|  |  |
| --- | --- |
| **Vineel Babu Rudroju**Bangalore**7829996354****sfdcvinny@gmail.com****https://trailblazer.me/id/vineel** **Rank : Ranger** **Super Badges: 06** **Certifications: 03** dev-i-rgb.png 1_qXllb87RUJwxuBaH1XqBxw.jpeg download1.jpg | **Professional Summary** Being a full stack development engineer in salesforce, worked on most of the dimensions of salesforce in a short time which include of elements **configuration**, **customization** and **integration**. Though I make relentless pursuits of utilizing salesforce built-in features such as **Service Oriented Architecture** for a business solution. I always enjoy when it needs **apex** or **triggers** and building appealing interfaces using **Salesforce** **DX**, **Lightning Web Components and Aura Components.** |
| **Skills*** Strong verbal and written communication skills including the ability to share ideas to both business and internal IT teams.
* HTML, CSS, JavaScript.
* Core Java.
* Adherence to best practices when it comes to code building.
* Seeking a business solution using Object Oriented Design so as to avoid security vulnerabilities and improve code efficiency.
* Apex, Triggers, SOQL and SOSL.
* Lightning Aura Components.
* Lightning Web Components.
* Service Oriented Architecture using Service Cloud.

**Experience****05/2019 – 11/2020 COGNIZANT TECHNOLOGY SOLUTIONS****Bangalore Associate** **PROJECT : EmblemHealth, Inc** EmblemHealth, one of the US largest nonprofit health plans, serves 3.1 million people who live and work across the New York tri state area. The company offers quality, affordable health benefits to consumers, employers and government purchasers as well as coverage for prescription drugs, dental and vision care. EmblemHealth utilizes a choice of quality networks to deliver personalized, coordinated care while leading the market in value-based delivery. Members who have taken a policy can reach a CSR who will use our Salesforce Service Cloud for servicing customer’s related queries or on existing pending cases.Emblem Health is already using eSAWs for the CSR related activities; Management wants to replace it with the Salesforce service cloud. Salesforce Service Cloud helps CSR to follow up with existing customers for Policy renewals and promote new benefits eligible for the Customers.We, in our project strived to provide enhanced features using a service oriented architecture using salesforce service cloud. We used existing features supported in SF Service cloud to leverage CSR to have all data required to respond to Customer inquiries and rectify them. New solutions shall help Emblem, to do better service for their customers and also with their future goals and needs. Due to the wide distribution of the legacy data there are 32 APIs to be integrated in our implementation with several features of service oriented architecture.**Roles and Responsibilities*** + Involved in Case Management such as Case Owner change and assignment. Depending on the case type, assignment to the respective queues is performed.
	+ Worked on Case triggers and resolved he conflicts of case triggers and process builders using an intermediate variable.
	+ There are special cases of type G&A to be assigned to Grievance and appeal queue whose Assignment Id will be generated which will not let these cases to be pulled out of queue.
	+ Social Studio Integration: This tracks a response of a member’s social post on a service cloud and generates case corresponding to such a post.
	+ Worked on email to case management.
	+ Component's edit access is given so that enhanced Customer Service ports can be built using Lightning Components.
	+ Elastic Search API which exposes REST API by the UI so that we can configure the system to access elastic search features.
	+ Validated the data and Meta data by checking in Kibana and Production Org and fixed the issues in real time.
	+ Delivered timely solutions for the changes needed when the application went to live. And also checked whether the changes were accurately deployed form developer sandbox to production.
	+ Ensured that deployed components should successfully pass the QC check and assisted QC team for a quick resolution in real time.
	+ Using Workbench, queried the data and Meta Data to investigate the root of cause of real time issues for a real time fixes.
	+ Worked on conflicting triggers and process builder .

**09/2016 – 04/2019 CLARION AD MEDIA PVT LTD****HYDERABAD Programmer Analyst** **PROJECT : Indus Universal School**Indus Universal School is promoted and managed by Sri Lakshmi Saraswathi Educational Society. It is located in a pristine pollution free area in Yapral Village, near Sainikpuri, Secunderabad. The school is spread over 6.5 acres, has infrastructure to promote and facilitate holistic learning without losing out academic importance.Indus Universal School is a Central Board of Secondary Education (CBSE), New Delhi affiliated school and offers education from Nursery to Grade Twelve. Indus offers a unique blend of modern educational practices, Indian traditions and values for the wholesome development (mind, body and soul) of children. The curriculum is based on National Curriculum Framework (NCF - 2005). Indus has been the prime mover of NCF 2005 and has implemented the same from day one.The methodologies adopted for imparting Learning are classified as per different stages based on the psychological age of the child. The assessment system followed is Continuous & Comprehensive Evaluation (CCE) as prescribed by CBSE. With these core principles, an institution will be able to live up to these only if they have vested considerable efforts to track a child’s progress, make a correlation between the attendance, behavior, performance and participation in other extracurricular activities. But the earlier technologies were either crude using Google docs and spreadsheets or systems in which the data is Highly isolated and disconnected or not in sync with the data of other activities of a student. The School Management Application is complex enough in its entirety until the school decided to implement its structure using salesforce taking the advantage of **Salesforce Education Cloud**. The launch of **Salesforce HEDA** (Higher Education Data Architecture) and further launch of **Salesforce Advisor Link** led to the inception of the idea of implementation of the structure in Salesforce. While such implementation is in progress, the launch of **Salesforce Education Cloud**. Gave a head start of providing a resilient one-stop solution to many problems in implementing an institutions structure.Now, the recruiting and admission processed are greatly simplified, combining the power of Salesforce Education cloud as well as the Salesforce built in features. Also, Student success – influencing factors and impacts can be easily traced by the instructor by able to get a report of student’s performance, his attendance, behavioral activities or other engagements such as participation in sports. So that the instructor can streamline his approach to the student with this available data. Also, a one stop solution of the concerns of the students and staff is provided by a platform which is created through the power of **Salesforce Service Cloud.****Roles and Responsibilities*** Analyzed ERP standard diagram included in Education Data Architecture customized it to the needs of the current institution.
* Created additional Custom objects and created relationships wherever necessary leveraged the standard functionalities of salesforce such as service cloud.
* Created Automations to sync the Student Data and to create a unique connected picture of the diversified activities of a student.
* Used Lightning App Builder and Lightning Components to create resilient user interfaces for both internal users and external users.
* Social Studio Integration is used for to capture the alumni experience and to capture leads so as to maximize the admission process.
* Periodically Generated reports and Dashboards, not only individual progress of the Student but a Collective progress of the Institution.
* Personalized the experience depending upon the role of the individual. Based on whether you are student or an Instructor or an Administrator, your experience with the application will be personalized.
* Created a one stop solution for the concerns of students using salesforce Service Cloud.

 **PROJECT : Ergoline Furniture Systems**Ergoline India, engaged in the business of trading of furniture since 2000 at Hyderabad. Ergoline India operates in the area of import of modern furniture, catering to the needs of retail and corporate sector. Having been in the Indian market for more than a decade Ergoline has established itself a name in the organized furniture market servicing to the large corporate and established educational institutions. Ergoline India provides a number of value-added services to the business houses - large or small providing the end-to-end solutions. They undertake office interior projects including partitions, all kind of wooden furniture, cubicles and cabins, workstations, storage units, filing systems, complete range of chairs, industrial storage and other special effects. Designing application which is being customer centric adds value to the firm. So it’s important to connect with the customers personalized experience by sharing all the data in one integrated platform through **Commerce Cloud**. Order Fulfillment, Payment Capture, invoices are managed by workflows which gives a visual insight of the process which becomes an arduous task if cancellations and returns are taken care of.**B2C commerce** cloud has greatly simplified the task by personalizing customer experience and streamlining the customer needs. And providing a platform using service cloud to address the Customer Queries.**Roles and Responsibilities** * Captured the phases of order life cycle using flows thus giving a visual insight of how the order was processed.
* Facilitated a provision in which the order will be cancelled from a customer’s end.
* Content creation and personalization.
* Creating appealing user interface through Lightning Components.
* Automated the process of order lifecycle.
* Provided a platform for resolving customer concerns by connecting B2C and Service Cloud.
* Worked on Apex triggers and Batch Classes.
* Implemented a proportion of automation in Process builders too.

 **Education**2007, **BTECH**, **CSE**Christu Jyothi Institute of Science and Technology, JNTU,Warangal, Telangana **Other Experiences** Ever since the graduation I was never Idle, I was training English for IELTS aspirants till 2009 at my hometown until I switched to BPO and outsourcing. I worked in BPO till 2012 for firms Amazon and Google. I was back to IELTS, TOEFL training till 2016 before I made a giant leap into IT.  |