**U Raghava Reddy** [**raghava.nature@gmail.com**](mailto:raghava.nature@gmail.com)**Contact:** +91-9951503427

## CAREER OBJECTIVE

I am looking forward to associate myself with an organization, which would provide me an exciting and challenging environment blended with value creation opportunities.

## PROFESSIONAL SUMMARY

* Overall 4+ Years’ experience in IT (Salesforce Admin /Developer & SQL Admin/ Developer)
* 1.4 years of work experience in Cognizant Technology Solutions as a Developer in Salesforce Technology.
* Having experience in Sales cloud and Service cloud.
* Having experience in designing web pages using Lightening web component (LWC).
* Worked on Salesforce Platform to build mobile app by enabling Lightning Components for use in Salesforce mobile platform to make Lightning Application Mobile.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component Features.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning Component look and feel better.
* Leveraged Apex Controller to make call for external requests to retrieve data from various API’s and displayed them on to the Component
* Developed Apex Classes, Triggers and Written Test classes for various functional needs in the application.
* Experience in developing salesforce CRM App exchange applications in Lightning as well as Classic.
* Proficiency in Salesforce administrative tasks like creating profiles, Roles, Process Builders, Flows, Page Layouts, Approval Process, Workflows, Validation Rules, Assignment rules etc.
* Experience working on standard & custom objects, automation, approvals.
* Good experience of user interface design, development and debugging.
* Use data loader and workbench to get data from Salesforce.
* Data migration using the Apex Data Loader.
* Experience in writing SOQL queries to fetch fields from multiple objects. Worked in Salesforce Sandbox and performed Unit Testing.
* Involved in Salesforce records operation using Work Bench and Salesforce Inspector.
* Good communication with interpersonal skills, co-operative and quickly adaptable to new environments & technologies.
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## EXPERIENCE SUMMARY

* PROFILE : Salesforce Admin, Salesforce developer, SQL Admin
* TOTAL EXPERIENCE : 4+ years (May 2018 to Till Date)
* CURRENT EMPLOYER : Cognizant Technology Solutions (Nov 2021 to Mar 2023)
* PREVIOUS EMPLOYER: : GMS Global Solutions PVT LTD, Bengaluru (May 2018 to Oct 2021 )
* DESIGNATION : Associate

## EDUCATIONAL BACKGROUND

* Completed BSc in Computer Science, from KCDC College (VSU) in 2016.
* Intermediate (10+2/ XII) from Narayana Junior College in 2013.
* SSC (10th/X) from ZPHS School 2011.

## TECHNICAL SKILLS

* Languages : SOQL, SOSL, SQL, CSS.
* Databases : SQL Server
* Tool : Salesforce.com(Apex, Visualforce page, SOQL, Admin)

## CERTIFICATIONS

* Salesforce Certified Platform Developer 1.

## PROJECT PROFILE

**Projects Undertaken:**

**Title:** **Distributor Relationship Environment :** Salesforce configuration and development workflow rules, Apex,

Triggers, Visualforce pages

**Domain** : Sales

**Period** : Dec 2021 – March 2023

**Project Description:**

Globally, orders through distribution are growing at 120% with 900 deals registered each month. We need a process to allow visibility to all concerned parties (channel sales/partner and distributor sales/partner) to all registrations that are being sourced through distribution. All Tier 1 Resellers, regardless of product selection, have the choice of either Direct Fulfilment or Distribution All Tier 2 Resellers, regardless of product selection, have to fulfil through Distribution All DISTIs are Distribution deals

**Roles & Responsibilities:**

* Understanding the system requirements
* Creating objects and relationships between them.
* Major skills include Sales force System Configuration, Visualforce, Apex Programming, Lightning.
* Having experience in designing web pages using Lightening web component (LWC).
* Worked on Salesforce Platform to build mobile app by enabling Lightning Components for use in Salesforce mobile platform to make Lightning Application Mobile.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component Features.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning Component look and feel better.
* We have use Wire and Track methods.
* Classes and Triggers, Application development, Workflow Rules and Approval Process.
* Understanding the complete Software Development Life Cycle.
* Creating objects and relationships between them.
* Page layout customizations.
* Applying Validation on Standards objects as per business requirement.
* Designed and developed Apex Triggers and Visualforce for various functional needs in the application.
* Data loading with Data Loader.

**Title:** Menew

**Client:** DeMenew

**Duration:**  Jan 2020 – Oct 2021

**Description:** Developed an end-to-end order management system for auto-renewal products. BRM charges for the product for the next cycle unless the customer explicitly wishes to stop it. This Service Application which is developed on service cloud to help the agents to give service to customers who are using Menew application. Menew helps to digitize the menu ordering system in dine-in restaurants.

**Roles & Responsibilities:**

* Interfacing with clients for gathering business needs, development of complete Account management in Salesforce.
* customized various standard objects of SalesForce.com and helped the team mates to have a better understanding of the user stories.
* Defining architecture considering real time constraints, functional requirement & non-functional requirements; ensuring reliability & quality of software
* Met the functional requirements by creating profiles, roles, permission sets, workflow rules, approval process & process builder
* Worked on various salesforce.com standard objects like Accounts, Cases, Tasks and custom objects.
* Created triggers, batch classes to implement business logic.
* Worked on Batch and Scheduled class for functional need in Application.
* Worked on Process Builder to implement some of the business logics.
* Worked on Visual Flows for one of the modules.
* Conducting reviews of codes and commits done by other developers in the bitbucket and merge it to main branches.
* Providing post-implementation, application maintenance and enhancement support to the client with regards to the product; conducting UAT at client site to help them understand and solve deployment and usability related issues
* Working with the members across teams to consistently ensure technical integrity of the project deliverable

**Projects Undertaken:**

**Project Name**: **Bank E5C (https://users.e5conline.com) (Product) Client: ACE (Audit Control Expertise)**

# Role : Developer

# Period: June 2018 – Nov 2019

**Description:** ACE is one of the world’s major Collateral Control institutions, and the leader in providing credit support, field audits, inspection, supervision and monitoring in emerging markets. Through its world-class systems and staff, ACE is able to identify and secure the weak links in value chains or design whole and entirely secured value chains for the account of its partners. ACE Global Depository provides a comprehensive range of risk management solutions across the entire commodity value chain. We pride ourselves in being able to adapt our expertise to the specific needs and requirements of all our clients on a transaction-by-transaction basis. ACE GLOBAL Depository assists banks, financiers and suppliers in managing risks that are associated with the financing of players across a commodity value chain. Banks plays a very vital role in the diversified Ace Global Depository Services. All the collateral services deals must approach Banks as the paying party for financing their goods. Portalusers.E5COnline.com facilitates various reports/information of deals writ. Financial Information, Deal Structuring, Document and planning, Cost Sheet, Loan Justification, various Draft and Signed documents, Allocation of Man Power, Invoices, Stocks Custody, Execution Transactions, Warehouse Receipts and Release Orders.

## Responsibilities:

* Interacting with the client and other developers and understand the application process and database.
* Majorly Worked on creating Tables and Stored procedures and functions with different time frame
* Estimation, design and development of each graph in the module.
* Creating User defined functions and Views for Reporting purpose
* Designing the Reports using SSRS with multiple drill downs and Dashboards

## PERSONAL DETAILS

Date of Birth: 25-05-1996

Languages Known: English, Telugu & Hindi

Address: 3-21 A Narasamamba puram,

Veligandla (mandal),

Prakasam (Dt),

AP-523223