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**Executive Summary:**

12+ years of Information Technology experience with expertise in Design, Implementation, Upgrade and Production Support for various business solutions. 7+ Years of experience in salesforce.com working with Administration, Development, Deployment, data migration and integration with external systems, 5 Years of experience in SAP BW

**Certifications:**

***Salesforce Certified Administrator***

***Salesforce Certified Platform Developer I***

***Salesforce Certified Platform App Builder***

***Salesforce Certified Sales Cloud Consultant***

**Professional Summary:**

* Extensively worked on Lightning Migration.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Implemented Aura Enabled Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on both lightning frameworks Aura and LWC
* Migrated VF pages using SLDS tags into Lightning Experience.
* Proficient in designing the components using Objects and Fields, Roles, Page layouts, Visualforce Pages, Apex Classes, Controllers & Triggers, Workflows for automating different business process and various other components as per the client and application requirements.
* Communicate project status to management, and elevate project concerns to appropriate internal project sponsors
* Participate in sessions with Salesforce.com customers and other team members to understand Business Requirements and Business Processes.
* Maintained and supported various Functional areas like Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes and Activities.
* Experience in Force.com Apex Classes, Apex triggers, Apex Scheduler, Batch Apex, Apex Web Services, SFDC Integration, and Salesforce.com S Controls.
* Good Experience in Administration, Configuration, Implementation, and Support of Salesforce CRM applications based on Apex Language and leveraging Force.com Platform application running in Cloud Computing Environment.
* Experience in Force.com Web services API for implementing web services in the application to provide access to Salesforce data from external systems.
* Configure and customize Salesforce.com Sales and Service applications.
* Work experience in Custom Integration of Outbound Messages, Workflow& Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, Custom Application, Sandbox data loading.
* Experience in Source control tools GIT/BIT Bucket for check in, checkout and creating builds
* Implemented Security setting across the organization using Roles, Sharing settings, Profiles and Permission sets.
* Highly proficient with Sales Cloud Service Cloud Service Max web service Force.com Community Portal Chatter Knowledge One and App-exchange on Salesforce
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and VisualForce, which support most critical processes and workflows.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Integrates salesforce with third-party CISCO Unified Communications Manager (CTI)systems in Call Center.
* Have experience in implementing various advanced configurations like Visual Flows, process builder, Service Cloud Console, Salesforce.com Community Setup.
* Experienced in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer, Data Loader, Excel Connector and Workbench.
* Experience in working with REST and SOAP API’s.
* Worked with the Financial service cloud to integrate the business model and to increase the productivity.
* Preparing System test plans and System test design documents.
* Design and Develop functional and Technical requirements from the business requirements.
* Performing Document Reviews and Code walkthrough for new and modified programs.
* Strong knowledge of Sales Cloud, Service cloud and Marketing.
* Involved in design development test and implementation phases of Software Development Life Cycle and Agile Development with focus in Object Oriented Programming.
* Good Knowledge of various methodologies like Waterfall and Agile.
* Having Exp in Salesforce CPQ Development
* Automation and integration of tasks for agents, dispatchers using Field service lightning

**Environment**:

* Agile Salesforce Unlimited Edition Service Cloud Sales Cloud Apex VisualForce Pages Component Controllers JQuery JSON XML HTML CSS JIRA Windows Workflow Approvals Reports Custom Objects WSDL Custom Tabs Eclipse/Force.com IDE.

**Professional Experience:**

**Allstate Benefits, FL, USA        Sep 2020 to till date**

**Role: Salesforce Lightning Developer**

**Client** As a leading provider of employee benefits, we're committed to delivering superior products and services with cutting-edge technology, exceptional customer service and compassionate claims administration. With over 40,000 groups in force and insuring more than three million employees, we uphold the Good Hands® promise every day.

* Gathered business requirement and did gap analysis for assigned user stories.
* Created process builder, work flows, Lightning flows, triggers, validation rules, apex class as per the requirement.
* Created lightning components using Aura framework
* Worked on Account, Opportunities, Quotes to automate the process.
* Created the custom objects to create SoldGroup Application.
* Created the page layouts, Compact Layouts, as per the user requirement.
* Worked on Chatter notifications
* Enabled Email Tracking Option and created the report for the user to track contacts emails.

**Cisco Meraki, CA, USA        Sep 2019 to Aug 2020**

**Role: Salesforce Lightning Developer**

**Client** Cisco Meraki is a cloud-managed IT company headquartered in San Francisco, California. Their products include wireless, switching, security, enterprise mobility management and security cameras, all centrally managed from the web. Meraki was acquired by Cisco Systems in December 2012

**Responsibilities:**

* Gathered business requirement and did gap analysis.
* Migrated partner Portal into Community
* Converted VF pages into lightning components
* Worked on content management tool to store content
* Configured profile based sub tabs visibility on community builder
* Work in the Salesforce community to design pages using a combination of lightning components and custom development as needed
* Implemented a lightning component to display dynamic templates view in different languages and user can sent an emails with selected template & language
* Enabled partner community & configured community builder with custom as well as standard components.
* Partner portal implemented in existing system with salesforce classic standards, So we have migrated it to community with lightning environment by creating multiple lightning components & lightning community pages with apex controller changes
* Implemented pagination, sorting & searching functionalities on lightning data tables

**JUUL Labs, CA, USA        Dec 2018 to Sep 2019**

**Role: Salesforce Lightning Developer**

**Client** Juul Labs, Inc. is an American electronic cigarette company which spun off from Pax Labs in 2017. It makes the Juul e-cigarette, which packages nicotine salts from leaf tobacco into one-time use cartridges. Juul Labs was co-founded by Adam Bowen and James Monsees. It is headquartered in San Francisco.

**Responsibilities:**

* Gathered business requirement and did gap analysis.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created custom objects and defined Lookup and Master-Detail Relationship among the objects
* Designed and Deployed the Custom Objects, added Custom fields, assigned work flow rules, Approval processes, Validation rules to it and Created Custom Tabs for Custom Objects.
* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Worked on Lead, Account, contact, Opportunities for sales process.
* Mainly worked on Sales cloud
* Developed APEX triggers, Apex classes for various functional needs in the application
* Migrated data from CSV (Comma Separated Values) files to SFDC using Data Loader.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.

**Activision Blizzard, CA, USA        July 2018 to Nov 2018**

**Role: Salesforce Lightning Developer**

**Client:** Activision Blizzard is an American video game [holding company](https://en.wikipedia.org/wiki/Holding_company).[[4]](https://en.wikipedia.org/wiki/Activision_Blizzard#cite_note-investo-4) Headquartered in [Santa Monica](https://en.wikipedia.org/wiki/Santa_Monica,_California), [California](https://en.wikipedia.org/wiki/California) and founded in 2008[[5]](https://en.wikipedia.org/wiki/Activision_Blizzard#cite_note-actsp500-5) through the merger of [Activision](https://en.wikipedia.org/wiki/Activision) and [Vivendi](https://en.wikipedia.org/wiki/Vivendi)'s games operating,

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Provided support on ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management, Triggers.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Created a Customer portal so that the customers can submit Cases.
* Worked on case management and service console
* Worked on Case-Management system through which cases generated from the portal is directed to Users in queues to better assist the customers
* Created Apex Classes, Triggers to automate the Appointment Booking process by sending Email alerts.
* Automation and integration of tasks for agents, dispatchers using Field service lightning

**Barclays Capital, NY, USA        Jan 2018 to June 2018**

**Role: Salesforce Developer**

**Client:** Barclays bank provides corporate banking solutions to businesses, large local companies, financial institutions, non-bank financial institutions and multinational corporate.

**Responsibilities:**

* Developed web services using Salesforce.com Web services API to provide data for third party clients.
* Created custom objects and defined Lookup and Master-Detail Relationship among the objects
* Gathered business requirement and did gap analysis.
* Wrote several queries on custom and standard objects using SOSL & SOQL.
* Created user accounts and managed the profiles.
* Create, Install and maintain managed AppExchange packages
* Worked on role hierarchy & sharing rules to configure visibility.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Designed Custom Objects, Entity-Relationship data model, validation rules on the objects and tabs.
* Involved in Development and Configuration of Various Custom Reports (Tabular Report, Joined Report and Summary Reports).
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Worked with the Financial service cloud to integrate the business model and to increase the productivity.
* Used financial service cloud to get extra functionality over sales process

**Liberty Mutual, Seattle, WA, USA        Sep 2017 to Dec 2017**

**Role: Salesforce Lightning Developer**

**Client:** Liberty Mutual Group, more commonly known by the name of its primary [line of business](https://en.wikipedia.org/wiki/Line_of_business), Liberty Mutual Insurance, is an American diversified global insurer, and the fourth-largest [property](https://en.wikipedia.org/wiki/Property_insurance) and [casualty](https://en.wikipedia.org/wiki/Casualty_insurance) insurer in the [United States](https://en.wikipedia.org/wiki/United_States). In the [United States](https://en.wikipedia.org/wiki/United_States), Liberty Mutual remains a [mutual company](https://en.wikipedia.org/wiki/Mutual_organization) where [policyholders](https://en.wikipedia.org/wiki/Policyholder) holding contracts for insurance are considered [shareholders](https://en.wikipedia.org/wiki/Shareholders) in the company. However, Liberty Mutual Group's [brand](https://en.wikipedia.org/wiki/Brand) usually operates as a [separate entity](https://en.wikipedia.org/wiki/Types_of_business_entity) outside the United States.

**Responsibilities:**

* Gathered business requirement and did gap analysis.
* Migrating from Salesforce Classic to Lightning and created Lightning Components.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Upgrading the custom app which is available in classic into lightning app.
* Created custom pages using lightning app builder for Salesforce1 mobile app and for using it in lightning experience.
* Designed and Deployed the Custom Objects, added Custom fields, assigned work flow rules, Approval processes, Validation rules to it and Created Custom Tabs for Custom Objects.
* Migrating from S-control, JavaScript custom buttons & links which is available in classic into lightning.
* Followed Agile methodology for the execution of day to day work related activities.

**Nestle, St. Louis, MO, USA        Aug 2016 to Aug 2017**

**Role: Salesforce Developer**

**Client:** Nestlé Waters North America is the leading U.S. provider of bottled waters offering consumers many choices for healthy hydration. The new Consumer Engagement Canter will empower Nestlé Waters’ employees and partners to deepen their relationships with consumers across all digital channels, foster community and deliver more personalized experiences. It offers a real-time view of the consumer journey with well-known bottled water products such as S. Pellegrino®, Poland Spring® and Nestlé Pure Life® brands.

**Responsibilities:**

* Gathered business requirement and did gap analysis.
* Prepared custom objects and reports using salesforce Lightning Experience.
* Performed fields mapping of Salesforce and Legacy CRM systems.
* Integrated Salesforce using Informatica tool for gathering client information.
* Provided analysis of problems and the solutions are recommended.
* Prepared design documentation and implemented plans and test case documents.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization
* Performed product design and development tasks of high complexity which require research and analysis
* Developed APEX triggers, Apex classes for various functional needs in the application.
* Interacted with Business User Groups for gathering the requirements for Salesforce Implementation and documented the Business and Software Requirements.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
* Created Workflows and Approval processes and developed validation rules.
* Imported accounts and contacts data through Import Wizard.
* Imported products and price books using Data Loader.
* Worked on supporting tickets in the following areas: Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of data.
* Worked on doing making enhancements to SFDC application required by business users from time to time.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages.
* Created workflows rules, field updates, tasks and email alerts.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Extensively used HTML tags, Frames and CSS (Cascading Style Sheets) to maintain uniformity in the Web pages.
* Created and used Email templates in HTML and Visualforce.
* Implemented Web-to-lead to track and solve leads from the website.
* Implemented Chat widgets, Email-to –case and Web-to-case.
* Implemented Omni-channel, Live-agent features.
* Regularly perform database de-duping and cleanup procedures.
* Manage ongoing support requests and administrative needs of users.
* Implemented Nightly Batch Processes to handle bulk records and scheduled daily jobs using apex scheduler.
* Used Data Loader, Informatica cloud connector to insert, update and bulk import & export of data from Salesforce.com Objects.
* Integrated Apex with External services by making callouts that used SOAP and WSDL, REST API.
* Worked on Outbound messaging, workflow rule functionality in Salesforce.
* Workflow rules for specific kinds of field changes and triggers for automatic Salesforce actions, such as sending email alerts, creating task records, or sending an outbound message.
* Worked on Apex scheduler and custom settings
* Deployed the Metadata from the Dev Sandbox to the test Sandbox with ANT migration tool.

**Environment**: Force.com IDE, SOQL, SOSL, CSS, Saleforce.com platform, Apex Language, Visual force Pages, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP,Cast Iron, Import Wizard, REST API.

***Client: LIMITED BRANDS, Columbus, OH, USA Jan 2016 to July 2016***

**Role: Salesforce Developer**

**Client:** L Brands Inc. is an American fashion retailer based in Columbus, Ohio. Its flagship brands include Victoria's Secret and Bath & Body Works.

***Responsibilities:***

* Created custom objects and fields and modified standard object to include required custom fields.
* Worked on workflow rules & approval processes.
* Used Force.com Eclipse IDE plug in to develop the classes and triggers.
* Used Apex Explorer for viewing [salesforce.com](http://salesforce.com) data
* Developed a migration strategy and a set of migration tools for loading data with data cleansing and De-Duplication
* Created summary reports, matrix reports, pie charts and Dashboards to assist the business team.
* Developed custom Workflows and Assignment Rules.
* Created Custom Objects and defined lookup and master-detail relationships on the objects based on E-R diagrams.
* Used Junction Object in order to create many-many relationships between the custom objects
* Responsible for analyzing, collecting and preparing data for import into Salesforce.com
* Designed and developed User Interfaces for Salesforce users as per requirements.
* Wrote several queries on custom and standard objects using SOSL & SOQL.
* Created user accounts and managed the profiles.
* Worked on role hierarchy & sharing rules to configure visibility.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Designed Custom Objects, Entity-Relationship data model, validation rules on the objects and tabs.
* Involved in Development and Configuration of Various Custom Reports (Tabular Report, Joined Report and Summary Reports).
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Worked on Validation Rules, Workflows and Approval Processes.
* Migrated data from CSV (Comma Separated Values) files to SFDC using Data Loader.
* Used Force.com Eclipse IDE plug-in to manage, debug and deploy Force.com applications in the Eclipse development environment.
* Implemented Field Level security for sensitive data holder fields.
* Coded Apex triggers and s-controls, created rule based automated workflows.
* Developed and configured various Reports and Report Folders based on the need in the organization.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Implement, install, configure, monitor, troubleshoot, and evaluates existing and new operating systems and the applications that reside on those systems.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects. Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Provided daily user support in managing users, creating and maintaining custom objects and fields, handling bulk data migration, maintenance of page layouts, and installation and support of AppExchange applications

**Environment**: Saleforce.com platform, CRM, Apex Language, Visual Force Pages, Visual Force Components & Controllers, AppExchange, Apex Data Loader, HTML, Java Script, Workflow &Approvals, Reports, VB and CS, Dashboards, Custom Objects & Tabs, SOAP API, REST API, Email Services, Sandbox, Force.com IDE tool.

***KPIT, Bangalore, India***

***Client: BIOCON Implementation, Jan 2015 to Oct 2015***

***Role: Salesforce Developer***

**Client:** Biocon Limited is an Indian biopharmaceutical company based in Bangalore, India. The Company manufactures generic active pharmaceutical ingredients that are sold in the developed markets of the United States and Europe

***Responsibilities:***

* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation.
* Developed and Customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Performed Data Analysis and migrated data from SQL Server database to sales force.
* Involved in Accounts Merging, maintaining Public Groups.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Worked with senior team members to analyze of each product and its competitor, to integrate new product, and optimize existing products.
* Imported accounts and contacts data through Import Wizard.
* Worked on data migration from databases to SFDC using Data Loader.
* Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.

**Environment:** Workflow and Approvals, Reports, Custom Objects, Tabs, Visual Force Pages, Data Loader, Apex, Salesforce.com Enterprise Edition, Security Controls, Data Management, Profiles, Page Layout, Validation Rules.

***KPIT, Bangalore, India Jan 2012 to Feb 2014***

***Clients: Ikaria, Loudoun Waters, MTEMC,***

***Role: Salesforce Developer***

***Responsibilities:***

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Provided support on ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management, Triggers.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Created a Customer portal so that the customers can submit Cases.
* Worked on Case-Management system through which cases generated form the portal is directed to Users in queues to better assist the customers
* Created Apex Classes, Triggers to automate the Appointment Booking process by sending Email alerts.
* Involved in the data migration from Oracle to Sales force using Pervasive integration tool.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed VF pages and associated Apex classes to allow the customers to register, login and submit their service requests which are resolved by the backend support teams.
* Worked on Email-To-Case settings so that the emails can be created as Service Requests automatically and assigned to the associated internal users.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the portal.

**Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP, HTML.

***KPIT, Bangalore, India***

***Client: enXco***

***SAP BW Consultant May 2011 to Dec 2011***

***Projects: SAP BW Implementation***

***Responsibilities:***

* Prepared Technical specifications based on Functional specifications.
* Created Info Cubes & Data Store Object for various Functional Areas.
* Redesigned the Info Cubes using Remodeling toolbox using Add, Delete & Replace.
* Resolved the Data Load Error residing in the Error Stack.
* Analyze Inconsistencies and Errors through the Content Analyzer in the BI System.
* Enhanced existing master data extractors. Modified and created User Exit programs to accommodate additional fields in the

***KPIT, Bangalore India***

***Client: Danfoss, Nordbord, Denmark***

***SAP BW Consultant SEP 2010 to Apr 2011***

***Responsibilities:***

* Involved in Load Monitoring.
* Involved in submitting the Ticket Status (Open/Close) report.
* Handled tickets with different priority and never missed the SLA.
* Involved in escalating high-prioritized tickets regarding extractions, performances issues and also load failures.
* Involved in developing the SLA reports at end of every month.

***Ness Global, Malaysia***

***Client: British American Tobacco. May 2010 to July 2010***

***SAP BW Consultant***

***Responsibilities:***

* Maintaining the support ticket tracker and sharing with the project Manager and transition lead
* Actively and regularly involved in Load Monitoring of Daily, weekly, and Monthly, Data Loads using Process Chains.
* Handled the tickets of priority3 and 4 by following (SOP) Standard Operating Procedures.
* Maintain list of all the activities for all the tickets until it is closed down.
* Supported the client by providing long-term solutions to the tickets by doing Root cause Analysis.

***Infonology, Hyderabad, India. Aug 2007 to Apr 2010***

***Client: Medtronic, RUUKKI, Outokumpu.***

***SAP BW Consultant***

**Responsibilities:**

* Actively and regularly involved in Load Monitoring of Daily, weekly, and Monthly, Data Loads using Process Chains.
* Handled the tickets of priority 4 and 5 by following (SOP) Standard Operating Procedures.
* Maintain list of all the activities for all the tickets until it is closed down.
* Supported the client by providing long-term solutions to the tickets by doing Root cause Analysis.
* Actively Involved in Rectification of Load Failure errors like Master Data Loads, Transaction Loads.

***Education:* Master of Business Administration, 2004, Anna University, India**

**Graduate: BSc( Maths), 2000, SV university, India.**