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**Contact: +**9591011997 **Email:** [**harimba963@gmail.com**](mailto:harimba963@gmail.com)

 <https://www.linkedin.com/in/harish-m-49950b168/>

# Professional Summary:

I am a Salesforce Consultant (Developer, Admin) and have extensive 5.10 years of experience. My experience includes:

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| --- | --- |
| **Salesforce.com Configurations** | * Workflows, Approval Process * Lightning App Builder, Process builder * Objects, Fields, Validation rules, Reports, Dashboards * Profiles / Permission sets * Email Templates, Custom Labels, Custom Metadata * Public groups, Queues, Sharing Settings * Page layouts, Record Types, Quick actions |
| **Salesforce.com Customization** | * Visualforce pages * Lightning components * Apex Classes * Batch Apex |
| **Salesforce CPQ** | Creating Price rules, Product rules, Summary variables, Product Setup, CPQ Migration, Discount schedules, fixing issues reported By Sales team, Billing Team |
| **Marketing Cloud** | * Creating Lists and Data Extensions in Marketing Cloud. * Creating Email Templates using Content Builder and Email Studio. * Journey builder * Retrieving data using Data Views, SQL queries and Mobile Studio (SMS and Push Notifications). * Importing data into Data Extensions and building automations   using Automation Studio. |
| **Sales Cloud** | * Good knowledge in sales cloud journey * Importing Leads to salesforce using Jitterbit * Lead Assignment Rules * Web to Lead Form * Managing Pardot * Managing Prospects |

|  |  |
| --- | --- |
|  | * Opportunity and Quote Management process |
| **Service Cloud** | * Case Assignment rules * Email to case setup * Live Agent Setup * Auto response Rules * Escalations Rules * Supporting around 5000 business users across all the Geo’s |
| **Automation** | * Worked on UI automations using RPA UI Path |
| **Community Cloud** | * Have configured Content management system to Partner portal. * Creating Tabs, other customizations in Partner and Customer portal. Deploying changes to partner portal. |
| **Streaming API** | * Platform Events * Push topics |
| **Deployment Tools** | * ANT * JENKINS * COPADO * CHANGESETS * Click Deploy |
| **Bug Tracking Tools** | * JIRA |
| **Ticketing Tools** | * ServiceNow * Salesforce Cases |
| **Salesforce.com tools** | * Visual Studio, Data Loader, Force.com IDE |

## Professional Experience:

* Salesforce Consultant at HappyOrNot Oy Finland from October 2018 to Present
* CRM Administrator in Autodesk Inc from April 2016 to August 2018
* CRM Marketing Consultant at Big Basket India PVT LTD from May 2015 to Nov 2015
* Consultant at Flipkart (Walmart Inc) from April 2014 to May 2015

## Educational Qualification:

* **MBA** in Information Technology & Marketing with CGPA 8.28
* **Bachelor of Technology** in Information technology with CGPA 7.4

## Work Experience

**Project # 1 (October 2018 to Present)**

**Client :** HappyOrNot Oy

**Environment :** Salesforce.com

**Role :** Salesforce Consultant (Developer + Admin)

## Client Summary

**HappyOrNot Ltd.** is a Finnish company that makes [customer satisfaction](https://en.wikipedia.org/wiki/Customer_satisfaction) measurement terminals. The terminals consist of four [smiley](https://en.wikipedia.org/wiki/Smiley)-faced buttons that customers are invited to press to indicate whether they are very happy, happy, unhappy or very unhappy with the service they were provided. This information is used by companies to find points where they provide suboptimal service and to improve it.

The company was founded by Heikki Väänänen and Ville Levaniemi in 2009. As of October 2017, it had 65 employees and 4,000 clients using 25,000 terminals in locations such as airports, shops and hospitals. Notable applications

include [Heathrow Airport](https://en.wikipedia.org/wiki/Heathrow_Airport) since 2012, which was a breakthrough contract for the company as it made the terminals visible to international business leaders, and the stadium of the [San Francisco 49ers,](https://en.wikipedia.org/wiki/San_Francisco_49ers) which uses the terminals to find and solve service problems (such as bathrooms running out of paper towels) in real time during events.

There are many interfaces involved through different applications i.e. Salesforce.com, Net Suite, CPQ, Tibco, Power BI etc.

## Roles & Responsibilities

* Configuring Products, Product Rules, Price Rules, summary variables etc. using Salesforce CPQ.
* Experience in Project Management tools like Trello, Confluence.
* Creating and maintaining the Low-level design documents in the Confluence.
* Implemented Lightning quick actions, LDS, Aura components, VF, Apex, Batch and LWC
* Experience in handling development activities by following Agile & Scrum methodologies
* Implemented CMS, Einstein Activity Capture, Einstein Opportunity Scoring for enhancing the experience of sales guys.
* Worked in most important projects like CPQ and Classic to Lightning migrations.
* Experience in creating Email Templates using Content Builder and Email Studio and Sending order confirmation emails to Users.
* Lightning app builder customizations.
* Have configured Content management system to Partner portal.
* Setting up partner users in Salesforce.
* Importing Leads on daily basis using Jitterbit data loader.
* Involved in Requirement grooming sessions with Sales, Customer care. Finance teams etc.
* Worked on Visualforce page Email Template enhancements.
* Interacting with the users on daily basis and fixing CPQ issues / Service Cloud cases.
* Testing managed packages in Sandbox, and providing detailed analysis to Manager
* Performing code & configuration deployments ClickDeploy and Change Sets
* Coordinating with Release Management team during Go Live activity.
* Worked on Workflows, Process builders to automate Business process.
* Worked on RPA Web automations.
* Attending meetings and Having calls for requirement gathering from various Teams (Sales, Customer care, Finance, Marketing, etc.)

## Work Experience

**Project # 1 (May 2016 to Aug 2018)**

**Client :** Autodesk Inc.

**Environment :** Salesforce.com

**Role :** Salesforce developer/Admin

## Client Summary

Autodesk, Inc. is the world leader in 2D and 3D design software for the manufacturing, building and construction and media and entertainment markets. Since its introduction of AutoCAD in 1982, Autodesk has developed the broadest

portfolio of state-of-the-art digital prototyping solutions to help customers experience their ideas before they are real. Fortune 1000 companies rely on Autodesk for the tools to visualize, simulate and analyze real-world performance early in the design process to save time and money, enhance quality and foster innovation. We have been providing Application and Infrastructure support to our customer 24/7 in order to resolve and minimize issues while monitoring the application. There are many interfaces involved through different applications i.e. Salesforce.com, Siebel, SAP, EIDM, Java Apps, Tibco, Apigee, BO, Informatica, Oracle BI.

## Roles & Responsibilities

* Worked as salesforce Administrator for both configuration and customization.
* Created multiple Lightning Components to use in Quick actions / Record pages.
* Worked on Visualforce pages.
* Worked on Push topics to send Billing Account updates to SAP system real time.
* Worked on Batch classes to remove license automatically if user account is inactive and login date is beyond 30 days.
* Performing code & configuration deployments using Copado on daily basis to pre-prod and to Production on scheduled release.
* Troubleshooting issues in all non-prod Salesforce sandboxes.
* Working closely with Developers if any issue persists during SFDC deployments.
* Working on Data Loader if any Data Migration activities exists during Go Live or if there is any business requirement.
* Executing test classes and working with developers on test class failures and code coverage errors.
* Working on Perforce for version controlling.
* Involved in Sandbox creation &refresh and post refresh activities.
* Involved in extracting PROD metadata using Force.com IDE Eclipse.
* Coordinating with Release Management team during Go Live activity.

## Project # 2 (May 2015 to Nov 2015)

**Client :** BigBasket.com

**Environment :** Salesforce.com

**Role :** CRM Marketing Consultant

## Client Summary

**BigBasket** (stylized as **bigbasket**) is an Indian [online grocery](https://en.wikipedia.org/wiki/Online_grocer) and food products provider, founded in 2011. Headquartered in [Bengaluru,](https://en.wikipedia.org/wiki/Bangalore) the brand is run by Innovative Retail Concepts Private Limited in 30 Indian towns and cities. It sells fresh fruits and vegetables, meat and dairy, groceries, and personal care and household items via its website and mobile apps. As of 2017 it had a customer base of 6 million and was the country's largest online grocer.

In 1999, founders of BigBasket, Hari Menon, Abhinay Choudhari, V S Sudhakar, Vipul Parekh and V S Ramesh

started [Fabmart,](https://en.wikipedia.org/wiki/Indiaplaza) one of the first online businesses in India. But it failed because of the low internet penetration in India at the time and lack of secure digital payment gateways which discouraged people from making online

payments. After trying other ventures, they regrouped in 2011 to try the online grocery market again and started BigBasket.

## Roles & Responsibilities

* Experience using Salesforce Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide default, sharing rules, Workflows, Approval Processes, Reports/Graphs and Dashboards. Creating “Campaigns” for onboarding more sellers into Bigbasket seller portal.
* Performing code & configuration deployments using ANT, Continuous delivery & Jenkins on daily basis to pre- prod and to Production on scheduled release.
* Created visualforce pages, Apex classes, Triggers, Visual force components, custom settings, workflows etc.
* Following Apex Governor Limits, Providing Technical KT and Functional KT to support Team.

## Ensuring the environment and data is secure by creating and updating security and sharing rules.

## Project # 3 (April 2014 to May 2015)

**Client :** Flipkart India PVT LTD

**Environment :** Salesforce.com

**Role :** Salesforce Administrator

## Client Summary

**Flipkart** is an [electronic commerce](https://en.wikipedia.org/wiki/Electronic_commerce) company headquartered in [Bangalore, Karnataka.](https://en.wikipedia.org/wiki/Bangalore%2C_Karnataka) It was founded in 2007 by [Sachin](https://en.wikipedia.org/wiki/Sachin_Bansal) [Bansal](https://en.wikipedia.org/wiki/Sachin_Bansal) and [Binny Bansal.](https://en.wikipedia.org/wiki/Binny_Bansal) The company is registered in Singapore. Flipkart has launched its own product range under the name "DigiFlip" with products including tablets, USBs, and laptop bags. We have been providing Application and Infrastructure support to our customer 24/7 in order to resolve and minimize issues while monitoring the application. There are many interfaces involved through different applications i.e. Salesforce.com, Siebel, Java,etc

According to [Morgan Stanley](https://en.wikipedia.org/wiki/Morgan_Stanley) the current market value of Flipkart is $5.54 billion as of November 2016.

## Roles & Responsibilities

* Interaction with Clients/Business on day to day basis to understand requirement closely and come out with a best possible solution.
* Created Apex batch class to send emails for Inactive users whose login date is greater than 3 months and removing the package licenses for the user and sending email to the support team in case the batch fails.
* Responsible for creation & managing users, assigning appropriate permissions
* Trouble shooting user login and permission issues.
* Involved in data migration activities using Data Loader.
* As Part of release activities performed deployment in different environments using ANT and Change sets.
* Working with Developers if any issue persists during deployments.
* Involved in code Sync-up in various sandboxes to maintain code consistency.
* Involved in preparing Reports and dashboards.
* Worked on Work Bench for retrieving SOQL, SOSL queries provided by developers.
* Participated in salesforce training sessions.
* Customer Relationship Management, Production Support – analyzing the users’ issue to get them resolved in

best possible ways thereby ensuring a good customer relationship.

* Worked in Production Support where different kind of simple and complex issues that the users of Salesforce faced had to be resolved.

I declare that the above-mentioned are true to the best of my knowledge and relevant documents can be furnished upon request.

# (Harish)