**PRUDHVI BANALA**

**CONTACT INFORMATION**

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# CAREER OBJECTIVE

To Secure a responsible career opportunity and utilize my interpersonal skills by striving for excellence under the guidance of learned people which will help explore myself fully and reach optimum potential.

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| **EDUCATION** |  |
| SRM Institute of Science and Technology, Chennai | 2014 - 2018 |
| Bachelor of Technology, Electronics and Communication Engineering | CGPA: 7.98 |
| Sri Chaitanya Junior College, East Point Colony,Vizag | 2012 - 2014 |
| Board of Intermediate Education (12th) | Percentage: 86.4 |
| Sri Prakash Vidyaniketan, Asilmetta,Vizag | May, 2012 |
| School of Secondary Education | GPA: 9.2 |
| **SUMMARY OF SKILLS** |  |

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| CRM | Salesforce. |
| Languages & Other Technologies | Java, APEX  Web Services - HTML, CSS, JavaScript |
| Operating System | Windows, Linux |

# PROFESSIONAL BACKGROUND

*Tech Mahindra (Pune, India)* Feb, 2019 – Present Associate Software Engineer

* Hands on Experience in Proactive applications in Salesforce for **Australia Tier-1 Telco.**
* Involved in salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Worked on sales cloud and service cloud with various salesforce.com objects like accounts, contacts, leads, campaigns, reports and dashboards.
* Involved in data mapping and migration of data from legacy systems to salesforce.com objects and fields using tools like data loader for migrating data within the salesforce.com implemented SFDC integration using rest/soap webservice APIs, extensive experience creating roles, profiles, email services and page layouts.
* Developed various custom workflows, formula fields, master-detail, look-up relationships, tabs, validation rules.
* Created Time case assignment rules, workflow-based rules and escalation rules, validation rules and configured on-demand email2case, reports, dashboards.
* Created and deployed various Apex classes, Triggers and Visual force pages as part of the implementation.
* Created Visual force pages for customer portal, which will override the standard customer portal.

# EXPERTISE :

* Salesforce CRM, Apex Language
* Apex Classes/Controllers, Apex Triggers
* Apex Web Services
* Visual Force Pages/Components
* Oracle Database
* Splunk Fundamentals
* OEM
* Web Services - HTML, CSS, JavaScript