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|  | Professional Summary   1. 14 Years of experience which includes 10+ Years of Salesforce development. 2. 6 Salesforce Certifications updated to the latest release. 3. Expertise in the new Lightning Web Components framework. 4. Working knowledge of the latest SFDX command line toolset for various SFDC tasks. 5. Proficiency in a wide range of languages / frameworks which includes (C#, ASP.NET MVC, Angular, jQuery etc) 6. Strong experience in Salesforce development and design which includes both development through Apex / Visualforce and configuration through various point and click customization options in Salesforce (Workflows, Validation rules etc) 7. Involved in various stages of the Software development lifecycle which includes Requirement gathering, architecture design, development, testing and deployment. 8. Experienced in integrating Salesforce with external applications using SOAP / REST API’s. 9. Committed to excellence, quick learner and a prudent developer with high oral and written communication skills.   **Certifications**   1. Salesforce Certified Platform Developer I 2. Salesforce Certified Platform Developer II 3. Certified Scrum Master 4. Copado Certified Developer 5. Copado Certified Administrator 6. Salesforce Certified Administrator 7. Salesforce Certified Advanced Administrator 8. Salesforce Certified Service Cloud Consultant 9. Salesforce Certified Sales Cloud Consultant 10. Microsoft Certified: Azure Fundamentals   **Technical Skills**  **Languages:**  Apex, C#, Java, Typescript, Javascript  **Platforms / Frameworks / Libraries:**  Salesforce, ASP.NET MVC, .NET Framework, Angular, jQuery. Bootstrap  **Version Control:**  GIT  Experience   1. **Technical Architect (12 November, 2019 – present)**   Genzeon Technology Solutions Pvt. Ltd.  Currently working on implementing Service Cloud and related features which include Einstein Bots, Live Message and Salesforce Communities  Managing a team of 7 which includes 1 Business Analyst and 6 developers.  Helping a client in the retail domain to improve their Service center experience.  Utilizing Einstein Bots, Communities and various other Salesforce features to deflect call volumes from the call center. Achieved 40% call deflection after implementing Bots.  Working on implementing self service portals (Communities) for the various stores of the retail client to interact with the company.   1. **Senior Engineer, Sales Technology & Analytics (4 November, 2014 – 11 November, 2019)**   Commvault Systems India Pvt. Ltd.  Migrating the internal Salesforce and Community implementation to the new Lightning Web Components framework.  Function as a technical member of the salesforce development team responsible for gathering requirements, designing and implementing solutions that meets expectations.  Implementing Salesforce Communities to enable Commvault partners to register and manage deals, access marketing material, request funds and more.  Implemented the Partner Portal using a combination of UI technologies (jQuery, Bootstrap).  Streamlined the deal registration process to register and track deals.  Implemented the business logic through a combination of Apex classes, triggers and visualforce within Salesforce.  Worked on occasional bug fixes and improvement requests for existing functionality   1. **MCS Engineer (16 April, 2012 – 3 November, 2014)**   Salesforce.com India Pvt. Ltd  Assist developers to troubleshoot their integration with salesforce.com APIs, Apex, Visualforce and implementation of other salesforce.com developer products. This involves debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.  Was part of a 4 member team for the pilot Developer Support project to have increased Salesforce involvement in the salesforce developer support community. The team handled customer queries which went unanswered in the forum, ensured more collaboration between the salesforce community and the company.  Also was part of the Pilot MCS (Mission Critical Support) Team which provides additional proactive services to customers with high availability requirements.  Manage highly visible, global and strategic, enterprise cases and ensure 100% customer satisfaction.  Liaise and work closely with the Salesforce R&D team on escalated technical issues and product roadmap changes/new features.  Serve as a Subject Matter Expert (SME).   1. **Freelance Software Developer (1 August, 2009 – 31 March, 2012)**   Freelancing under the banner Ozone Softwares ([www.ozonesoftwares.com](http://www.ozonesoftwares.com))  Developed softwares in the finance domain for local clients to manage their businesses. Mostly used the .NET stack (C#, ASP.NET framework) with WCF Services to develop the softwares for clients.  Involved in the complete lifecycle which starts from procurement of software development work orders, understanding and analyzing client requirements, preparing a software development plan, coding and testing the Software as per the designed plan and finally installing the software in the client premises.  Maintaining the software and adding new functionality to the software based on additional requirements.  Maintaining a Windows 2008 VPS Server where all the client data is stored.  Other Managerial responsibilities which include promoting my business through advertisements, finding new clients, accounting and other day to day operations management.   1. **Analyst Help Desk( 30 July, 2008 – 17 July, 2009)**   C3i Support Services Pvt. Ltd.  Providing support on standard commercial and proprietary applications.  Resolving incoming telephone requests for assistance on hardware issues.  Provide support for the Microsoft office 2003 suite.  Documenting the call details in Siebel CRM.  Additional responsibilities include generating reports from time to time as advised by the management.   1. **Tech Support Associate (Contract) (30 May, 2008 – 11 July, 2008)**   Adecco Flexione workforce Solutions Ltd.  Worked on a contract basis in C3i Support services Pvt. Ltd under the rolls of Adecco Flexione Workforce solutions Ltd.  Education  Bachelor in Computer Applications (BCA)   * Sikkim Manipal University   Intermediate - Science   * BA College, Berhampur, Orissa   Matriculation   * De Paul School, Berhampur, Orissa   Personal Profile  Name : Satish Kumar Danda  Father’s Name : D Rama Rao  Date of Birth : 26th February, 1985  Nationality : Indian  Marital Status : Married  Languages Known : English, Hindi, Oriya & Telugu.  Correspondence Address : House No- 5-11/103/1/107. Janmabhoomi Colony Phase 2,  Ameenpur.  Hyderabad - 502032    **Declaration**  I confirm that the information provided by me is true to the best of my knowledge and belief.  Place: Hyderabad Satish Kumar Danda  Date : 2nd August, 2022 |
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