AjayKumar Pinjala

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WORK EXPERIENCE: 2yrs 5Months (Including Internship)

- I am currently working with **Infosys Pvt Limited** as a System Engineer in Hyderabad from Aug 2019 to till date.
- Worked upon Salesforce Service Cloud and Integrations, Have knowledge in vlocity, Sales Cloud,Apex, Triggers, Schedule Jobs.
- Worked as Systems Engineer Trainee Intern in Infosys Limited from Dec 2018 to March 2019.
- Reskilled on Salesforce from Aug 2019 to Oct 2019.

EDUCATIONAL QUALIFICATION

- **Gayatri Vidya Parishad College of Engineering, Vizag, Andhra Pradesh**   Computer Science and Engineering, May. 2019 –   **6.98**

- **Sri Chaitanya Educational Institutions, Vijayawada, Andhra Pradesh** Maths, Physics and Chemistry, May. 2015 –   **952/1000**

- **DittaKavi High School, Chirala, Andhra Pradesh** Secondary School of Education, May. 2013 **- 8.8**

Certifications:

Salesforce Certified Administrator, Salesforce Certified Platform Developer I, Copado Certified Admin, Salesforce Certified OmniStudio Developer (Vlocity Developer).

PROJECTS SUMMARY:

Project # 1	:	**Application Maintenance, support and Enhancement**
Client	:	METLIFE A leading Insurance company of USA
Organization	:	Infosys PVT Ltd., Hyderabad
Role	:	System Engineer
Application	:	**Salesforce**
Duration	:	**24 months**

Project Description:

- Maintaining and providing customization for 8 SFDC Orgs having over five thousand plus users.
- Provide support and fix the defect detected as the root cause of an issue and apply the fix in lower environment.
- Fulfilling the enhancement requests raised by the business.

Responsibilities:

- Maintaining multiple orgs and enhancing changes in the applications.
- Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
- Connecting with users to support them in various business areas to avoid downs in business.
- Maintaining Basic User administration.
- Worked on Vlocity Cards
- Debugging Vlocity Omniscripts, Integration Procedures, Data Raptors.
- Worked with the Data Migration team to export and import the data using Data Loader and import wizard occasionally.
- Used workbench to load data into SFDC.
- Involved in customization changes such as apex classes, triggers.
- Created the Validation rules and workflow rules based on the business requirements.
- Created the Objects, Fields, Roles, Profiles, Page Layouts and Record Types.
- Created Surveys.
- Implemented Email to case Functionality.
- Debugging the Apex code, providing workarounds, collaborating Dev team, client management and the business users, handling the complex tickets, managing the escalations, ensuring the initial and On-going SLAs are met by maintaining problem Reporting and Corrective Action document and by sending status reports to clients and the Power Users.
- Working alongside ticketing tools like Service Now for tickets resolution and problem tickets.

Personal Skills:

- Ability to put consistent efforts over long periods of time.
- Industrious and optimistic.
- Ability to lead.
- Adaptability.
- Keen in Learning new Technologies