**Divya Todupunuri Mobile: 7207830031**

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**Experience Summary**

* Working as Senior Software Engineer at UHG, Hyderabad from around 1.2 years as Senior Salesforce Developer.
* Worked as Senior Application Development Analyst at Accenture, India Delivery Centre for 4.3 years as Salesforce Developer.

**Professional Summary**

* Good understanding on Sales Force Architecture.
* Extensive experience in analyzing business requirements, creating relationships in Salesforce.
* Experience in Configuration, Customization, and development of Salesforce CRM and Force.com platform using Visual force and Apex.
* Knowledge in SFDC Administrative tasks likein creating custom objects, custom tabs, custom fields, Record Types, and Page layouts, Pick list, Roles, Approval processes as per the requirements.
* Having good experience with Workflows and validation rules.
* Able to handle data management inclusive of data load, data migration using Apex Data Loader
* Having good experience on Apex Triggers, Apex Classes, Visual Force Pages and Lightning flows.
* Experience in setup and configuration, roles, profiles, reports, and dashboards.
* Extensive experience in Service Cloud concepts like Case management, Escalation rules, Assignment rules, Auto response rules, Email to case, Web to case, Communities, Live agent, Knowledge Management and Social Customer Service.
* Hands on experience on implementing standard OOTB lightning features and building custom Lightning components.
* Good experience on Field Service Lightning implementation feature.
* Involves in understanding functional specifications and developing creative solutions to meet business requirements.
* Worked on JIRA and Rally tools for the requirements gathering and moving the requirements to various levels once they are being done.
* Ability to learn and adapt quickly to emerging new technology.

**Academic Profile**

* B.tech in G.Narayanamma Institue of Technology and sciences with 82.6 % aggregate

**Experience**

**Working for a Pharmaceutical project as Senior Salesforce Developer (OCT 2019 – Till Date)**

* As a Senior Developer took responsibility of the deliverables from end to end , from requirement gathering to delivering the story to client .
* Worked on implementation of Field Service Lightning from scratch and was able to deliver the application successfully.
* Worked on Dispatcher Console , Managing Work Orders and Service Appointments , Work Rules , Optimization Jobs , FSL Mobile App
* Built multiple custom Lightning Components to add additional features to the standard OOTB features provided in FSL Managed package.
* Involved in various Major deployments .

**Worked for a CGS project as Lightning developer (NOV 2018-OCT 2019)**

* As Senior Developer worked in a client facing role in **Japan** to gather requirements and build the application in the most efficient manner
* Worked on implementation of project from the beginning and building Lightning standard functionalities like build lightning applications , paths , Lightning Page layouts , Profiles , Permission sets, Auto-response rules, Assignment rules, Lightning Flows, Communities , Knowledge Management.
* Implemented several Custom Lightning components and involved in various stages of Software Development Life Cycle like Requirement gathering , Development and Deployment.

**Worked for a CGS project in a developer role.(MARCH 2016 - NOV 2018)**

* As SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs
* Customized standard sales force objects like opportunity, contact, accounts, products, case management, solutions
* Created pick lists, dependent pick lists, lookup relationships, record types, formula fields, junction objects
* Created page layouts, links, custom buttons for complex business requirements.
* Used validation rules, cross object formulae, workflows, Lightning Flows and dynamic approval processes to implement business logic
* Implemented Knowledge Management, Social Customer Service and Survey as a single POC.
* Travelled to Poland and got trained on the Performance monitoring tool- New Relic

**Worked on a Pharmaceutical project in a support role(OCT 2015 - MARCH 2016):**

* Application study and understanding.
* Performed the roles of Salesforce.com Developer, Administrator and trainer in the organization.
* Created user Roles and Profiles, Security controls and Shared settings
* Created pick lists, dependent pick lists, lookup relationships, record types, formula fields, junction objects
* Created page layouts, links, custom buttons, s-controls for complex business requirements and integrations
* Used complex validation rules, cross object formulae, lookup rules, workflows and dynamic approval processes to implement business logic.

**Skills**:

* Programming Languages: Apex, C.
* Tools: Apex Data Loader, Workbench, Force.com.
* Operating System: Windows Family
* Database: SOQL
* Certifications: ADM201, App Builder, Platform Developer I , Service Cloud Consultant

**Personal Details:**

Current location: Hyderabad

Passport – M8244727 (valid till April’25)

LinkedIn Profile: <https://www.linkedin.com/in/divya-todupunuri-54b92191/>