NAGANJANEYA LAKSHMAN TADEPALLI

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**Professional Summary**

* Having 6.9 years of IT industry experience with current designation as Senior Associate Consultant at Infosys Limited and prior to it worked in Capgemini India Pvt Ltd for 4.8 years as Associate Consultant.
* Having 3.6 years of relevant experience in Salesforce with both technical and functional aspects of Salesforce.
* Created Profiles, Roles, Custom Objects, Custom settings, Reports and Dashboards and also created new user accounts and configure Salesforce to fit Security needs at the User and Organization levels etc.
* Implementation of different types of Email Notifications (HTML, Plain and Custom email templates).
* Experience in developing Page Layouts, Approval Process, Workflow Rules and Process builder etc.
* Experience on implementing Apex classes, Visual Force Pages, Triggers etc.
* Experience in Service Cloud concepts like Case management, Escalation rules, Assignment rules, Auto response rules, Email to case, Web to case.
* Extensively used Apex Date Loader and Data Import Wizard for Data Migration Activities.
* Worked on Migration code and configuration from the Dev Sandbox to Production using Change set, Eclipse Force.com IDE and Ant Migration.
* Worked on Salesforce Lightning and Integration.
* Worked on mainframes related concepts like JCL, COBOL.
* Have good knowledge on Agile and Waterfall methodology of project delivery.
* Ability to adept for any environment such as working with small or large teams or independently and excellent analytical, communication and inter-personal skills.

**Educational Qualification**

* Completed B.Tech (Electrical and Electronics Engineering) from Acharya Nagarjuna University (Velagapudi Ramakrishna Siddhartha Engineering College) with 71.54% in 2011
* Completed Intermediate (M.P.C) from Board of Intermediate Education with 86.50% in 2007
* Completed SSC from Board of Secondary Education with 78.50% in 2005

**Technical Summary**

* **CRM/ ERP :** Salesforce.com CRM (SFDC), Apex, Visualforce Pages, Batch and Schedule Apex, SOQL, SOSL, Process Builder, Workflows and Approvals
* **Web Technology :** HTML
* **Database :** Oracle 10g
* **Programming Languages/Technologies :** Apex, SOQL, and SOSL
* **Operating Systems :** Windows XP/2003/7/8/10

**Certifications**

* Certified **Salesforce Platform Developer 1** : Certification Number - 6280607
* **IBM Certified Database Associate** - DB2 9 Fundamentals

**Work Experience**

**Project#4**

**HPSE R1.0B**

**Client :** Telstra International

**Role :** Salesforce Admin, Developer and Tester

**Duration :** Sep 2017 to Till Date

**Environment :** Salesforce

**Project Description :**

Telstra is a leading telecommunications and technology company offering a wide range of services globally, with a focus on the Asia-Pacific region. The HPSE is one of major project in Telstra International and R1.0B release is related to implementation of termination orders in which customers request for service termination. It includes working with CloudSense CPQ and integrated with downstream applications like SNOW, CCMS etc.

**Roles and Responsibilities:**

* Used Process Builder extensively to automatic processes easily.
* Worked on service cloud concepts I.e. Email to case, Case Assignment rules, Case Auto response rules.
* Involved Apex coding and test classes to get code coverage and also worked on integration.
* Using Apex Data Loader and Import Wizard for data migration.
* Used Bit bucket for deployments and also as repository.
* Interacted with the business for daily Agile Standup calls.
* Worked on creating test scripts based on requirements.
* Worked on manual testing and capturing the results and also involved in regression testing during SIT and UAT phase.

**Environment:**

Salesforce platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs.

**Project#3**

**T-Mobile B2B Enhancement**

**Client :** T-Mobile

**Role :** Salesforce Admin and Developer

**Duration :** Dec 2016 to Aug 2017

**Environment :** Salesforce

**Project Description :**

T-Mobile is a United States based wireless network operator and it is the third largest wireless carrier in the US. T-Mobile B2B Enhancement project is the Enhancement project that works for both B2B and Retail applications. These project is the communication related one and deals with the Enhancing their application.

**Roles and Responsibilities:**

* Worked on Apex classes and triggers.
* Worked on lightning concepts I.e. Process Builder, Lightning App Builder, custom components etc.
* Used ANT tool for deployment to higher environments.
* Using Apex Data Loader for data migration.
* Coordinating with onsite for day to day status and issues.

**Environment:**

Salesforce platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs.

**Project#2**

**eFNOL**

**Client :** Farmers Insurance

**Role :** Salesforce Admin and Developer

**Duration :** Jan 2016 to Dec 2016

**Environment :** Salesforce

**Project Description :**

Farmers eFNOL project helps to enhance Farmers client in creating the claims for both personal and commercial purpose on integrated Salesforce web platform and this project helps to provide the service options to the Farmers client upon the created claim. Farmers Claims organization continues its focus on an OMNI channel for agent, customer and employee centric claims experience, with improved self service capability, usability, and integration.

**Roles and Responsibilities:**

* Created Custom Objects, Profiles, Roles, Workflows and Approval process.
* Defining Custom business logic using Apex code and Designing Visualforce pages.
* Involved in writing test classes to get code coverage.
* Using Import Wizard for data migration.
* Interacted with the business to gather the requirements and documented the requirements.

**Environment:**

Salesforce platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs.

**Project#1**

**Core System Development**

**Client :** HSBC

**Role :** Mainframes Developer

**Duration :** Oct 2012 to Dec 2015

**Environment :** IBM Mainframes

**Project Description :**

In CSD fix migrations activity for GRV 4.15 release for three drops, has file conversions and also test scripts/test cases preparation and execution for GRV 4.15 AIT - 2 Testing. This activity includes understanding the FS, TS, IA documents of different enhancements and then prepares the test scripts to be executed during testing and involved in control record set up for AIT Testing.

**Roles and Responsibilities:**

* Involved in GRV fix migrations activity for GRV 4.15 release for three drops and file conversions
* Worked in test scripts/test cases preparation and execution for GRV 4.15 AIT - 2 Testing.
* Involved in control record set up for AIT Testing

**Environment:**

Mainframe, COBOL, JCL