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**NAGA BHUSHANAM A.** Email: [naga.anb@gmail.com](mailto:naga.anb@gmail.com)

Mobile: +91-9885927689

**Profile Summary:**



* Total **12+** **years** of IT experience with **5 years in Salesforce** working in various development, support projects at different stages of project life cycle; requirement gathering, analysis, design, development, testing and production support.
* Experienced in Salesforce as **Technical Lead** for development and support projects working in on-site, offshore teams.
* Have worked in Salesforce **Sales** Cloud, **Service** Cloud, **Community** Cloud, **Salesforce** **CPQ** & Billing, Territory Management & Forecasting
* Experienced in both Salesforce **Administration** and **Development**.
* Experienced in **designing** & proposing Salesforce/Force.com solutions from functional and technical standpoints.
* Implemented **customizations** using **apex** classes, **visualforce** pages, triggers, SOQL and SOSL, validation rules, workflow rules, process builder, flows, approvals, **reports**, dashboards, batch apex; setup users, profiles, roles, org-wide defaults, sharing rules etc.,
* Experience in **Lightning** using Lightning App builder, Aura components, LDS, Events, styling using SLDS and Salesforce DX, CLI
* Have knowledge of UI/X design HTML5, CSS, **JavaScript**, jQuery, AJAX
* Have good understanding of **data model**, done data loads using Apex **Data Loader** and support during build and testing of informatica jobs.
* **Integration** using Connected app, External Objects, Salesforce Connect, SSO-SAML, **Web Service** integration using **SOAP**, **REST**.
* Support the **deployments** of salesforce components using Change Sets, Eclipse & Ant Migration tool, Git, Jenkins (CI/CD)
* Good in mapping **user** **stories**/use cases to functional design, technical design and implement solutions by following best practices, **standards**;
* Excellent in research, analysis and troubleshooting, **debugging** issues.
* Good in documentation, technical **documents**, project status reports, end-user training **presentations**, project proposals/decks.
* Knowledge of **agile** methodology in software development life cycle of project.

**Employment History:**

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| **Organization** | **Designations** | **Period** |
| Cognizant | Technical Lead / Sr. Consultant | Jul'10 - Dec'19 |
| Accenture | Senior Software Engineer | Mar'10 - Jul'10 |
| IBM | Siebel Consultant | Jul'09 - Mar'10 |
| Infosys | Software Engineer | Feb'06 - Jul'09 |

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II

**Social Profile:**

* LinkedIn: <https://www.linkedin.com/in/naga-bhushanam-agraharam-7b80342a/>
* Trailhead: <https://trailblazer.me/id/nagaagraharam>
  + 180+ Badges, 10 Superbadges

**Education Qualification:**

* B. Tech (IT) in Sree Vidyanikethan Engineering College in the year 2005

affiliated to J. N. T. U. Hyderabad

**Project Experience: Salesforce**

**Project Title : Warner Bros Project - CRM Innovation**

Client : Warner Bros

Tools : Salesforce, GitHub, JIRA, ServiceNow, Jenkins

Role : Support/Enhancement Team

Period : Jan 2015 - Dec 2019

* Worked as Technical Lead for Salesforce migration project, supported Salesforce deployments and handled data migration for multiple territories.
* Worked on configuration, Apex, Triggers, VF pages, Lightning, JavaScript, Integration, Test classes for code coverage while maintaining good quality code and design patterns.
* Supported SIT/UAT testing, deployments for multiple territories, and post deployment support, presentations to business users
* Worked on estimates of requirements, user stories based on complexity and design solutions as release as per project plans
* Attend daily calls to get clarification on functional requirements and for working on enhancements for Salesforce application as per the user stories.

**Siebel CRM:**

**Cognizant:** CRM Consultant having good understanding of Siebel upgrade process for development and production environments. Worked in development of Opportunity and Quote management system for new LOB of existing Siebel system. Involved in project documentation and experienced in preparing the project documents, reports and user training presentations.

**Clients**: Riyad Bank, ENBD, ESI, Verizon, Toyota, Franklin Templeton, LexisNexis, Ford, J&J

**Accenture:** Siebel Support Engineer for support client's daily business needs involving the user administration, setup Assignment Rules for assigning the daily activities for Siebel Users.

**Clients**: Novo Nordisk

**IBM:** Support project experience involving in analysis and troubleshoot of Failed Orders (Order Management) to validate/re-submit the Orders. Worked as level-3 support engineer using Remedy tool for daily status updates and coordinate with backend system teams.

**Clients**: Vodafone

**Infosys:** Software Engineer/Developer experience in development projects and obtained knowledge in configuration, scripting, Workflows, for different modules. Also worked on automation scripts for daily processing of orders through business services and workflows. Worked in data migration team for preparing EIM table mapping sheets, SQL\*Loader controls files, ifb files.

**Clients**: Equifax, AMP, DNV