SAI SIDDHARTHA KONDAMU

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PROFESSIONAL EXPERIENCE

Salesforce Developer   Jan *2024*
Labcorp Drug Development, Durham, NC
- Played a pivotal role in migrating the entire quoting process from older versions of PeopleSoft to Salesforce and using **Conga CPQ** package for streamlined quote generation.
- Mastered Product Configurations, Cart views, and **custom settings** within Conga CPQ, optimizing the pricing process and utilized **Conga Composer solutions**, including **templates**, **merge queries**, and customizations, to enhance quote accuracy and efficiency.
- Managed code migration using **CI/CD** pipelines and **Urban Code Deployer** (UCD), ensuring seamless deployment of package.xml files to destination orgs.

Salesforce Developer Intern   May *2023 – Aug 2023*
- Explored the fundamentals of **Conga CPQ** and Implemented **LWC** components and **Batch Classes** to automate **price** and **percentage discount** setups on **Quotes**, resulting in eliminating the need to manually setup records and load them using **dataloader**.
- Streamlined access to **custom reports** on Proposals using **Lightning Web Components**, which enhanced the process by 40%.
- Adhered to best practices in **LWC** and **Apex** programming, ensured achieving over 90% code coverage in all test classes.
- Created an AWS call center application (**RoboDialer**) utilizing AWS services such as **Lambdas**, **DynamoDB**, **SNS**, **AWS Connect**, and deployed a **NodeJs** app on **AWS ECS**. This automates call initiation for critical cases like No Test Indicator and No Specimen Received, as well as monitoring agent activity. This solution effectively addressed the challenge of handling thousands of such cases and significantly reduced the weekly instances of missed calls by agents.

Software Engineer (Salesforce Developer)   *Nov 2020 – Dec 2021*
Persistent Systems, Hyderabad, India
- Migrated multiple **Workflows** and **Process Builders** to **Flows**, ensuring the company is up to date with the current standards.
- Developed a process using **Batch** and **Schedular Apex** to notify a million customers via *Email Alerts* when they are nearing the renewal period of their certifications, this made sure that the customer certifications are always up to date
- Designed multiple web pages for a client using the frontend frameworks - **Lightning Web Components, and Aura Components** to help users place their medical appliances orders
- Extensively worked on Synchronizing data with external systems using *data-centric integrations* with appropriate mechanisms **(REST and SOAP APIs)**

CERTIFICATIONS

- **Salesforce Certified Associate**
- **Salesforce Platform App Builder**
- **Salesforce Certified Administrator (SCA)**
- **Salesforce Certified Platform Developer 1**
- **Salesforce Certified JavaScript Developer 1**

EDUCATION

Master of Science in Information Systems   *December 2023*
Northeastern University, Boston, MA   *CGPA: 3.7/4.0*
Courses: Design Patterns, Concepts of OO Design, Program Structures and Algorithms, Web Development Tools, Web Designing

Bachelor of Engineering in Information Technology   *November 2020*
Osmania University, Hyderabad, India   *CGPA: 8.7/10.0*

TECHNICAL SKILLS

Programming Languages:	C, C++, JAVA, Python, Apex
Web Technologies:	HTML, CSS, SCSS, JavaScript, ReactJS, NodeJS, SOAP API, REST API
Salesforce Administrator Skills:	User, Data and Security Management, Flows, Reports, and Dashboards
Salesforce Developer Skills:	LWC, Apex, Asynchronous Apex, Triggers, SOQL, SOSL, Aura Components, Visualforce, Conga CPQ
Software Tools:	Git, GitHub, IBM Urban code deply, Jira, Confluence
Cloud Computing Platforms:	AWS (EC2, ECS, Lambdas, S3, DynamoDB, SNS, AWS Connect)

SALESFORCE PROJECTS

Auto Break Allocation System (at Persistent Systems)   *Aug 2021 – Nov 2021*
- Developed an application to automate break assignments in a contact centre, this app includes features that provide the manager the capability to assign and revoke breaks to service resources for their allocated shifts on a given date
- Designed a new custom Home Page using **Aura Components**, and custom components in **LWC** that gives the manager ability to control break allocations of the employees on a selected date
- Employed salesforce **Custom Metadata** to keep the break sequence, break length, and time gaps between breaks
- Used the **Event Object** to hold the break information allotted to a user, this ensures the break information is synced with their calendar so that the individual is informed

Patient Assessment Community   *July 2020 – September 2020*
- Led a team of three towards development of a Salesforce community project built on Visualforce and Apex
- A **Salesforce Community** that enables the Administrator to configure disease questionnaires and lets the community users answer those questionnaires. Each user gets to know their scores at the end of the assessment
- Implemented user **Profiles**, **Roles** and configured **Organisation**, **Object**, **Field**, and **Record level Securities** as per requirements
- Created **Reports** and **Dashboards** to visualize the results obtained after the patients have answered the questionnaires