

SHAHIDA KALLURI

Senior Software Engineer

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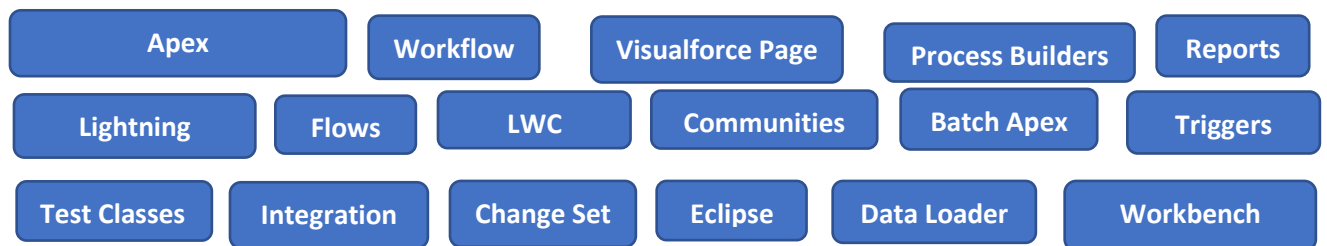
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Certified Salesforce **Admin & platform developer-I** with hands-on experience in customization and configuration of salesforce features.

Salesforce Certificates:

- Salesforce Administrator
- Salesforce platform developer I

Salesforce Skills:



Profile Summary:

- I have 6+ years of experience in Salesforce Development and Administration.
- Actively participated in all phases of system development life cycle production support activities for salesforce. Worked for small, medium and big orgs.
- Good experience in writing **Apex, Apex Bulkified Triggers, Visualforce Pages, Batch Classes, Schedulers, SOQL and SOSL.**
- Have good understanding of **Governor Limits.**
- Good in writing code that meets standards and delivers desired functionality in salesforce.
- Have development experience with **Salesforce Lightning.**
- Have worked in **Sales Cloud, Service Cloud, Community Cloud and App Exchange applications.**
- Involved in preparing technical design based on the functional requirements.
- Have experience in working **Agile methodology.**
- Experience with building and maintaining custom objects and integrating salesforce with external systems.

- Experience with configuring applications in salesforce as per business requirement.
- Proficient in Salesforce administrative tasks like creating **profiles, Roles, Users, Page Layouts, Email Alerts, Approval Processes, Workflows, Process Builders, Flows, Reports, Dashboards, Tasks and Events.**
- Basic level of development knowledge with **Angular JS** and **LWC.**
- Ability to develop **effective relationships with business users, gathering requirement.**
- Maintaining timeline and ability to prioritize work and meet deadlines.
- Guiding junior level colleagues and working with team to complete assigned stories.
- Good knowledge of packaging and deploying the application using **Auto Rabbit, Change Sets** and **Force.com Eclipse IDE.**
- Few other salesforce concepts worked in my salesforce Development career:
 - Case Management, Lead Conversion, and Campaign management
 - Developed Custom Reports with Visualforce Page which will assign work to sales reps in the daily basis and they can check the allocated work based on the previous day work status.
 - **Worked on Mailchimp Integration Using Rest API** for sending large number of emails to Leads and get track their interest towards the campaign.
 - Data Loader Automation using **Command Line** for Bulk data upload for daily basis.
 - Queues, Public Groups, Data Categories, Knowledge Articles.

Organizations

Technology	Company	Duration
SFDC	IDC Engineering Technology Pvt. Ltd.	05-Aug-2020 to Till date
SFDC	BirlaSoft	10-Jun-2019 to 13-Mar-2020
SFDC	Cognizant Technology Solutions India Pvt. Ltd	17Jan-2018 to Jun-2019
SFDC	PreludeSys India Pvt. Ltd.	01-Jul-2015 To 12-Jan-2018

WORK EXPERIENCE

Project Name:	GSVT
Client	Caterpillar
Company Name	IDC Engineering Technology Pvt. Ltd.

Contribution:

- Customizing salesforce application as per the business requirement.
- Preparing technical document and sharing with team for future reference.
- Experience with developing in complex applications.
- Experience with complex triggers, batch classes.
- Experience with Community Cloud Users, static Resource, Angular JS, JavaScript and Remote Actions.
- Involved Sprint planning, Development, Documentation, Unit testing, and Deployment.
- Worked on Rest Web Service-related enhancements.

Project Name:	SOMC
Client	Sony
Company Name	BirlaSoft

Contribution:

- Implemented Web to Case, Live Agent Configuration for supporting customer related cases.
- Routing configuration with queues used for distributing work based on the agent availability in the live Agent Configuration.
- Worked on building LWC component to get Mobile history information from third-party system using SOAP Integration and show information in salesforce Tab.
- Using mobile IMEI number we need to get the mobile related history from the third-party system.
- Community data migration from other system to Salesforce. It involves loading Feed item, Feed Comments, Work Badges, Work Thanks, Work Badge Definition, Users...etc.
- Scheduling calls with business team to get clarification about the requirement.
- Performing Development, Testing and Deployment activities.

Project Name:	AMS
Client	Pearson
Company	Cognizant Technology Solutions India Pvt. Ltd

Contribution:

- Analyzing the new requirement, proposing solution, and implanting it.

- Automated User onboarding process for the business users.
- Resolving support tickets and Change Requests related to case management, queues, Live agent configuration, Omni channel routing.
- Worked as application support team member to support salesforce application for the business.
- I have knowledge and relevant experience for articles creation, publishing and approval process and also categorizing articles using data categories experience.
- Got “**Pearson Inspire Award**” from the client for POC implemented for automating user onboarding which will reduce the time and resource utilization.

Project Name:	EZRE
Client	PreludeSys India Private Limited
Company	PreludeSys India Private Limited

Contribution:

- Customized new objects creation and custom reports
- Involved in developing Recruitment Application which involves:
- Content Object to attach the resume of the candidate.
- Created email alert workflow for new requirement assignment, new candidate assignment to a requirement.
- Created Approval Process for the candidate approval
- Created custom profiles based on the requirement.
- Customizing the standard page with apex classes, triggers and visual force and Test classes.
- Created and deployed Several Reports using salesforce.com platform.
- Utilized Apex data loader in handling massive amounts of user data.
- Worked on lightning transition and lightning component development for this project requirement.

Project Name:	Hedrick & Struggles Test Class Code Coverage
Client	Hedrick & Struggles
Company Name	PreludeSys India Private Limited

Contribution:

- Implemented test classes for various type of classes.
- Improved code coverage for the existing classes for client Organization.

Project Name:	North American
Client	North American
Company	PreludeSys India Private Limited

Contribution:

- **Data Loader Configuration & Automation** using Command Line encryption Process.
- Automated bulk data loading and updated through command line.
- Scheduling data loading using windows Task Manager.

Project Name:	JHC – Volunteer & Resident Application
Client	JHC
Company	PreludeSys India Private Limited

Contribution:

- Worked on Setup and Configure Community for the Resident Service Coordinator.
- Created Reports and provided object accessibility for the Resident Service Coordinator in the community profile.
- Worked on SLDS for making Visualforce page to have lightning experience look and feel.

EDUCATIONAL QUALIFICATION

2008-2012- B.E in CSE from Priyadarshini College of Eng., JNTU University, secured 65%.