



RAVI SAGAR VANGAPANDU

Associate Consultant

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Bangalore, India 📍

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Certified Salesforce developer with 3 years of experience in Salesforce Lightning, specializing in both Salesforce Configuration and Customization(Sales and Service cloud).

WORK EXPERIENCE

Associate Consultant WIPRO Technologies

12/2016 - Present

Bangalore, India

Achievements/Tasks

- Working as a Salesforce developer with 3 years of industry experience in WIPRO Technologies.
- Currently working for TiVo INC client .
- Worked in AFEWS Project for CITI bank Singapore and The Hartford insurance application which are Live today.
- Undergone Project readiness programme in Salesforce Skill set provided by WIPRO Technologies.

PROFESSIONAL SUMMARY

As a Salesforce Administrator

- Hands on experience with **Salesforce Schema** and **Administration**.
- Worked on Salesforce automation processes including **process builders, flows** and **workflow rules**.
- Worked on **Profiles, Roles**, setting up **OWD** and **Sharing rules** and **Permission Sets, Validation Rule, Record Type, Apex classes Sharing, Approval Process**, and **data import wizard**.
- Worked on **Lightning Reports** and **Dashboards** also.

As a Salesforce developer

- Hands on experience with **ApexTriggers, ApexClasses**.
- Hands on experience with **Aura lightning, Visualforce pages, communities**.

EDUCATION

B.Tech

Gayatri Vidya Parishad College of Engineering

10/2012 - 04/2016

Visakhapatnam

Courses

- Information Technology with 74.0%

Intermediate

Sri Chaitanya Jr college

05/2010 - 05/2012

Visakhapatnam

Courses

- Mathematics, Physics & Chemistry with 94.5%

SKILLS

Salesforce Lightning

Salesforce administration

Lightning components

Apex

Apex Triggers

Integration

Visualforce

Page Layouts

Process Automation

Deployment

Workbench

Reports & Dashboards

HTML5

CSS

Jira

ServiceNow

HP ALM

ACHIEVEMENTS

Got Best performer award in The Hartford Project (08/2018 - 07/2019)

Placement Coordinator (04/2015 - 01/2016)

Co ordinated placements during my Engineering

Secured position in Top-5 in my District Board Exams (03/2009 - 04/2010)

CERTIFICATES

SALESFORCE CERTIFIED ADMINISTRATOR

SALESFORCE PLATFORM DEVELOPER I

LANGUAGES

English ●●●●○

Hindi ●●●○

Telugu ●●●●●

INTERESTS

Cricket

Fitness

Ukulele

Social media

Watching movies

Travelling

Badminton

Foodie

Current Affairs

Listening Music

Projects Summary:

Salesforce Developer at Wipro Technologies (Designation: Associate Consultant)

Client: TiVo Inc.

Duration: Nov 2018 – Present

Project Details: TiVo is a digital video recorder where its Customer service application is designed on Salesforce. Whenever a customer login a complaint, Agents will register it in SF application and all the business agreements, Articles will be maintained by SF application only.

Responsibilities/Deliverables:

- Created Custom Objects and worked on Object relationship data model.
- Set up OWDs, Role Hierarchies, and Profiles and managed the access levels.
- Created process builders and flows to achieve requirement in a declarative approach.
- Created complex Validation rules to validate user input to match the business need.
- Created business related Reports and Dashboards.
- Build 3 basic Lightning Components to fulfil the need of the business.
- Authored 6 Test Classes, 4 Apex Classes and 4 Triggers to fulfil the business requirements.

Salesforce Administrator at Wipro Technologies (Designation: Project Engineer)

Client: The Hartford USA

Duration: Jan 2018 – Sep 2018

Project Details: Suspension Liability is a project where The Hartford deals with the vehicle insurance policies. In this project we used to maintain the Customer accounts, contacts information. Also creating users in salesforce application.

Responsibilities/Deliverables:

- Gathered the requirements for the project through attending KT sessions.
- Created Custom Objects and worked on Object relationship data model.
- Set up OWDs, Role Hierarchies, and Profiles and managed the access levels.
- Created process builders and flows to achieve requirement and Validation rules.
- Created business related Reports and Dashboards.

Mainframe Developer at Wipro Technologies (Designation: Project Engineer)

Client: CITI Bank - SG

Duration: Jan 2017 – Aug 2017

Project Details: AFEWS (Advanced Fraud Early Warning Services) project to detect, analyse and avoid fraud transactions in Credit Cards and Banking systems.

Responsibilities/Deliverables:

- Developing COBOL-DB2 online programs according to functional requirement.
- Create COBOL-DB2 Online programs Layouts and copybooks to communicate with other modules.
- Analysing and developing JCL, PRCs and PARMs for Batch/onetime processes.
- Involved in Unit Testing and System integration testing.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Bangalore

Date:

Ravi Sagar V