

# PRATHYU TUSHAR TALABATTULA

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Salesforce developer with extensive experience in salesforce lightning and salesforce configuration with web service callouts. Aspired to achieve high career growth through a continuous learning process and keep myself dynamic, visionary and competitive with the changing scenario of the world.

## PROFESSIONAL SUMMARY:

- Salesforce Developer with overall IT Experience of 6 years in Salesforce.com CRM Platform with strong in-depth Technical and Functional Knowledge in an Agile driven Environment.
- Experience in Lightning Web Components, Aura development, Apex, VisualForce and JavaScript in salesforce platform.
- Expertise in SFDC Development using Lightning Application, Apex Language, and Apex Web services, VisualForce Pages, Classes, Controllers, Triggers, Components, Lightning Cloud Flows, Process Builders & Batch Jobs.
- Experienced in Integration of web services using Rest/Soap API with efficient coding standards.
- Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
- Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
- Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
- Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader.
- Extensive experience with various Salesforce deployment methodologies including COPADO, Change sets, Force.com Packages, Ant Migration tool kit, Visual Studio and Eclipse.
- Experienced in scripting languages like HTML, CSS, jQuery, APEX Web Services API development skills and Java Script.

## SKILLS:

- Cloud Platform: Salesforce • Dev-ops Concepts: **Azure Dev-ops, Ant & COPADO.**
- Salesforce API integrations and configuration.
- Salesforce Lightning Development • Programming languages: **Java, Apex & JS.**
- Salesforce DX development (VS Code), (LWC/Aura) and Configuration.
- Source control tools: Azure Git, GITHUB.

## SALESFORCE.COM CERTIFICATIONS:

- Salesforce.com Certified Platform Developer I.
- Salesforce.com Certified Administrator.
- Salesforce.com Certified Platform Developer II.
- COPADO Certified Administrator.

## EXPERIENCE:

OCT, 2021 – Present

### Force.com IV Developer, eTeam InfoServices Pvt Ltd

Senior Salesforce Developer, CTH position to salesforce.com.

DEC, 2019 – JUNE, 2021

### SYSTEMS ENGINEER, ACCENTURE TECHNOLOGIES

Senior Salesforce Developer, worked on salesforce LWC, Aura and configuration with Work.com and Contact tracing application.

JAN, 2017 – NOV 2019

### SYSTEMS ENGINEER, TATA CONSULTANCY SERVICES

Systems Engineer, worked on salesforce VF development and configuration with Web Services (WSDL, SOAP, REST), flows, triggers, apex class, process builders and batch job development.

## PROJECTS:

**TITLE** : Salesforce Internal Billing Application  
**CLINET** : Salesforce.com  
**DURATION** : OCT, 2021 TO TILL DATE  
**TECHNOLOGY** : Apttus, GIT, Jenkins.  
**ROLE** : SALESFORCE PLATFORM DEVELOPER.

### DESCRIPTION:

This project is an enhancement to the internal billing Application. Here, new opportunities will get the Quotations from different revenue owners created in the Salesforce and getting the quote conversion and payment gateway with integration to the MuleSoft and Oracle.

### RESPONSIBILITIES AND CONTRIBUTION:

- Involves in the analyse the requirement assigned and exploring the existing functionality and approach to requirement development.
- Integration with Oracle to validate the quote price according to the Revenue Owner and get the invoice ready for Govt portal sync.
- Integration with EMudhra to Digitally Sign the invoice and to generate the QA code for the payment.
- Development of custom LWC component for Quote Configuration and integrating with PWC portal for GSTIN validation for Tax Exception or Tax Calculation based on Country and revenue Owner.

- Involve in the Design document implementation and to get that approved with lead and Architect to implement the solution.
- Deployment responsibility of the Changes/Bugs to QA and E2E phase using the Jenkins and GIT repositories.
- Creation of Unit test document with all the unit test cases and the valid reason with all the possible scenarios.
- Analysing the requirement and providing the story points before the sprint planning, involving in the Retro meeting to discuss on the team performance and how to handle things better.

**TITLE** : CONTACT TRACING  
**CLINET** : STATE OF MASSACHUSETTS & COLUMBIA  
**DURATION** : JUNE, 2020 TO TILL DATE  
**TECHNOLOGY** : SALESFORCE WORK.COM, COPADO.  
**ROLE** : SALESFORCE PLATFORM DEVELOPER, CONFIGURATION

**DESCRIPTION:**

This project is a contact tracing project for tracing Covid -19 positive patients. Here, Cases from Maven system are getting created into Salesforce using MuleSoft integration. After, Case Investigators (custom profile) used to call the people for tracking their last 14 days travel history and on basis of that other cases used to get created into salesforce. Case Investigators used to call the positive tested people by following call scripts created in SF.

**RESPONSIBILITIES AND CONTRIBUTION:**

- Creation of Call scripts using lightning web components in Lightning flow builder.
- Creation of triggers for multiple standard/custom objects using trigger framework.
- Implemented queueable class for de duplication logic for cloning on person accounts and their related records like occupation, Account-Contact relationship, Contact-Contact relationship then Cases and related records of cases like hospitalization, underlying illness, Care coordination, Activities, Chatter feeds. It was a cloning of records up to 3 levels.
- Developed Aura components for displaying and selecting duplicate records.
- Design and Development of case auto Assignment to queues and teams using custom application with custom rule set.
- Implemented Batch class for workload balancing of cases where case owners used to get Chatter notifications every 2, 2.5 and 48 hours depending on case status if they haven't taken any action on that case for the defined SLA's.
- SFDC Configuration tasks such as creating Validation rules, page layouts, custom settings etc.
- Used COPADO for promoting the user stories to next environment.

**TITLE** : GROWTH  
**CLINET** : InterContinental Hotel Group  
**DURATION** : DEC, 2019 TO MAY, 2020  
**TECHNOLOGY** : SALESFORCE, Azure.  
**ROLE** : SALESFORCE PLATFORM DEVELOPER & Dev-Ops

**DESCRIPTION:**

InterContinental Hotels Group plc, informally IHG Hotels & Resorts, is a British multinational hospitality company located. IHG has about 889,582 guest rooms and over 5,900 hotels across nearly 100 countries which all of these were either franchised or leased having different contracts and are managed globally all

over the world using GROWTH application. Community Portal application is key feature where new hotel contract Applications and renewals are dealt.

#### **RESPONSIBILITIES AND CONTRIBUTION:**

- Duties included design, development and administration of salesforce.com community portal application which was developed in Lightning Aura frame work.
- Implementation of application events with-in the community portal components and its Apex classes.
- Configured application process in Lightning flow with mailing the PDF document using salesforce third party app.
- As a part of Declarative Customization Flows are developed to order to take Information depending concerns on cases. Used jQuery Data tables and JavaScript for effective Representation of data in Lightning Aura as per the Client Needs. • Developed Batch class to send notifications to users to renewal the application.

**TITLE** : CRM SERVICE  
**CLINET** : HUMANA  
**DURATION** : AUG, 2017 TO NOV, 2019  
**TECHNOLOGY** : SALESFORCE  
**ROLE** : SALESFORCE PLATFORM DEVELOPER, CONFIGURATION

#### **DESCRIPTION:**

Humana is one of the leading health care insurance providers in United States for the past 50 years providing various services to customers and its providers. CRM Service application is main integration point with the customers and customer data which resides in various legacy services and different services in other technologies. This whole application will deal with different services like claims, policy providers and process and billing details which integrates with legacy services and current leading technologies.

#### **RESPONSIBILITIES AND CONTRIBUTION:**

- Duties included design, development and administration of salesforce.com application components using a test-driven approach with Agile scrum environment.
- Design and implementation of REST Integration of Archived data which resides on database outside the salesforce with Web service callouts which are based on Asynchronous approach which involves the usage of Continuation class.
- Configured Business Configuration application which will be down the line serving as the heart of the CRM service application which involved triggers and Batch class for case routing.
- As a part of Declarative Customization Flows are developed to order to take Information depending concerns on cases. Used jQuery Data tables and JavaScript for effective Representation of data on VF pages as per the Client Needs.
- Designed and developed QMS application in salesforce as part of POC for client which got an appreciation for the work done.
- Created batch job and trigger to route the cases and tasks based on the queues assigned field values.
- Worked on Process Builders and flows to design and developing the Case Auto routing based in the application flow which is a key development in CRM Service.
- Gather user requirements and involve in application design discussions and documentation.
- Knowledge and understanding of integration and deployment through Jenkins, TFS server as part of Dev-Ops.

- Attend Scrum, Governance, Sprint planning, Retrospective, Release plan meetings.
- Use Apex Data Loader for insert, update, and bulk import or export of data.

**TITLE** : CRM SERVICE RX RAPIDFORCE  
**CLINET** : HUMANA  
**DURATION** : JAN, 2017 TO JUNE 2017  
**TECHNOLOGY** : SALESFORCE  
**ROLE** : SALESFORCE PLATFORM DEVELOPER, CONFIGURATION

**DESCRIPTION:**

Humana is one of the leading health care insurance providers in United States for the past 50 years providing various services to customers and its providers. CRM Service application is main integration point with the customers and customer data which resides in various legacy services and different services in other technologies. As the CRM Service application is critical to the business, every second with the customer is so important. To make the sure its productive Rx Rapid Force main focus is to minimize the process time while interacting with customers.

**RESPONSIBILITIES:**

- Duties involved in Design and Development of new features into Rx Rapid Force app without effecting the CRM Service App which shares common components.
- Design and Implementation of feature like logging the information based on user selected details and generating case comments from it and logging that to a case.
- Worked on VisualForce components, JavaScript and jQuery using the permission set to restrict the new Feature to reflect only in RxRapidForce App.
- Worked on Rest API application to orders from third party servers and logging information from the response to the case.
- Worked with custom console components to interact with application which provides faster way to complete the process in less time.
- Gather user requirements and involve in application design discussions and documentation.
- Attend Scrum, Governance, Sprint planning, Retrospective, Release plan meetings.
- Knowledge and understanding of integration and deployment through Azure pipeline and builds.

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