

EDUCATION

- **University of Illinois at Chicago** Chicago, IL
Master of Science in Management Information Systems *Aug 2023 – May 2025*
- **CVR College Of Engineering** Hyderabad, India
Bachelor of Engineering in Electronics and Communication *Aug 2017 – July 2021*

TECHNICAL SKILLS

Languages: Java, Python, SQL, HTML/CSS

Cloud and Database: Oracle SQL

Platforms: Salesforce- Salesforce service cloud, Salesforce community cloud, Salesforce configuration, Salesforce lightning, SOQL, Omni Channel, Aura, Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Salesforce flows

Tools: VSCode, Jira, BitBucket, Confluence, Git, MS Office, Excel, Gearset

EXPERIENCE

- **Accenture** Hyderabad, India
Application Development Analyst *Jul 2021 - Jul 2023*
 - An automated procedure for determining eligibility, with the goal of accelerating the delivery of healthcare solutions and lowering the number of customers required manual interventions, which would ultimately lead to an increase in customer satisfaction.
 - Improved the functionality of the process for uploading files in batches, which led to an enhanced user experience on client websites and a reduction in the amount of time required to upload data by 50%.
 - Utilized the capabilities of Salesforce Omni Channel to automatically assign cases to users there, hence assisting users in timely resolving of client issues, which ultimately led to an increase in revenue.
 - Improved the mobile application on the Salesforce front by automating, which led to a rise in both customer satisfaction and the number of app downloads of 20%.
 - Fixed major bugs overnight, which allowed us to get the system up and running.
 - Provided reports in a timely manner, including monthly and quarterly reports for clients.
 - Skilled in Apex development, Batch Apex, and Lightning components.
 - Streamlined data management with Data Loader and automated business processes.
 - Expertise in Salesforce security and sharing models.
 - Designed custom objects, reports, and dashboards to meet business needs.
 - Worked on conversion of Workflows and Process Builders to Flows migration.

CERTIFICATIONS

- **Salesforce Certified Administrator**
- **Salesforce Certified Platform Developer I**
- **Database Services**
- **Salesforce Certified Platform App Builder**
- **Java SE 11 Programmer II**

PROJECTS

- **Smart Attendance Marking System Using IOT Technology** | *IOT, Adafruit Cloud Platform, Matlab*
 - * Developed an automated attendance marking system using IOT Technology.
 - * Used RFID, Wifi Module and an open source IO cloud platform (Adafruit Cloud platform) to access the data.
- **Evaluation Of KPI Parameters For OFDM, FBMC, UFMC Techniques** | *Matlab*
 - * Using Matlab compared the different 5G Wireless Techniques and suggested the advantages and disadvantages.