**Gugulothu Anil**  Website: www.linkedin.com/in/anil-gugulothu

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Objective

TO PURSUE A CHALLENGING CAREER AND BE PART OF A PROGRESSIVE COMPANY THAT GIVES SCOPE TO USE THE BEST OF MY SKILLS FOR THE GROWTH OF COMPANY AS WELL AS MYSELF WITH SHEER DEDICATION AND ENJOYING THE WORK.

PRofessional SummARY

* Around 5+ years of experience in IT industry as Salesforce Developer**.** I have worked from requirement gathering phase to deployment phase in Agile and Waterfall model of SDLC.
* Around 2+ years of experience as Salesforce Development Team Lead**.**
* 4+ years Hands on experience on LWC, AURA Framework.
* Omni Channel routing the Work Items to Agents based on skills In Service Cloud.
* CTI Inbound Calls routing to the CRM System when a call comes based on the Skill set with Nice In-contact Integration.
* Ability to make Outbound Calls by using Click to Dial Functionality.
* Have good knowledge on Pharma services in Service Cloud in Omni Chanel.
* Communication with Stakeholders and coordinate task within Project Level.
* Develop, Design and Deploy the solutions and able to handle the things on individual basis.
* Ability to learn and adapt to new technologies quickly.
* Good experience in implementing Object Oriented Programming concepts in Software Development.
* Working experience in rotational shifts 24/7 Production Support.
* Strong knowledge of CLI Salesforce Commands.
* Good at preparing the Package for Deployment of Azure Dev Ops Deployments.
* Expertise in CLI Pipelines and SDFX Commands and CI/CD
* Expertise in Lightning Flows, calling them from apex and Process builders
* Deployment tools GitHub, Bitbucket, AzureDevops
* Worked on various Integration techniques for various Clients
* Experienced in Creating and Maintaining Technical Design and high-level design documents.
* Implemented Salesforce Survey – Feedback forms for Customers.
* Worked on tools like Postman, Workbench, SNOW, ANT Migration tool.

Technical Skills

**Force.com Technology: ADMIN**

Salesforce Database

Relationships – Data Model

Security (OWD Queues Public Groups)

Validation Rules

Using Logics in Formula Fields

Process Builder

Lightning Flows

-Auto launched

-Screen Flows

-Record Triggered Flows

URL hacks

-Create new Record

-Skip record type selection

-Redirect to Flow Aura LWC

- get current **recordId**.

**Force.com Technology: DEV**

Collections

Apex Class (JSON classes and Wrapper classes)

Test Classes for the Apex and Flows

Apex Triggers and Record Triggered flows

Batch Apex, Queueable and Future callouts.

Asynchronous and Synchronous apex

Bulkicification and Governor Limits

Integration (CTI, Google Analytics, Job Ready, Q-Pharma, Google Address, Xero, Debit Success)

SOQL and SOSL with high optimization.

CTI Integration Inbound and Outbound call

Lightning web components – JavaScript

Aura Components – JavaScript

Apex Selector classes for the objects

Apex Utility classes for standard methods and some common methods

* Apex Service classes for the Integration Architecture

**Salesforce Services:** Queue Based Routing Cases.

Skill Based Routing Cases (Can be able develop with Lightning Flow and Apex Class)

Outreach Module in service Cloud.

**Ticketing tools :** TFS Salesforce, JIRA Tickets, Service Now, Salesforce Service cloud **Deployment Technologies:**

* Maintained Git Workflows for Version control.
* Azure DevOps for Salesforce Code Deployment.
* Developed and Maintained Automated Pull. Requests/Pipelines Using SFDX commands.
* Hands-on SFDX Commands and MDAPI Commands.
* Code Deployment Using Source Commands and MDAPI commands.
* Developing the requirements in the Scratch orgs and deploying them to Sandboxes (DEV QA UAT) and Production org.
* Azure Dev Ops Repository Git Clone
* Bit-Bucket repositories maintainer for various clients
* Gearset deployments org to org, branch to branch and branch to Org
* Change Set – Deployment settings
* Gearset Tool for Deployments
* Deployments using Copado

Licenses & certifications

* **Salesforce Certified Platform Developer I (SCA) CREDENTIAL ID: 22447876**
* **Salesforce Certified Platform App Builder CREDENTIAL ID: 22796923**
* **Salesforce Certified Administrator CREDENTIAL ID: 22796366**
* **Salesforce Certified Platform Developer II (SCA) CREDENTIAL ID: 22907230**
* **Salesforce Certified Sales Cloud Consultant CREDENTIAL ID: 2195067**
* **Salesforce Certified Service Cloud Consultant CREDENTIAL ID: 2338330**
* **Salesforce Certified Experience Cloud Consultant CREDENTIAL ID: 2404661**
* **Salesforce Certified JavaScript Developer I CREDENTIAL ID: 2655402**
* **Offered by Intern theory Corporation in 2018(Web Development)** CREDENTIAL ID: INT-0120180001109
* **Offered by Ritusha Consultants Pvt Ltd in 2017 (MATLAB)** CREDENTIAL ID: NIT-16/JMD/MTB/017910

INdustry experience

1. **Employer: Cloudwerx Solutions India Private Limited   
   Duration:** AUG 2021 to Now  
   **Role** : Senior Software Engineer  
   **Clients** : AIPTFE, My Plan Manager, Experian, A2Milk  
   **Deployment Tool :** BitBucket and Gearset tool  
   **Description:** Here I work on multiple requirements with different Clients as per their business requirement. I have built around 15 LWC Components for different Clients and worked on Communities as well where the user submits the form and upload documents which will be stored in salesforce as Opportunities or as Cases.

**Roles and Responsibility:**

* Managed the Junior folks with salesforce best practices
* Involved in the Architecture and Solution Design for different business
* Involved in code reviewing for respective developers.
* Mostly worked on huge data of production instances.
* Internal application wizard for agent to on board students
* Community web forms in LWC and host on the client server

<https://consumer.experian.com.au/s/creditreport-request-form>

<https://consumer.experian.com.au/s/ban-request-form>  
<https://consumer.experian.com.au/s/ban-lift-form>

1. **Employer: Popcorn Apps – (Accelor)  
   Duration :** JAN 2021 – AUG 2021  
   **Role** : Sr Salesforce Developer  
   **Client** : Intel corporation limited  
   **Deployment Tool :** Copado  
   **Description: Partner and Customer Portal implementation in Lightning.**

* Create community portal for both partner and customer
* Customers will create a new case and there by selecting products which they are having issue with.

**Roles and Responsibility**

* Configuration of community and Data model setup
* Developed Selector, Utility, and Integration service apex classes
* Created Lightning web components, Screen flows and Record Triggered Flows
* Apex email services for various service channels
* Created custom Theme in Aura as per Business needs

1. **Employer: Conduent Business Service LLP (Xerox)  
   Duration:** FEB 2020 – JAN 2021  
   **Role** : Software Engineer  
   **Client** : AVIS PAS  
   **Description: CTI Call Integration.**
   * Agent should be able make outbound Calls to the Patient/HCP/Patient Representative
   * Agent should be able accept the Inbound Calls from Patient/HCP/Patient Representative
   * When we are getting an inbound call in our system if agent accepts the call we be a case for him and direct the agent to that particular case page with required information auto populated.
   * When we have set of Outreach records routed to agent via Omni channel the agent accepts the outreach request record and Makes the outbound calls
   * Generated the JSON back to Incontact system so that based on the json response calls will we assign to Queue based on the agents availability he can answer the incoming call

**Roles and Responsibility**

* + Configuration of CTI Phone of Nice Incontact CXone in our system.
  + Created Rest Resources classes for both inbound and outbound calls
  + Implemented click to Dial Functionality using Rest Api
  + Generated the JSON back to Incontact system.
  + Case creating was done by the flow which was called from Apex class with input parameters
  + Implemented the Test classes for flows and Apex classes

1. **Employer: Conduent Business Service LLP (Xerox)  
   Duration:** July 2019 – FEB 2020  
   **Role** : Salesforce Developer   
   **Client** : AVIS PAS Pfizer  
   **Description: Use cases: LWC and AURA**Agent should be able to select the documents Associated to an Account at the another object’s Record level

* There’s should be an checkbox option to select the Documents and should be attached at the current Record level.
* The selected document should not come again in the available list of documents

**Roles and Responsibility**

* Created a Quick Action and called LWC
* From the Action, Called a screen flow which gets the Current recordId.
* From the flow, Called Lightning web component which has the Data-Table from there invoked an apex class to fetch the records that should be shown in the data table.To get the selected records Ids, fired the event.detail.selectedRows
* The selected Documents will be associated to child record object in the related list.
* Developing the requirements in the Scratch org and deploying them to Sandboxes (DEV QA UAT) and Production org.

1. **Employer: Conduent Business Service LLP (Xerox)  
   Duration:**  JAN 2018 – Dec 2018  
   **Role** : Salesforce Developer   
   **Client** : Ideal village  
   **Description:** Use cases:

* Designing a customized page from where the company employees can directly submit their leave for the approval. This application can be used by employees to manage/Submit/Update their leave requests.
* Employees have to login and submit the leave application, Based on the leave type and the other leave availability validations results, the application will move to the endorser and approvals. Based on approval /Rejection the leave status along with remaining leave availability card gets updated.

**Roles and Responsibility**

* Requirement analysis and performing the admin actions on first eye to get the solutions.
* User Creation, field creation, Object level security, and Validation rule creation.
* Worked on Master Detail and lookup Relationship.
* Formula fields creation and OWD.
* Involved in Design and development of **Workflow rules, Process Builder, and approval process** creation to drive the functionality.
* Created **profiles, Permission sets, Record type, Page layouts, Email templates, and Multi-Step Approval** Processes as per the requirements and defined approval actions on them to automate the processes.

SCHOLASTICS

* Bachelor of Technology (hons) in Electronics and Communication during 2015-2018 from NATIONAL INSTITUTE OF TECHOLOGY, JAMESHEDPUR with 76.60% aggregate.
* Senior Secondary Education from Sri Chaitanya Junior College, Vijayawada (AP Board) in 2015 with 96.7% aggregate.
* Matriculation from Sri Chaitanya Techno School, Kodad, Telangana (TS Board) in 2013 with 95.00% aggregate.

PERSONAL Details:

**Name** : Mr. Gugulothu Anil  
**Date of Birth** : 21 May 1998.  
**Gender** : Male.  
**Languages Known** : Hindi, English and Telugu.  
**Present Address** : Plot No:4,Street No:7,Road No:5,Munaganoor  
 Hayat Nagar, Hyderabad  
**Nationality** : Indian.  
I do hereby confirm that the information given above is true to the best of my knowledge and belief.  
Date: Nov 15, 2022  
Place: Hyderabad  
**Gugulothu Anil**