**B.S. Shiva Kumar Reddy**

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**PROFILE SUMMARY**

**Salesforce Developer:**

* Overall, 3+ years of experience in IT industry as Salesforce developer cum tester.
* Experience in SFDC Configurations.
* Experience in SFDC development in implementing **Apex classes, Triggers, Visual Force, SOQL, SOSL** and **deploying** salesforce applications**.**
* Experience in designing **custom objects**, custom fields, role-based page layouts, custom Tabs, design of Visual force Pages, **Apex Classes**, **Controllers & Triggers**.
* Worked with various Salesforce.com objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports**, and **Opportunities**.
* Implemented **security** and **sharing rules** for object, field and record levels for various profiles.
* Experience in Creating Users and Assigning them to different Profiles and **Permission Sets** for Providing Functional Access.
* Proficiency in SFDC Administrative tasks like **creating Roles**, Page Layouts, Email Templates, **Approvals**, Workflows, Reports, Dashboards, Tasks and Events.
* Experience in using **Schema Builder** and **Process Builder.**
* Experience in writing **Batch Apex** and **Schedule Apex**.
* Excellent communicator, capable of explaining complex technical issues quickly and easily, ensuring timely resolution of problems.
* Good working experience in **Functional testing** for all the development cycles of software including backend and Front end with **Vlocity**.
* Work experience in **Agile methodology**.
* Worked as a **scrum master** for team to cope up with the work taking all the updates from client and internal team.
* Experience with **Sales** and **Service** clouds.
* Experience in working with **Vlocity Layouts, Vlocity Cards, Omnicripts, Integration Procedures, Dataraptors, Calculation Matrices.**

**ORGANIZATIONAL EXPERIENCE**

**Current:**

**People Prime worldwide pvt.ltd, Hyderabad as software Engineer.**

**Duration: December 7, 2020 till Today**

**Previous:**

**CAPGEMINI, Bangalore as an Associate consultant in Salesforce (Vlocity)**

**Duration: October 2019 – September 2020 (1 year)**

**Key Projects Handled:**

**Involved in –** Developing a platform in **Media and Entertainment**.

1. **Vlocity training modules** from Vlocity online university in Vlocity product enterprise, CPQ, VOM.
2. **Vlocity Media Express Project:** Worked as a backend developer cum full time tester. Designing CMS and testing as a major role to identify defects and bugs included raising of tickets to relevant developers.

**Tools worked on** **-**

**JIRA** - worked on Agile methodology that involved creation of stories, assigning to relevant person, distribution of tickets, creating new defects and observing the progress of the team.

**TEST RAIL** - It is a platform for Updating test cases directly into the tool, initiation of test case through test runs, directly raising of bugs and updating on the tool accordingly with Passing of a test case or failing of it with relevant screenshots and comments.

**Bit bucket** – Used specifically for checking updates from team-mates, checking commits, push and pull requests that was being raised for updating in Testing Environment.

**Vlocity Confluence –** It is a tool where all the confidential information and relevant information that was accepted by clients for reference information to track the work progress.

 **CEAT Tyres**

**AMAZON, Hyderabad as an Admin**

**Duration: October 2016 – June 2019**

**Key Projects Handled:**

**October 2016 – July 2019 (2.8 Years)**

 **SDS** (shipment and delivery Service)**. –** Amazon has its own delivery service as Flex where in anyone with a car can deliver with Amazon as a parttime job. We have to deal with the Delivery partners, from their onboarding to offboarding journey.

* Designed, Implemented and deployed the **Custom objects**, Page layouts, Custom tabs, Components.
* Worked with various Salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.**
* Created and deployed several **Reports** using Salesforce.com platform.
* Maintained data cleanliness and accuracy by adding **custom validation rules**, custom formulas, reports and dashboards.

 **FBA Credit ops** is a process dealt with tickets raised by seller team with refund issues. Individual seller through amazon.

* Worked with various Salesforce.com objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports**, and **Opportunities**
* Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls.

**EDUCATION**

Bachelor of Engineering & Technology (B-Tech ECE) from Lords Institute of Engineering and technology which is affiliated to JNTU Hyderabad in Year 2015.

**PERSONAL DETAILS**

Languages Known: English, Telugu and Hindi.

Contact Address: 10-1/112, Abhyudaya nagar colony, Bandlaguda jagir, Hyderabad 500086.

**Technical Skills**

CRM – Sales Cloud, Service Cloud, Vlocity.

Tools – Data loader, Vlocity DX, Jira, Test rail, bitbucket, Vlocity Confluence

Languages – Apex, SOQL, SOSL, DML