



GANESH ALUGU

RESUME

Certified Salesforce Administrator / Developer 5x SFDC, 2x Copado, 2x Flosum, Autorabit

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❖ PROFESSIONAL SUMMARY:

- ★ **5+ years** of IT professional experience in all phases of **(SDLC)** project development. Which involves Requirement gathering, Analysis, Design, Development, Testing and Deployment and enhancement of projects in Salesforce.com
- ★ **3+ years** of Extensive Experience and Functional Knowledge in **Salesforce.com CRM** and **Force.com platform** with proficiency as developing and administering projects with **Best Practices** in-terms of **Configuration/Customization** in respective UI's **Salesforce Classic and Lightning Experience**
- ★ Experience in SFDC related technologies such as **Apex and Web Services** .
- ★ Extensive Experience over creating **Declarative/Automation Landscape** and **Coding Tool Set** such as **Workflows, Approval Processes, Process Builder** and **Cloud Flow Designer- Flows, Lightning App Builder**
- ★ Experience in **Web Services and Lightning and Salesforce1**.
- ★ Knowledge in life cycle of **Lightning Web Components, CPQ** and different clouds of Salesforce.com
- ★ Excellent organizational and strong problem-solving skills with a proven ability to contribute in a team or cross functional team environments
- ★ Capable of rapidly learning **new technologies** and processes and successfully applying them to projects and operations.

❖ EDUCATIONAL QUALIFICATION:

- Bachelor of Technology (**B. Tech**) from Swami Ramananda Tirtha Institute of Science & Technology, Nalgonda, **JNTU-Hyderabad**, 2013 in **Computer Science Engineering (CSE)**.

❖ PROFESSIONAL EXPERIENCE:

- Working with **NDX Technologies Private Limited (Node. Digital)**, Hi -Tech City Jubilee Enclave - Hyderabad as a **Software Engineer** from **April 2018 to Till Date...**
- Worked as a **Software Engineer** in **VBRS IT Solutions Pvt. Ltd**, Madhapur - **Hyderabad** from **January 2015 to March 2018**

❖ TECHNICAL SKILLS:

- **Tools/IDE's(Editors)** : Microsoft Apps, Google Apps, Force.com IDE, Sublime Text
- **CRM/ERP** : Salesforce.com
- **3rd Party Apps** : Conga Composer, Microsoft Office
- **WEB TECHNOLOGIES** : Visualforce, S-Controls, HTML/5, CSS/3, JavaScript Frameworks, Bootstrap, Ajax, XML, JSON
- **Programming Languages** : Java, Apex
- **Database Languages** : SQL, SOQL, SOSL, Oracle 12c
- **Deployment Tools** : Change Sets, Autorabit, Flosun, Copado
- **Operating System** : Windows 98/2000/XP/2003/7/10, Mac, Linux
- **CM Tools** : Jira, SVN, Git, Force.com Migration Tool-ANT

❖ PROJECTS:

❖ Current Project#4

Client: Estee Lauder Companies

November 2018 – Till Date...

Role: SFDC Developer/Configuration

Project Title# OneSource Approval Hub

Team Size: 4

Environment: Salesforce.com UE, Developer Console/VS Code IDE, Data loader, Workbench, Lightning Experience UE UI, Web Services and Autorabit and Agile Methodology

Description:

This application is built for an Estee Lauder Companies. This application is a Mobile based application Which allows the Estee Lauder Employee or Users to take appropriate approval actions based on request types as per the businesses. OneSource Approval Hub is a collection of different approvals as part of Salesforce Integration with Salesforce Cases and Task(OneSource Portal), ServiceNow, HRConnect, Taleo/Talent, Concur, Tangoe and DocuSign. On these approvals' user can take appropriate approval actions i.e. Approve, Reject or Complete

This Comprises of the Following Modules:

- Configurations, Data loader and Web Services and IDE's

Roles & Responsibilities:

- Created Custom Objects, Custom Settings, Custom Labels, Validation rules, Workflow Rules, Templates, Reports and Dashboard and Permission Sets, Profile, Process builder and Flows.
- Created and Configured Connected apps based on Mobile Applications for Android and IOS
- Created a Custom Integration Users and Custom Apps and Remote Site Settings for Integration purpose with respective to different Source Systems

- Configuration of Single sign-on with respect to OKTA, Forgerock in Salesforce
- Created Apex Classes, Batch and Schedulable Classes
- Worked on JSON provided by source systems and stored those values in salesforce by parsing the JSON Content and storing appropriate response in custom integration logs object.
- Worked with Cross Functional teams Infosys, HCL and Other Vendors of Estee Lauder Companies in order to test end to end functionality of the transactions flows of different systems such project execution and exchanging the integration user values or parameters between the Other Systems from Salesforce

❖ Previous Project#3	Client: Estee lauder Companies	April 2018 – October 2018
Role: SFDC Developer/Configuration	Project Title# OneSource Chatbot	Team Size: 2

Environment: Salesforce.com UE, Live agent Features and Configurations

Description:

Boost based chat bot (Node Partner) that has a mechanism to hand the conversation back over to a live agent working within the SF environment . Using Omni channel configured routing for messages and skill-based routing rules.

This Comprises of the Following Modules:

- Configurations of Live agent and Omni-Channel

Roles & Responsibilities:

- Involved in the implementation in terms of configuration of Live agent and Omni Channel
- Created a Custom Console app OneSource Chatbot and Enabled the user to this custom console application and setup of deployment and Integrating Boost based chat bot with Salesforce Live agent.
- Configured agents and the queue with an associated routing configuration.
- Configured presence status and presence configurations that make agents receive messages.

❖ Previous Project#2	Client: Insight Resource Group	March 2016 – April 2018
Role: SFDC Developer/Configuration	Project Title# IRGPre Point-Sales	Team Size: 6

Environment: Salesforce.com EE, VisualForce, Force.com IDE, Data loader, Workbench, Lightning Experience EE UI, HTML,CSS and Bootstrap

Description:

This application is provided by an **Insight Resource Group**. This allows customers to use Community cloud for the businesses to build sites where customers can interact with the company and with each other by introducing the ability to make purchases directly from those communities.

This Comprises of the Following Modules:

- Custom Objects and Communities

Roles & Responsibilities:

- Developed the User Interface using Visual force **Controllers (Standard, Custom and Extension)**.
- Involved in Salesforce.com application setup activities such that **Configuration** and **Customized** the apps in the **Lightning Experience** App Builder to match the functional needs of the organization like Creating Workflows, **Lightning Process Builder**, Custom Objects, Custom Reports and used the, Custom Labels in Translations Workbench and **Static Resource** having **CSS, HTML, JavaScript**.
- Worked on Salesforce.com **Communities** and created **Visualforce** **pages** for Communities and developed UI using Visual force along with Visual force and Lightning Components
- Developed the business logic for the modules with **Component** and **Application Bundle Versions of Apex** in the **Lightning** and developed **Lightning Pages** and used the **Events, Action**
- **Migration** in terms of UI from Visualforce to Lightning by applying more styling to Visualforce pages using **SLDS** and debugging using Web Browser tabs like **JS Console** and Used **JS-BIN**
- Created **Apex Batch Classes, Schedulable** Classes and **Triggers**, SOQL as per business needs

❖ Previous Project#1	Client: Nelfo	January 2015 – March 2016
Role: Test Associate	Project Title# Chatbot	Team Size: 5

Environment: Manual Testing, Selenium Testing, Quality Center (QC), MySQL, Agile Methodology.

Description: Chatbot admin portal is a tool to train the language engine and administrate the dialog flow. The admin portal will have the following functionalities:

1. Administrate chatbot, Create Intents and Language training on intents
2. Administrate responses and actions that the chatbot should execute
3. Dashboard for chatbot statistics and Further training and correcting of chatbot

Roles & Responsibilities:

- Attending daily Scrum calls and getting the required information from Product owner and project manager
- Prepared **Test Plan** and Written **Test Cases** for functional specifications and test them manually
- Produce Test cases evidence and Preparing the Test Completion Report once execution completed
- Responsible for reporting Bugs and assigned the bugs to the Developer by using the Quality Center.
- Involved in finding in **Root Cause Analysis** of a bug by pulling the Logs using **Putty Tool**.
- Participated in daily Defect review meetings and also in daily Status meetings.

Date and Location: 30th November 2020, Hyderabad

Signature:

