EXPERIENCE SUMMARY

* Over 4 years 2 months of experience in the IT industry.Force.com **Platform- Sales, Service, Vlocity and Community Cloud**, and 9 months of experience in **Robotic Process Automation using Blue Prism, Python(Rest api using Flask, Chat bot(RASA))**
* **Around 50 months**  **of** **relevant experience in IT and Telecom Domain**, **performing development and driving Automation**
* Configuration, Customization, Integration, Data Migration, Deployments.
* Very good analytical and problem-solving skills.
* Designing the **To- Be Process/Solution** for the automation opportunities identified.
* Develop the automated processes using **Blue Prism**.
* **Adept in key stakeholder engagement and expectation management**, interacting with Clients like BT and diversified knowledge across various Lobs of BT.
* **Active participation** in component design meetings and product development sessions.
* **Ownership** and responsibility of developing novel solutions according to design and client requiements and driving automation activities
* **Accountable** for development, ensuring adherence to product delivery for E2E customers.
* **Lead Developer** to resolve technical issues and ensure alignment to BT’s architectural standards and active team member Co-ordinating with other team members.
* Excellent communication and inter-personal skills and builds strong business relationships with customers, users and senior stakeholders.
* Have good understanding of the **Work flow of BT and Kaiser,** and various Lobs of BT and Kaiser.

ACADEMICS

* Degree (Bachelor of Technology) in Computer Science and Engineering from Sri Krishnadevaraya University College of Engineering and Technology, India – 2016 with 64.47%
* Intermediate(10+2) from Narayana Junior College,India in 2012 with 86.3%
* SSC from Shelley EM school,Adoni in 2010 with 75.6%

TECHNICAL SUMMARY AND SKILLS IN ELITE TRAINING

|  |  |  |  |
| --- | --- | --- | --- |
| **SKILLS** | **TOOLS** | **Organized by** | **Duration** |
| Programming foundation (C,UNIX,DS) | turboc | TLSBhubanewar | 3 Weeks |
| Core JAVA | Eclipse | TLSBhubaneswar | 1 month |
| SQL | Oracle11g | TLSBhubaneswar | 3Weeks |

**WORK HISTORY**

|  |  |  |
| --- | --- | --- |
| **Duration** | **Organization** | **Designation** |
| March 2017– Dec 2019 |  Tech Mahindra Ltd. | Vlocity, Salesforce, Lightning, RPA Developer (Blue Prism), Python developer. |
| Jan 2020-till date | Accenture | Vlocity(Salesforce),Salesforce. |

**WORKSHOPS/TRAINING PROGRAMS ATTENDED**

* ELITE training from TechMahindra
* Completed TechM Automation Engineer Basics Certification.
* Completed BluePrisim Developer certification(ADO1).
* Completed Salesforce Certified Adminstrator(ADM201).
* Completed Platform Developer 1(PD1).

WORK EXPERIENCE

Project 1:

* Project Name : SF\_SFDC\_KPSalesConnect\_Supprot
* Client : Kaiser Permanente
* Role : Vlocity/Salesforce Developer
* Technology : Salesforce
* Duration : March 2020 – Till date.

Description:

* Development and configuration for health insurance products.

Roles:

* Vlocity & Salesforce Developer.

Responsibilities:

* Worked on Omniscript developmt,Integration procedure, Dataraptors, Vlocity Cards, product configuration, order management, and CPQ.
* Good experience with Configuration, Customization and Development on Vloctiy.com Platform.
* Creating and Customizing Process builder, Page Layout, workflows, Calculation procedure and calculation matrix.
* Designed and deployed dynamic workflows, validation rules, Approval Processes for automating business logic.
* Implementation and Integration experience using custom objects, Triggers, workflows, Visual Force Pages, LWC Templates, and Apex classes.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.
* Imported data by mapping to business objects in CRM system using Apex data loader and Import/Export wizard.

Project 2:

* Project Name : Vlocity for EAD product
* Client : British Telecom
* Role : Developer
* Technology : Vlocity
* Duration : December 2018 – December 2019

Description:

* Building EAD journeys on vlocity CRM(salesforce).

Roles:

* Application Developer Analyst

Responsibilities:

* Worked on Omniscript developmt, product configuration, order management, and Integration procedures, Dataraptors, vlocity cards, Ui Framework(Vlocity templates)
* Designed and deployed dynamic workflows, validation rules, Approval Processes for automating business logic.
* Implementation and Integration experience using custom objects, Triggers, workflows, Visual Force Pages, and Apex classes.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.
* Imported data by mapping to business objects in CRM system using Apex data loader and Import/Export wizard.
* Set up time lines for multiple development and testing blocks.
* Successful deployment and support.

Project 3:

* Project Name : Automation in PEM
* Client : British Telecom
* Role : RPA Developer
* Technology : Blue Prism (RPA)
* Duration : 9 Months

**Description:**

* The identified opportunity in the openreach PEM project, to automate the repetitive task, includes mail transaction, browser based Applications, automation of filezilla tool, etc. The PEM Bot used to receive the details via mail in attached Form format, which further requires data feeding in Application called Filezilla where the file transfer from local to remote server takes place then opens the putty application to export/import files that received and validate using commands.Now it opens oracle b2b portal through browser and deploys the changes. Finally the status mail needs to be sent to original sender.
* Blue Prism, the Strategic RPA Tool, gave the platform to build a Process flow which can take care of Outlook Server Mail Management, Data Read from Excel Form, Inventory Application Handling and all other related activities. Blue Prism framework is basically on different spying modes to handle different Applications, along with other required Business Objects.

**Responsibilities:**

* Responsible for designing & developing the end to end flow of Sub-process in entire PEM System, includes To-Be process, Blue Prism framework, Development, ORT Support and Documentation
* Work Queues, Environmental variables, Session Management, Logs, Schedulers, Environmental Locks.
* Participated in requirements analysis and providing accurate effort estimates
* Involved in Spying the Elements in each tab of particular insurer by Region mode through Application Modeler.
* Supported the Operational Teams During the UAT Phase.
* Ensured the UAT sign off is received.