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**Name** – **Vijay Chandra Namana**

**Contact No: +61 480228525 Current Location: Melbourne**

 **Role: Consultant**

**Email id: vijaychandra0490@gmail.com Role Designation: Consultant**

**Summary**

* **7years** of IT experience in Administration, Design & Development, Configuration & Implementation and Support & Maintenance spanning all the facets of Salesforce.com CRM.
* Worked on projects in waterfall and agile methodology.
* Monitoring requirements from conceptualization and visualization to technology mapping and final execution
* Ensuring timely completion & successful delivery of User Stories, extending production support for multiple applications
* Implementing solutions that effectively resolve problems or provide improvement
* Experience in release management process, Environmental activities like sandbox refresh, Certification Installation
* Experience in Products likeCloud Sense CPQ, Conga Solution, Docusign
* Experience in CI/CD tools like Bamboo, Bit bucket and Sonar code scan validations
* Experience in deployment tools like Copado
* Experience in Creating the CI/CD pipeline new bamboo plans
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Coordinating with other clients/stakeholders on requirement gathering & working closely with the other vendors while integrating with other enterprise CRMS’s and also during SIT, UAT. Deployment from one environment to another using Change-set, Eclipse, ANT migration tool kit.
* Involved in the implementation, gathering requirement from the clients, knowledge transfer. Preparation of Solution and functional design docs and creating/maintaining test scripts.
* In-depth experience in CRM business processes like Forecasting, Lead Management and Case Management.
* Configured and maintained user security permissions in compliance with organizational needs.
* Experience in Database Migration using Salesforce Data Loader (Import Wizards).
* Having Experience on Flows, Process Builder, custom settings, Batch Apex and Schedule Apex.
* Experience in Query Optimization and guiding the Best practices of Sales force design.
* Experience in working with AppExchange Products like DocuSign, Action Plan, Vlocity, Copado, Conga
* Hands on Experience on Salesforce for Outlook integration.
* Experience in working with multiple vendors and geographically distributed teams.
* Expert in Deployments (Ant specialist) across various CRM’s platforms.

**Key Domain and Technical Knowledge**

* Domain :
* Finance
* Insurance
* Telecommunication
* Technical :
* CRM: Salesforce.com On-Demand CRM.
* Development tools: Eclipse, Data loader, Force.com IDE, Import Wizard.
* Deployment Tool: Ant, Change Set, Workbench, Copado, Jenkins, Auto Rabbit
* Languages: HTML, CSS, Apex and visual force
* Project Execution Methodologies: Agile, Waterfall
* Others: Quality Centre, Rally, JIIRA, Service Now, Remedy
* Tools & Frameworks: VISIO, Rally, SVN, Eclipse, Bamboo, Bit Bucket

**Academic Qualification**

* Bachelor of Engineering in Information Technology in 2011 from HITAM, JNTUH University, Hyderabad, India.

**PROFESSIONAL EXPERIENCE**

* Infosys Consulting, Hyderabad Nov ‘15 – Till date
* Remedinet technologies, Bangalore, India Apr ’13 – Nov ‘15

**Certifications / Professional Awards:**

* Certified in Sharing and Visibility designer
* Certified in Platform Developer 1
* Certified in ADM 201
* Certified in Marketing Cloud Email Specialist
* Certified in Einstein Analytics and Discovery Certification
* Vlocity Certified Developer
* Copado Admin Certified
* Copado Developer Certified
* Flossum Devops Certified

**Assignment History --- Client: A Leading Australian Telecom Company**

**Description**: An Australia's largest [telecommunications](https://en.wikipedia.org/wiki/Telecommunications) and Media Company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other entertainment products and services.

**Responsibilities:**

* Currently working as CI/CD engineer for the Teams around 50 people.
* Working on environment issues and deployments through bamboo, Copado
* Any Script related and sonar code scan validations, Bit bucket repository issues
* Configured the reports, Dashboards for business users
* Created workflow rules, validation rules, Process builder as per Business requirements
* Worked on production incidents, Business issues which was raised as part of cases.
* Worked with Hyper Care Team, BVT Team and resolving the issues
* Handling SSO issues, Integration handshake-out issues
* Data Migration through Apex Data Loader
* Worked on DocuSign, Conga Configurations setup
* Handled All integration issues, Certificate issues (Self-Signed, MASSL)

**Assignment History --- Client: A Leading America Insurance Company**

**Description**: MetLife, Inc. is the holding corporation for the Metropolitan Life Insurance Company (MLIC) better known as MetLife, and its affiliates. MetLife is among the largest global providers of insurance, annuities, and employee benefit programs, with 90 million customers in over 60 countries.

 **Responsibilities:**

* 24\*7 SFDC Production Support
* Supporting over 9 SFDC Orgs having over five thousand plus users
* Managing a team of around 22 have played diversified technical, consulting and managerial roles in this project
* Cutting across various legacy databases and home driven applications. There are various integrations and cross vendors to be consulted for resolving the tickets and enhancement requests.

**Assignment History --- Client: A Leading America Finance Company**

**Description**: An Australia's largest [telecommunications](https://en.wikipedia.org/wiki/Telecommunications) and Media Company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other entertainment products and services.

**Responsibilities:**

* Creating custom Objects, fields, Tabs, Relationships, Formulas, Validations Roll-up summery fields, entitlement process, milestones, Workflows, flows and Approvals, Configured the Case Management Process Created Dashboards and Reports Components, creating different Page layouts and Record types for various business needs and assigned to different Profiles, Developing Apex Classes, Triggers and Test Classes
* Debugging: using Debug Logs.
* Testing: Tested all the components developed by me or whenever required, solving issues (if any).

**Assignment History --- Client: A Leading American Banking Company**

Involved in the fast followers and some of the change request for a period of 2-3 months which involved solving the cases and issues raised by the users while interacting with some of the projects.

**Project Description**: This project is a completely new build which is to be implemented globally across the bank. It includes various phases/Sprints with very tough timelines.

**Responsibilities:**

* Process Builder and workflow rules to automate the updating process.
* Designing of various Visual force pages as asked by the client.
* Designing reports, dashboards, custom reports types etc.

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* Debugging: using Debug Logs.
* Testing: Tested all the components developed by me or whenever required, solving issues (if any).
* Documentation: - Deployment Checklist and Configuration Workbook.
* Project Execution Methodology: Worked in agile Methodology.

**Assignment History --- Client: An Internal project**

**Project Description**: In this project we need to work on security Model.

**Responsibilities:**

* Creating Profiles and assigning permissions to it.
* Defining OWD settings for various objects.
* Creating and maintaining Role Hierarchy and assigning permissions to various folders depending upon accessibility of different roles to these folders. It involves testing of accessibility to different Reports and dashboards depending upon Roles.
* Creating Login Flows for different profiles.
* Creating permission sets and sharing rules.
* Created new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.

**Description:** It will contain a Visual Force Index page to organize the set of applications/tools developed in Salesforce.

**Responsibilities:** During that project I was in the learning phase and acquired knowledge to work for the project.

* There were various phases in open where I have worked with different team members for the development. The phases on which I have worked on are Quality Centre, Creating Visual force page, SOQL query, APEX classes.
* Maintain and developed custom objects to build new application functionality and tabs in the Sales Force .com.

**Other Relevant Information**

* Awarded **in “Infosys INTA Awards”** for best performance for 2016,2017,2018,2019,2020
* Telstra Glory Award “**TOPAZ**” as an Individual Category received for the year 2019
* Certificate of appreciation for Going the Extra Mile in **Telstra** Account.

**Personal Information**

* Gender : Male
* Date of Birth : 02nd April 1990
* Marital Status : Single
* Visa Details (If any) : Temporary Skill Shortage visa (subclass 482)-Valid till-DEC:2021

**Languages known:**

* English, Hindi, Telugu

**Declaration**

I hereby declare that the above-mentioned information is correct to best of my knowledge.

Vijay Chandra Namana