
- The project is using Omni Channels, Social Customer Service, Social Studio and Social 25/Gen25.
- It is helpful for the bank to understand the user or the client perceptions about the application of ABN AMRO.

- It has also been shown to improve consumer engagement among consumers who have received it.
- It will provide the social native platform as well as a forum for the real time customers where they can express the questions, queries, suggestions, news, actions, request, information etc. **Roles and Responsibilities:**
- Creating application to maintain the details of the product from demand phase to production phase.
- Designed, Implemented and developed the Custom Objects, Page Layouts, Custom Tabs, and Components to suit to the needs of the application. Implemented the Object Model (Custom Objects and Standard Object Extensions), Record Types, Relationships (Many-to-Many using Junction Objects), Formula Fields, Rollup Summary Fields, Profiles, Roles, Users, Security (Sharing Rules, Organization Wide Defaults), Page Layouts, Custom Tabs and Reports.
- Created Validation rules, Workflow rules, time triggered tasks, email alerts, field updates to implement business logic also created Profiles, Roles and Permission Sets for all the users in the Organization.
- Provided services 24*7 to the ABN AMRO agents for resolving their issues towards Salesforce.
- Created Social Persona, Case, Account and Contact for all the users.
- Created Campaign to cases and cases to campaign.
- Created Visualforce and Lightning Pages to provide UI to the custom objects.
- Created Task & Events for the user or for the agent wherever needed.
- Worked with Social studio and omni channels to provide the agent with the required information.
- Created formula field and Case flow from the Social post or from the forum.
- Developed and deployed workflows and approval process for opportunities and products/assets management.
- Created and used email templates in HTML and Visual force
- Created Profiles and implemented object level, field level and record level security
- Designed and developed page layouts according to the user requirements.
- Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
- Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
- Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.

- Used the sandbox for testing and migrated the deployment instance after testing • Involved in setting up the Role Hierarchy and assigning the users as per the role.
- Involved in loading the users into sandbox and production instance.
- Involved working with AWS application.
- Involved in CICD Pipeline Integration.ss

Senior Software Engineer (*from December 2017- March 2018*)

Client: Auto Club Group

Trainee Developer

The Auto Club Group (ACG) is the second largest AAA club in North America. ACG and its affiliates provide membership, travel, insurance and financial services offerings to approximately 9.1 million members across 11 states and two U.S. territories including Florida, Georgia, Iowa, Michigan, Nebraska, North Dakota, Wisconsin, Puerto Rico and the U.S. Virgin Islands; most of Illinois, Minnesota and Tennessee; and a portion of Indiana. ACG belongs to the national AAA federation with more than 56 million members in the United States and Canada and whose mission includes protecting and advancing freedom of mobility and improving traffic safety.

- Analyzing & executing the assigned test conditions and test cases in Manual testing.
- Created test classes to increase the code coverage.
- Worked under support team.
- Validating and analyzing the applications.
- Creating and updating the reports.
- Analyzing the alerts and reporting to the team.

Software Engineer (*from May 2017- November 2017*)

Client: Sunlight Financial

Trainee Developer

Sunlight Financial is an established leader in the rapidly growing residential solar loan market. Our principals are pioneers in the clean energy industry with more than \$4 billion of capital committed over an eight-year history. Drawing on decades of collective experience, our leadership team has developed simple, affordable residential solar loans with no upfront costs that allow homeowners to save on energy costs from the outset. As one of the first loan products in the industry to remove the major barriers to adoption, our solar loans are increasing widespread access to renewable energy.

- Creating custom objects, tabs and designing Custom Fields, assigning Validation Rules and Field-Level Dependencies, Approval Processes.
- Creating Page Layouts to organize fields, custom links, related lists, and other components on record pages.

- Created test classes to increase the code coverage.

TECHNICAL SKILLS:

Salesforce Technologies:

Salesforce CRM, CICD, Jenkins, Triggers, SQL, Visualforce Pages/ Lightning Components & Controllers, Reports, Workflow & Approvals, Process Builder, Custom Apps, Deployment, AWS,

S3Bucket, Repository, Scrum and Agile.

Operating Systems Windows: XP/7/8/10

ACADEMIC QUALIFICATIONS

B.Tech (CSE): 2012 - 2016

CVSR College of Engineering
Ghatkesar, Telangana, India

PERSONAL DETAILS

Date of Birth: 28th August 1994

Languages Known: English, Telugu & Hindi.

Passport: Available.

Hobbies: Outdoor & Indoor Sports

DECLARATION

I hereby declare that all the statements furnished in this resume are true, complete and correct to the best of my knowledge.

Place:

Date: