

Mahendra Kondapalli

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Professional Summary:

- Around 3 years of experience in **Salesforce CRM** as a Developer in **Service cloud** and **Field Service Lightning**.
- Experience on **Lightning Web Components** which uses core Web Components standards. Developed Lightning Web Component with custom HTML elements, built using HTML and modern **JavaScript**.
- Expert in **Field service lightning** as a developer where we created new UI screen's as per customer request.
- Expert knowledge across various SFDC implementations covering **Service Cloud & App-exchange** applications
- Developed various **Apex classes**, Controller classes and **Apex Triggers** for various functional needs in the application of **LWC**.
- Extensive work experience on **SFDC integration** solutions with **Apex web services** and **callouts**.
- Implemented **Salesforce Lightning Components** to connect to external Cloud based tools using **REST API**.
- Experience in Devops methodology to build and support the application in **Agile/Scrum** model.
- Experience in Design and build Salesforce Lightning Components, Perform Code Review and Code Optimization on APEX.
- Experience in working on web services and giving solutions by **REST integrations**.
- Experience in **Web Devops (Git, Bitbucket)**
- Experience including **Deployment/Packaging** effectively using **Metadata API, Change Set** and **Ant**.
- Experience in using Data Loader for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.

Primary Skills:

SFDC Technologies	Apex Classes, Triggers, Visualforce, Workflow, Process Builder
Languages	APEX, JavaScript, SOQL, SOSL, HTML, XML, JSON,
Tools	Visual Studio, Force.com Platform (Sandbox and Production)
Operating systems	Windows, Linux
Deployment Tools	Git, Jenkins, Bit-Bucket
Cloud	Sales and Service

PROFESSIONAL EXPERIENCE:

Company : Infosys , Hyderabad

Project : Nestle

Team 9

Duration : Jan 2021 to Till date.

Description: Infosys partners with Nestle for delivering products to the customer's using field service lightning in salesforce service cloud where it maintains the delivery application process used by on field drivers. It tracks the delivered appointments in database which is used to deliver again to same customers without any further process.

Roles and Responsibilities:

- Developed the lightning web components as HTML Extension as UI Screen's for more features
- Defined and lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Involved in Working with Standard Salesforce features like Objects, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules.

Company : Infosys

Project : Cisco

Duration : Dec 2019 to Dec 2020

Team 6

Description: Cisco delivers intelligent contact routing, call treatment, network-to-desktop computer telephony integration and multichannel contact management for their customers. The Salesforce Service Cloud is the world's #1 customer service app, providing agents with a 360-degree view of the customer to deliver fast, smart customer service. With these two solutions seamlessly integrating, companies will be able to manage call centers more efficiently.

Roles and Responsibilities:

- Involved in SFDC application setup and customization to match the functional needs of the organization.
- Developed lightning web components based on the clients specific requirement.
- Created batch class to process more number of records.
- Involved in setting up field level access for each custom object created based on the user's role within the organization.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.

Qualification:

- **B.Tech** (Electronics and Communication Engineering) under JNTU Engineering college, Kakinada.

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