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| Objective |

To obtain a challenging role with a progressive organization that will utilize my skills and help me in enhancing my professional growth.

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| Experience Summary |

* Developer with 10 years of experience in Information Technology and Having 3.6 years of good exposure in **Salesforce** **CRM**. Worked on configuration and customization of Salesforce.com CRM components like **Roles**, **Profiles, Users, workflows, Object relations, Permission Set, Sharing rules, Salesforce Console (Sales/Service)**.
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Actions, Tasks , Events, Reports, and Dashboards.**
* Experience in **Sales cloud, Service cloud.**
* Performed **E-mail services** using Apex.
* Experience in SFDC Development in implementing **Apex classes, Triggers, Visual Force, Force.com IDE, and SOQL.**
* Experience in creating **Batch, Schedule Classes and Process builder.**
* Hands on experience in Salesforce.com CRM integration, developing and deploying custom integration solutions.
* Having Knowledge in **Salesforce Lightning Design System** and have hands on experience in implementing applications using **Lightning Components, Aura, HTML, CSS and JavaScript.**
* Hands on experience in **Lighting App builder.**
* Experience working with **Force.com IDE and Data Loader** and salesforce.com Sandbox Environments.
* Experience in **integration of Salesforce.com** Applications with Other applications using **REST API**.
* Excellent analytical, de-bugging skills and documentation skills.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem solving skills.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

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| Experience particulars |

**Current Company Details:**

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| * Company Name
 | : | Cognizant Technology Solutions. |
| * Designation
 | : | Associate. |
| * Duration
 | : | February **2011** – Present |

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| Educational Information  |

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| University Name | : | JNTUK, Andhra Pradesh (Jawaharlal Nehru Technological University Kakinada) |
| College Name | : | Sri Vasavi Engineering College |
| Aggregate (%) | : | 68%  |
| Trade & Duration | : | Electronics & Communication, (June 2006 – July 2010) |

**Technical Skills:**

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| Salesforce Technologies | Apex Trigger, Apex Scheduler, Batch Apex & Apex Rest Services, Visual Force Pages, SOQL, SOSL, Apex Web Services, AJAX, Workflow & Approvals, Reports, Dashboards, Salesforce lightning, SLDS. |
| Salesforce Tools and Integration Tools | Force.com Eclipse IDE Plug-in, Apex DataLoader, Force.com Platform (Sandbox, and Production) |
| Programming languages | Apex, Java |
| Web Technologies | Html, Visualforce , Java Script, XML, CSS |
| Operating Systems | Microsoft Window XP/Vista/7 |
| IDE | Eclipse and Force.com Eclipse IDE plug-in |

**Project Experience:**

**Project Title : Western Union – Agent CRM PreQualification-Settlement**

**Technology : Salesforce.com Administrator and Developer**

**Tools : Eclipse, Data Loader.**

**Duration : July 2019 - Present**

**Description**:

Settlement application is used by settlement users to setup price lists, price items, Autopay, Advice and Report Distribution for their partners. This application also supports approval of pricelist and price items assigned to the partners. In Continuation with already existing Digital Enrollment Process for Agents of Western Union, this project have been introduced as a pre-task before the main enrollment starts. Various aspects such as capturing Agent details, passing through different stages to check about any negative history of Agent with Western Union, to submitting it for Credit check are taken care of in this project.

**Roles and Responsibilities**:

* I have been involved in requirement gathering and designing solutions.
* Configured metadata, Record types, validations, Process builder, Profiles and sharing rules for sales, operations and accounting teams.
* Implemented multiple lightning components used with quick actions, buttons, and tabs.
* Developed Apex triggers for contract automatic invoice generation and custom automation for the generation of tasks and emails.
* Developed batch and scheduled apex to send automatic invalidation emails.

**Project Title : Blue Outdoor (Media)**

**Technology : Salesforce.com Administrator and Developer**

**Tools : Eclipse, Data Loader.**

**Duration : Jan 2019 – Jun 2019**

**Description**:

Blue Outdoor is a fresh and innovative outdoor media company focused on outdoor advertising. They advertise at malls and lifestyle centers across the country.

We implemented a sales cloud application for the user to book the products in malls. Automated contracts generations, invoice calculations, manger approvals for sales and ops teams, automated tasks, and email notifications to improve sales workflow and efficiency.

**Roles and Responsibilities**:

* Involved in requirement gathering and designing solutions.
* Configured metadata, Record types, validations, Process builder, Profiles and sharing rules for sales, operations and accounting teams.
* Created approval processes for sales and operations teams and invoked those from the apex.
* Uploaded existing customers, contacts, malls and product data using data loader.
* Developed multiple visual force pdfs to send the contracts to the customers.
* Developed batch and scheduled apex to send automatic invalidation emails.

**Project Title : Neve Jewels (Diamond Factory UK)**

**Technology : Salesforce.com Administrator and Developer**

**Tools : Eclipse, Data Loader.**

**Duration : May 2018 - Dec** **2018**

**Description**:

Neve Jewels is a Diamond Factory where they will sell new goods in specialized stores and uses e-commerce site to sell goods. They are using ERP (with ASP.net framework) to maintain this e-commerce business which we need to Integrate with Salesforce.com to store their Customers and Orders Information. In this I have worked on Auto Lead Conversions, Avoid Duplicate Account and Store orders from ERP and relate it to existing Opportunities and Customers.

**Roles and Responsibilities**:

* Created Triggers for Auto Lead Conversation and to find duplicates in Person Accounts
* Developed REST Web services to integrate with ERP.
* Handled GET and POST Methods.
* Stored the Orders, related those to Opportunity and Customers by parsing ERP data using JSON Parser.
* Created a Task and Alerted the user when duplicate orders are created.
* Used Process Builder and INVOCABLE Class to update the records on the same object and related objects for multiple conditions.
* Used Custom Roll up logic on Order Line Items to Update the Amount on Opportunity.
* Created multiple Validations and Workflows to automate the business process.

**Project Title: AXA Equitable Life Insurance Company**

**Role:** Salesforce Developer

**Duration:** Jun 2017 - April 2018

**Project Description:**

* AXA Equitable Life Insurance Company, formerly The Equitable Life Assurance Society of the United States, also known as The Equitable, or simply AXA.
* Equitable Life Insurance opened its headquarters at the Equitable Life Building in 1875 near Wall Street
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements

**Roles & Responsibilities:**

* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and Visual Force, which support most critical processes and workflows.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Created data migration strategies and solutions (based on Apex Data Loader scripts) for the automated migration of complex datasets from one org to another; while maintaining referential integrity between different tables.

**Project Title: Corporate Portal**

**Client:** MetLife

**Role**: Vignette Developer/ Support
**Application Name:** Corporate Portal

**Duration:** Jan 2014 – May 2017

**Project Description:**

* The Corporate Portal is a next generation portal that functions as a central repository for numerous applications and processes and helps to speed up the business processes. It fosters communities of shared interests within and across the organization and empowers its users to access and share information from across the globe.

**Responsibility:**

* Involved in understanding and analyzing the basic minor support project requirements and involved in finding the root cause of the issues Using Vignette CMS.
* Onsite interactions on daily/weekly basis in getting resolving the issues.

**Project Title: Vendor Management Tool**

**Client:** UHG-United Health Group

**Role**: Java Developer
**Application Name:** Vendor Management Tool

**Duration:** Jul2012- Dec 2013

**Project Description:**

* Vendor Management Tracking tool is a web based Java tool designed to manage the Incidents/Case-IDs coming from the SXC in the form of excel sheets. Tool will track these incidents by loading them into backend through batch process, managing the email approval chain process and invoices.

**Responsibility:**

* Designing and Development of the Vendor Management Tool (VMT). This is client internal application and only the UHG employees will use this application.
* Responsible for developing and integrating the Major Modules all frames into a single working unit.

**Project Title: OptumRx Solutions Portals – Consumer Portal**

**Client:** UHG-United Health Group

**Role**: Java Developer
**Application Name:** Rx Solutions Portals – Consumer Portal

**Duration:** Feb2011 – July 2012

**Project Description:**

* With more than 20 years of experience, OptumRx is one of the largest Pharmacy Benefit Managers (PBMs) in the United States, based on total claims volume and drug spend managed.

**Responsibility:**

* Learned Spring MVC and effectively applied the same in the project.
* Worked with various Web services in getting the response using the soupUI.
* Tested the Web services through soupUI.

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| Personal Details |

Name  :  MUKESH TIRUPATHI

Date of Birth  : 19-07-1987.

Father’s name : T. Dhana Satya Narayana

Sex    :  Male

Languages Known   : English, Telugu, Hindi.

Nationality     : Indian

Permanent Address   : House No: 3-23-3, Kaparthi Street, Subbarao Pet, Tadepalligudem, West Godavari District, Andhra Pradesh-534101.

ACHIEVMENTS: On Performance basis I was awarded with “Associate of Month”, and was also nominated for “Associate of the Quarter”.

OTHERS: Active Outreach Participant, Active Blood Donor

LANGUAGES: English, Telugu [Read/Write/Speak].

HOBBIES: Playing and Watching Cricket, cock badminton, Music.

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| Declaration |

I hereby declare that the information furnished above is true to the best of my knowledge.

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[Mukesh Tirupathi]

[Place: Hyderabad]