  

**Mudita Bhatla’s Phone**: +91-9729698894

SalesforceDeveloper

**Email**:muditabhatla271994@gmail.com

**LinkedIn:** [**https://www.linkedin.com/in/mudita-bhatla-9a68351b9/**](https://www.linkedin.com/in/mudita-bhatla-9a68351b9/)



# ProfessionalSummary

An IT Professional with **3.5 years** of overall experience. Currently involved in Development and Enhancement across multiple projects. I bring valuable expertise on full cycle implementations of Salesforce for a Business. Comfortable working in geographically dispersed implementation teams on worldwide roll-out. Clear and concise communication with different IT Team and business personnel and a proficient team player. Excellent analytical, conceptual and problem-solving skills to evaluate business problems, identify the root cause and apply knowledge to offer solution.

# TechnicalSkills

* **Salesforce Skills:**
* Service Cloud, Sales Cloud, Einstein Analytics
* LWC Framework, Aura Framework, Apex Coding
* Salesforce Administrative Part
* **Tools:**
	+ - ANT, Workbench, Data Loader
* **Other Skills:**
* MS Office, MS Excel (Basic and Advanced)

# Certifications

* **Salesforce Certifications:**

 \* Salesforce Certified Administrator(CREDENTIAL ID:- 21824755)

 \* Salesforce Certified Platform Developer 1(CREDENTIAL ID:- 21873571)

# Company Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Company Name** | **Role** | **Start Date** | **End Date** | **Location** |
| Vodafone idea | Incident Manager |  Feb 2020 | Till Date | Pune |
| Accenture  | IT Operations Associate  | May 2018 | Jan 2020 | Gurugram |
| Ericsson india pvt Ltd | Trainee | Feb 2017 | April 2018 | Gurugram |

# ProjectSummary

**Project Name :** Indirect Procurement (IP) Application

**Role :** Incident Manager

**Duration : Feb’20 to till date**

**Company :**  Vodafoneidea

# Roles and Responsibilities:

* Created Users, Roles, Public groups and implemented Role hierarchies, sharing rules and record level permissions to provide shared access among differentusers.
* Created Profiles, implemented Object and field level security to hide critical information on the profileusers.
* Created Workflow rules and defined related tasks, time triggered tasks and emailalerts.
* Created Page Layouts to organize fields, custom links, related lists, and other components on Recordpages.
* Created Custom objects, Tabs, Lightning record pages, Record Types, Custom fields.
* Implemented various advanced fields like Pick list Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom pick listfields.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Created Email Template to write effective email notification for the compass User.
* Worked on Migration tools like Apex- Data Loader, Salesforce Import Wizard and Workbench.
* Worked on assignment, Auto Response, Matching and Duplicate rules.

**Project Name :** Upstream Case and Planning

**Client :** British Petroleum, London, UK

 **Role**  : IT Associate (Salesforce)

**Duration : May’18 to jan’20.**

**Company :** Accenture

# Roles and Responsibilities:

* Created multiple Lightning Components (Aura and LWC)leveraging LDS and Server-side controllers.
* Designed and developed User Interfaces using SLDS.
* Implemented Apex classes, Async Apex, Scheduled Apex and Triggers for various cross functional needs.
* Involved in building custom community portal for Case and Knowledge Management and Worked on Knowledge, Article, Topics and Data Value set.
* Created Custom objects, Tabs, Lightning record pages, Record Types, Custom fields.
* Configured Profiles, Workflow rules, Validation rules, Assignment Rules, Sharing Rules.
* Deployment using Ant, Jenkins and Azure DevOps from sandbox to production environments using Eclipse, Mavens mate, SourceTree &Visual Studio Code.
* Continuous Integration (CI/CD) with Bitbucket and ADO Pipelines.
* Experienced with Agile Extreme Programming (XP) development and Scrum lifecycle practices, also experienced with Sprint Planning Meeting, Grooming Session, Product Backlog Estimation Meeting, Daily Stand-up Meeting, Sprint Review Meeting & Sprint Retrospective Meeting.
* Organized Retrospective meeting within the fun retro and Azure DevOps Retrospective board to get the feedback from individual Developer, Testing Team Member and BP Stake Holders to improve the ways of working.
* Collaboration with Business to get the requirement and convert them into technical requirements, and collaborating with all the developers to review their code to follow theindustry best practices.
* Collaboration with Centre for Excellence (C4E) to manage the release process effectively.
* Troubleshooting with ADO Pipelines and creating the continuous integration pipelines for automated deployment.

 **Project Name :** Workforce Performance Management

**Client :** Ericsson India Pvt. Ltd.

**Role :** Workforce Management Consultant

**Duration : Feb’17** to **April’18**

**Company :** Manpower Group

# Roles and Responsibilities:

* Have trained and facilitated work force management system to end users (mainly Field Engineers) to include the technical aspects, change management and practical adoption
* Have interacted with various department Cast and Leaders to enhance the utilization and efficiency of the resources throughout the complete Work Order Cycle, from its creation to closure.
* Have monitored individual, team and overall Circle performance for PAN India for all the Clients and ensure KPIs are met to achieve customer satisfaction, operational efficiency and team work
* Have provided standardized reports for management review such as: daily/weekly/monthly Work Order Creation & Closure Reports, KPI’s for the resources involved.
* Have provided analysis of department performance, both real time and historical, to identify trends, issues or opportunities and implement appropriate action in a timely manner.

# Educational Details

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **College/ School** | **%** |  **Year of Passing** |
| B.Tech (Computer Science) | Vaish College of Engneering (Maharishi Dayanand University) | 83.4% |  2017 |
| Intermediate | I.B.school,Rohtak(CBSE) |  86.2% | 2012 |
| High School | I.B.school,Rohtak(CBSE) | 96% | 2010 |

# Personal Details

|  |  |
| --- | --- |
| DOB | 02-Jul |
| Nationality | Indian |
| Gender | Female  |
| Father Name | Mr. Mohinder Bhatla |