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| PRAVEEN SHYAPETI | Contact: +919731113426  |
| praveen.shyapeti@gmail.com  |   |

**Career Summary:**

* Working as a Senior software Engineer in Accenture solutions LTD with total experience of 4 Years 11 Months.
* Experience in Salesforce.com Development and Production support (2 and half years)
* Experience on Salesforce lightning (1 Year)
* Good Knowledge on Salesforce configuration and development.
* Knowledge on lightning app builder, Flexi pages.
* Basic knowledge on service max.
* Involved in different Phases of software development like requirement analysis, designing, configuration, development and documentation
* Knowledge about workbench, data loader, process builder and import wizard
* Knowledge about object relationship, workflow rules, approval process, validation rules, reports and dashboard
* Knowledge about Salesforce security, apex class, trigger, test classes and visual force pages  Work experience in Service cloud
* Good team player with excellent interpersonal skills
* Received ‘two times star of the month and two times team’ award from Accenture for my commitment and work in the ‘Alcon’ project
* Appreciations for quick turnaround on production support issues
* I am part of cricket team which has won entire BDC championship.

**Skill Set:**

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| Languages  | Apex, Visualforce, HTML, SQL  |
| Tools/IDEs  | Force.com IDE, Data loader, Workbench, MS Office  |
| Application Expertise  | Salesforce.com, BMC Remedy, JIRA, Service-now |

**Educational Qualification:**

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| Qualification  | University/Board  | Year of passing  | Percentage  |
| B. E (MECH)  | BVB college of Engineering Hubli.  | 2015  | 8.61 |
| PUC | PDJ Pre University college Bijapur  |  2011  | 82.66 |
| SSLC | Govt High School Hattalli  | 2009  | 90.66 |

**Certifications:**

* Salesforce.com Administrator (ADM 201)
* Platform Developer I certified
* ServicemMax-101
* ServiceMax-201

 **Project Details:**

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| Project  | Starwood Application operations  |
| Client  | Starwood |
| Description  | Starwood is hotel-based application, designed on java. Basically, I have handled three applications Branded web Mobile web and Mobile check-in. |
| Role  | Application Support  |
| Contribution  | * Basically, L2 support. Worked on incidents and service requests.
* Identify customer issues based on incidents.
* Sometimes issues will be with transaction, based on logs identified the issue. Used Unix commands to retrieve the logs.
* Used SQL query to retrieve the records from oracle database.
* We have created the problem ticket if the issues require to have code fix
* We have carried out the smoke testing and checked the logs throughout the deployment process.
* We have used service now tool for ticket tracking, have the complete knowledge on that tool.
* Understood the impacts of P1 and P2 tickets and SLA’s.
* Minor database changes have carried out by taking temp access to the database through change ticket.
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| Project  | Envision service and operations. |
| Client  | Novartis & Alcon |
| Description  | Alcon is a company mainly focused on Eye care products Contact Lenses and Care. Surgical. Cataract: Cataract IOLs, Refractive: Refractive Lasers, Glaucoma: Filtration Device.  |
| Role  | Salesforce support. |
| Contribution  | * Providing production support based on tickets.
* Worked on critical/high issues.
* Check and update ticket details in BMC Remedy and service now.
* Directly connect with end users for resolving issues.
* Worked on tickets having configuration issues on case management, lead management, knowledge article management, Account management and so on.
* Also worked on enhancement tickets requiring customization.
* Worked on license management to by deactivating the inactive users from org to keep license active.
* Worked on audit trail review in order to verify org is secure.
* Worked on User access review for every six months.
* Worked on weekly backup for org.
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| Role  | Salesforce developer  |
| Contribution  | * Agile based project.
* Identify customer requirement based on user stories.
* Working on user stories.
* Identify and analyze customer requirements.
* Worked on implementation of the requirement.
* Performing unit testing.
* Creating change set and deploying.
* Learning auto rabbit process for deployment.
* Basic knowledge on service max.
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**Personal Details:**

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| Name  | :  | Praveen Shyapeti  |
| Date of birth  | :  | 01, Nov 1993  |
| Gender  | :  | Male  |
| Marital Status  | :  | Single  |
| Nationality  | :  | Indian  |
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 Praveen Shyapeti