**Mythili Dandu**

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SUMMARY

* 13+ years of overall IT experience as **Senior** **Salesforce Developer** / **Team Lead / Senior CRM/HCM Consultant.**
  + 6 years of experience in **Salesforce CRM** and **Force.com**; including: Sales, Marketing, Service, Field Service and Community clouds.
  + 7+ years’ experience in **PeopleSoft CRM/HCM** – performing technical and functional work; including: Case Management, Order Management, Marketing, Service Management, Sales, Self Service, Contracts CRM, Products CRM, Installed Products and Field Service, Core HR, Payroll and Benefits.
* **Technical** activities: interfacing with users, identifying functional and technical gaps, estimating work, architecting system interfaces, designing custom solutions, programming, leading developers, scheduling, producing documentation, and providing production support.
* **Functional** responsibilities: requirements gathering, functional gap analysis, application design, configuration, module setup, test script generation/execution, preparing training guides, end user training, and production support.
* Experience in **Salesforce** **Classic**, **Lightning** **Component Framework**, **Lightning** **Design** **System**.
* Salesforce Certified **Platform Developer I** and Salesforce Certified **Administrator**
* Experience in developing **SOAP** / **REST** based webservices and building **API**s for Integrations with Third Party systems like Billing, Provisioning, and other ERP applications.
* Exposure to Reporting Tools like **Reports and Dashboards**, **BI Publisher**, **PSQuery.**
* Experience in Implementations and Application Support engagements with **Agile**, **Waterfall** methodologies.
* Consulting experience in working with **Security, Banking, Insurance**, **Transport, Retail** and **Telecom** **clients**.
* A self-motivated Team Member with excellent inter-personal, presentation and technical documentation skills with abilities to perform under stress.
* Possess leadership and managerial qualities with highly developed problem-solving skills with a documented can-do-attitude.

EDUCATION

**Bachelor of Technology** in **Electronics and Communication Engineering**, Affiliated College to JNT University, Hyderabad, India (2002 - 2006).

Certifications

* **Salesforce** Certified **Platform Developer I** # [21740776](http://certification.salesforce.com/certification-detail-print?conId=003G000002gSIxLIAW)
* **Salesforce** Certified **Administrator** # 21654372
* Oracle Certified Expert (OCA)
* PeopleTools Application Developer Certified Expert

SKILLS SUMMARY

**Salesforce CRM & Force.com**: Sales, Service, Field Service & Community clouds, Apex Triggers, Apex Classes, Visual Force Pages, Workflow, Dashboards, Reports, Custom Objects, SOQL & SOSL, Data Loader, Lightning Component Framework, Salesforce Lightning Design System, Lightning App Builder.

**PeopleSoft CRM**: Sales, Support, Marketing, Order Management, PeopleTools, PeopleCode, Component Interfaces, AE, Integration Broker, BI Publisher, Unix Shell Scripting.

**Web Technologies**: HTML, CSS, Javascript.

**Databases:** Oracle 9i, 10g, SQL Server 2005, 2008 R2.

PROFESSIONAL EXPERIENCE

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| **Client: Securitas Security Services USA, Inc. (“Securitas”) (May, 2019 to till date)**  **Title: Senior Salesforce Consultant** |

Securitas is a company which caters security needs for other companies. It provides security guards and electronic security all over USA and Canada.

**Responsibilities:**

* Developed and Maintained Inbound REST API from HCM application to Salesforce.
* Implemented an outbound Asynchronous REST Callout to External Applications.
* Used Lightning process builder for visualizing and creating automated business processes.
* Designed, developed and deployed page layouts, Apex Classes, Standard Controller & Extension classes to support Visual Force pages development.
* Built custom pages and reusable components using Lightning Component Framework and Lightning Design System.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit the needs of the application.
* Assisted Technical and Functional teams in getting the requirements implemented.

**Environment:** Salesforce CRM, Force.com, Sales Cloud, Service cloud, Community Cloud, Lightning Design System, Lightning App Builder, Lightning Component Framework, Apex Triggers, Apex Classes, Visual Force Pages, Workflow & Approvals, Dashboards, Reports, Custom Objects, SOQL & SOSL.

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| **Client: Wells Fargo (Via Infosys) (Mar, 2015 to Apr, 2019)**  **Title: Salesforce Developer/Administrator** |

Wells Fargo is a provider of banking, mortgage, investing, credit card, insurance, and consumer and commercial financial services.

**Responsibilities:**

* Involved in End-to-End requirement Analysis, design and development with agile methodology.
* Migrated the standard and custom objects in classic experience to lightning experience.
* Implemented Outbound REST API Integration from Salesforce to Finance application to sync accounts.
* Implemented OWD settings, Profiles, Roles, Public groups, Queues, Custom Settings, Apex Sharing, Triggers as part of Security Model.
* Developed Custom Objects, Fields, Validation Rules, Page Layouts, Workflows, Workflow Email Alerts, Email Templates, Workflow Field Updates, Reports Folders and Summary Reports.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Developed Test Classes to achieve code coverage.
* Deployed to SIT, UAT sandboxes and Production using Change Sets.
* Analyzed functional specifications, isolated functional and non-functional test cases
* Created test Scenarios, test conditions and test data for system and regression testing.
* Verified the test cases, log defects with complete information and attaching screenshots in QC.
* Risks Identified in design and development strategies, proposed design pattern solutions and tested throughout SIT and UAT phases.

**Environment:** Salesforce CRM, Force.com, Service cloud, Lightning Design System, Lightning App Builder, Lightning Component Framework, Apex Triggers, Apex Classes, Visual Force Pages, Workflow & Approvals, Dashboards, Reports, Custom Objects, SOQL & SOSL.

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| **Client: Aetna** **Health Care** **(via Infosys) (Aug, 2013 to Feb, 2015)**  **Title: PeopleSoft Technical Lead** |

Aetna is one of America’s leading health care and related Benefits Organizations.

The project mainly deals with Production break/fix, Minor enhancements, regulatory changes, Tax Upgrades, bug fixes and 24/7 production support. PeopleSoft Modules implemented in Aetna are Core HR, NA Payroll and eCompensation along with several custom modules of Aetna. The HR transactions carried out on PeopleSoft are  Hire/Rehire ,Terminations ,Personal data changes ,Job changes , Department changes ,Cost center changes, Work location changes ,Pay changes and  Miscellaneous data changes.

**Responsibilities**:

* Played role of an Individual contributor and provided **P1 production support** for HRMS, Payroll and Benefits modules.
* Worked on PVCS version control tool and Remedy Tool.
* Worked on mainframes and UNIX for scheduling and running the HR and Payroll related jobs.
* Participate in business and system requirements sessions..
* Problem analysis and evaluation to determine solution feasibility.
* Bug-fixing and Handle technical issues.
* Co-coordinating with the onshore for the clarifications related to the enhancement requirements.
* Preparing test scenarios and test cases.
* Reviewing test cases prepared by the team and ensure testing quality standards.
* Test execution ensuring development is in line with business requirements.

**Environment**: PeopleSoft HCM 9.2, People Tools 8.54, Oracle, Mainframes and UNIX.

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| **Client: CSX Technology, NC. (via Infosys) (Feb, 2013 to Jul, 2013)**  **Title: PeopleSoft Technical Consultant** |

CSX is a major retail company in US for Transportation.

The project entails production support and maintenance of PeopleSoft HCM and PeopleSoft CRM application for Transportation. The modules include core HR, Benefits, NA Payroll along with Employee Self Service. The CRM has HR Help desk and ERMS modules. This System will support all employees in North America (US and Canada).

The business objectives is to provide Value added ideas and innovation to achieve continuous improvement of the application support, Best Practices to optimize TCO and streamline operations to steady state, Analyze to identify root causes and apply permanent fixes thus reducing ticket volumes.

The scope of the project is to provide support and maintenance of PeopleSoft HR & CRM applications including following activities

1) Provide Functional and Technical support for business queries and service requests

2) Analyze, Design, and Build, Test & Deploy enhancements as per business requirements

3) 24x7x365 on call support for P1 issues

**Responsibilities**:

* Analyze, Design, Implement and test issues according to schedules.
* Preparing Test Scripts for SQR Reports & Testing
* Problem analysis and evaluation to determine solution feasibility.
* Requirements Analysis and translation to technical specifications.
* Worked on Integration requirements between HRMS and 3rd party systems.
* Worked on CRM requirements.
* Preparing test scenarios and test cases.
* Test execution ensuring development is in line with business requirements.

**Environment**: PeopleSoft HRMS 9.1, PeopleSoft CRM 9.1, People Tools 8.53, Oracle

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| **Client: Lowe's Companies, Inc. (via Infosys) (Jun, 2012 to Jan, 2013)**  **Title: PeopleSoft Technical Consultant** |

Lowe’s which is among the largest Retailer’s in US wanted to simplify their existing purchasing process without affecting other modules in the existing ERP system in use which was PeopleSoft. Hence, changes were being made to migrate the business processes being followed in purchasing module of PeopleSoft to Java.

This project was to do with extorting PeopleSoft business rules such that they can be designed using Java. People Code applicable for various pages, tables, buttons and other business rules in use were being exemplified such that the same can be coded in Java for the client to have the application called PO Direct. The project consists of Sit for PeopleSoft security module as well.

**Responsibilities**:

* Requirements Gathering and translation to technical specifications.
* Extorting Business rules for transforming PO module from PS to Java.
* Preparing Technical Documents for Java team to implement the functionality
* Testing the new developed Java application
* Took major part in SIT for PS security module
* Preparing test scenarios and test cases.
* Test execution ensuring development is in line with business requirements.

**Environment:** PeopleSoft Finance 9.1, People Tools 8.51, Oracle

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| **Client: APL (American President Lines) (Via Infosys) (Mar, 2011 to May, 2012)**  **Title: PeopleSoft Technical Consultant** |

APL is one of the US's largest shipping companies, as well as its oldest continuously operated line. It provides rail, ocean, and truck container shipping and logistics services around the world.

WEB (HRMS) - The PeopleSoft HRMS system maintains the Employees Information and Payroll related Information. Provided Support for day to day issues and Minor enhancements related to the HRMS system.

**Responsibilities**:

* Participate in business and system requirements sessions.
* Requirements elicitation and translation to technical specifications.
* Maintaining existing legacy applications and interacting with users to resolve their queries.
* Interact with clients to work on the requirements and enhance the system to meet global user requirements.
* Provide inputs on solution based on evaluation/understanding of existing application knowledge.
* Prepare estimations and plan for future releases.
* Prepare application test scripts and support integration and user acceptance testing.

**Environment:** PeopleSoft HRMS 9.1, People Tools 8.51, Oracle

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| **Client: MTNL (Via Mahindra Satyam) (Sep, 2006 to Feb, 2011)**  **Title: PeopleSoft Technical developer** |

MTNL is one of the major Telecom service providers Organization in India. It has major focus on Order Process, Call center support, Billing and Payment. The implementation involves major customization in Number Management, Customers CRM, Order Capture, Service Management and Account management Modules.

**Responsibilities**:

* Actively involved in Design analysis, Development, Production Support.
* Played a major role in setting up Production Instances.
* Handled CRM Release of projects to all higher instances.
* Worked on almost all modules in CRM while development and debugging for Production Support.
* Handled Security for PeopleSoft application in the project.
* Guided the development team in all aspects of project to meet the deadlines.
* Done Fit-Gap Analysis of the complex specifications provided by the client.
* Prepared the Functional Design Document (FDD) and Technical Design Document (TDD) and design documents for CR’s.
* Impact Analysis on the new requirements.
* Co-ordinated with the team in handling design issues for Customizations & Integrations.

**Environment:** PeopleSoft CRM 8.9, People Tools 8.49, Oracle