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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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| Project | Envision service and operations. |
| Client | 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 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. |

**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