



SESHADRI THUMMALA

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PROFESSIONAL SUMMARY

Introduction

- Having 4.4+ years of IT professional as a Salesforce Developer and Consultant in which I have a strong Technical and Functional aspects, along with the role experience of building a team and leading it.
- Extensive background in designing highly efficient end to end CRM solutions for Service, Field Service and Force.com with in-depth knowledge of Business across different domains.
- Excellent ability liaising with key stakeholders and gathering client requirements in accordance with business standards.

Technical Proficiency

Proficient in Salesforce Administration, Development and DevOps.

- **Salesforce Administration:** Data Modelling, Data Security, Process Automation, User Management, Dashboards and Reports.
- **Salesforce Customization:** Apex Triggers, Apex Classes, Batch Apex, Lightning Web Components, Integrations
- **IDE/Tools:** VS Code, Source Tree, Bitbucket, Workbench, Salesforce Data Loader.
- **Database:** SOQL, Oracle SQL.

Functional Proficiency

- Understanding of the Life Science, Product sales and Service based business Processes.
- Requirement Gathering and converting them into technical User Stories.
- Working experience in the agile methodology.
- Understanding of the DevOps Strategy and Data Management.

Certifications

- Certified Salesforce Application Architect
- Certified Salesforce Data Architect
- Certified Salesforce Sharing and Visibility Architect
- Certified Salesforce Field Service Lightning Consultant
- Certified Salesforce Service Cloud Consultant
- Certified Salesforce App Builder
- Certified Salesforce Developer I
- Certified Salesforce Administrator

WORK EXPERIENCE

Senior Salesforce Consultant

Accenture [01/02/2021 – Current]

Salesforce Developer

Cognizant Technology Solutions [30/06/2018 – 31/01/2021]

PROJECTS

FSL Implementation a renowned Water Supply and Waste water Management Company based out in United Kingdom

[01/07/2021 – Current]

Role:

Senior Salesforce Consultant

Summary:

The Project is a full-scale implementation of the client's business in Service Cloud, Field Service Lightning and integration. Worked as a Field Service Lightning Consultant/ Developer. Project focuses on management of Field Service Resources who performs Installation or provide Service for the wide range of Services that are provided by the Client. We have implemented FSL to leverage its major features such as Availability of Service Resources in the field (based on various factors), Territory management, FSL Optimization, FSL Mobile App, Asset Maintenance etc. Utilized LWC, Batch Apex, Integration to make an Optimized approach to the Users.

Responsibilities:

- Played a Major role in gathering client requirements and converting them into Technical User Stories.
- Played a Major role in creating Flows, Process Builders, Triggers, Apex Classes, Scheduled Apex Classes, Test Classes.
- Developed Proof of Concepts that can enhance/ optimize the functionalities. Played a major role in DevOps and Data Management.
- Created Automation Tools such as User Creation Automation and customized Chat Bot in LWC which reduced the Incident volume to 70 percent.

FSL Implementation for a renowned Water purifier Client

[01/02/2021 – 30/06/2021]

Role:

Salesforce Field Service Lightning Consultant/ Developer

Summary:

The Project is a full-scale implementation of the client's business from Marketing, Sales, Service, Field Service and Integration. Worked as a Field Service Lightning Consultant/ Developer. Project focuses on management of Field Service Resources who performs Installation or provide Service for the wide range of products. We have implemented FSL to leverage its major features such as Availability of Service Resources in the field (based on various factors), Territory management, FSL Mobile App, Geo Tracking for Real-Time, Service Reports.

Responsibilities:

- Played a Major role in creating workflows, Process Builders, Triggers, Apex Classes, Scheduled Apex Classes.
- Involved in creating and optimizing the user experience in the Salesforce Field Service Mobile App and creation of Service Reports.
- Involved in configuring Work types, Scheduling policies, Service Objectives, Skills, User Territories sharing, Auto Dispatch, Weight creation, Dispatcher Console, setting up Master Data.

FSL Implementation renowned Health Care Client based out in UK

[01/07/2019 – 31/01/2021]

Role:

Salesforce Developer

Summary:

We have configured Field Service Lightning for our client by leveraging most of the features and making it more user friendly. We have Customized the FSL with custom logics that have benefited the client in reducing the number of clicks and optimized the application for ease of use. This has helped the resources working in the hospitals to operate with ease and maximize the utilization of resources that created a great Value to the client.

Responsibilities:

- Involved in creating workflows, Process Builders, Triggers, Apex Classes, Scheduled Apex Classes, Test Classes.
- Involved in creation of custom formulas, Validation rules, search layouts, field dependencies.
- Involved in creating Reports and Custom apex-based Email Reports.
- Involved in Creating and optimizing the user experience in the Salesforce Mobile App.
- Involved in configuring Work types, Scheduling policies, Skills, User Territories sharing, Auto Dispatch, Weightage creation, Dispatcher Console, setting up Master Data.
- Involved in developing Proof of Concepts that can enhance/ optimize the functionalities.

EDUCATION AND TRAINING

Bachelor of Engineering in Computer Science and Engineering

Sathyabama Institute of Science and Technology [05/06/2014 – 04/04/2018]

Address: Chennai (India)