**Ganesh Kumar Thippirisetty**

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**Professional Summary:**

* **6.10 years** of experience on **Salesforce Customization, Configuration and Lightning development**.
* Working as an Application Development Senior Analyst with **Accenture Services India Pvt. Ltd**, Hyderabad.
* Good experience in designing **Custom Objects, Custom Fields, Page Layouts, Custom Tabs, Web** **Tabs, Reports** and **Dashboards.**
* Created the **Validation Rules, Workflows** for automated lead routing, lead escalation and Email Alerts.
* Working experience in creating **Profiles, Roles and Sharing Rules**.
* Proficiency in **Apex Classes**, **Triggers, SOQL** and Designed and developed for various functional needs in the application.
* Experience in writing SOQL statements within Custom Controllers, Extensions and Triggers.
* Strong Experience in migrating data from one environment to another by using **Force.com IDE, Apex Data Loader.**
* Proficiency in Unit Testing and Test coverage for Apex classes.
* Having working experience in Web technologies like HTML, CSS and developed various web pages in **Visual Force.**

**Certifications:**

* Salesforce Certified Platform Developer I (PD I).
* Salesforce Certified App Builder.
* Salesforce Certified Administrator (ADM-201).
* Salesforce Certified Service Cloud Consultant.

**Education:**

* Master of Computer Applications (MCA) from Osmania University, India.

**Technologies:**

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| --- | --- | --- |
| **Salesforce CRM** | **:** | Apex classes, Visual Force Pages, Lightning Components, Triggers, SOQL, Sales& Service cloud experience (Accounts, Contacts, Products, Price Books, Opportunities, Cases, Quotes, Communities), Workflows & Approvals, Validation Rules, Reports, Dashboards, Sharing &Settings, Change sets |
| **Salesforce CRM Tools** | **:** | Apex Data Loader, Force.com IDE |
| **Programming Languages** | **:** | C, Core Java, Apex |
| **Databases** | **:** | MS Excel, Oracle9i |
| **Web Technologies** | **:** | HTML, CSS |
| **Operating Systems** | **:** | Windows-2000/XP, Windows7, Windows 10 |
| **Repository/Deployment Tools** | **:** | BitBucket, Source Tree, ANT Tool, Smart Git, Git Bash, Force .com IDE, WorkBench |

**Professional Experience:**

**Accenture, Hyderabad, India**

**Project: Philip Morris International**

**Position: Application Development Senior Analyst**

**Description**: PMI is an American global cigarette and tobacco company, with products sold in over 180 countries outside the United States. We have developed Asset Management, Case Management and Service Management for them. End users use the application and they raise issues and minor enhancements for their daily activity to run smoothly. And this application hosted for mobile and desktops users.

**Responsibilities:**

* Working as a key developer and module lead. As a module lead quick understanding of the minor enhancements and sharing the knowledge with the team to provide for quick resolution in end to end development.
* Involved in the designing of the Continuous Integration Process of Deployment
* Created the Branch strategy for the Release, and Hot Fix to Production.
* Configured Live Chat, Omni Channel for the system.
* Developing Communities for different PMI Service Centers
* Working on Lightning components for given requirements.
* Having been knowledgeable, performed the impact of the changes that are needed for the new system.
* Involved in creating the Objects, Fields, Formulas, Roll up Summary Fields, Tabs, Static Resources, and Custom Labels.
* Create and Configure User, Profiles, Field-Level security, Page layouts.
* Implemented the Apex Classes, Visual force pages, Test Classes.
* Accessed the client Target process tool for the Sprint User Stories and Defects Tracking.
* Involving in all development related activities and calls with onsite teams in case of any issues.
* Given the feasible and simple solutions for Community development and got appreciations from Client and Onsite team.

**Accenture, Hyderabad, India**

**Project: Coke AMS Support**

**Position: Application Development Senior Analyst**

**Description:** Coke AMS project has 9 applications for CCR and Non CCR users. End users use the application and they raise issues and minor enhancements for their daily activity to run smoothly. And this application hosted for mobile and desktops users.

**Responsibilities:**

* Performing and involving the weekly/bi-weekly deployments.
* Quick understanding of the minor enhancements and sharing the knowledge with the team to provide for quick resolution.
* Having been knowledgeable, performed the impact of the changes that are needed for the new system.
* Worked on Order Management Module and Involved in creating the Objects, Fields, Formulas, Roll up Summary Fields, Tabs, Static Resources, and Custom Labels.
* Create and Configure User, Profiles, Field-Level security, Page layouts.
* Implemented the Apex Classes, Visual force pages, Test Classes.
* Implemented the test classes on Apex classes, Rest API and Batch classes.
* Accessed the client Target process tool for the Sprint User Stories and Defects Tracking.
* Involving in all development related activities and calls with onsite teams in case of any issues.

**Accenture, Hyderabad, India**

**Project: CCC (Coke Contact Center)**

**Position: Application Development Analyst**

**Description:**

The CCC Customer1 project mainly aimed to transition CCR’s Contact Centre functions out of legacy BOSS platforms, and onto a Salesforce platform. Contact Centre agents will then share a 360-degree view of our customers with field personnel, allowing for a more efficient and collaborative approach to selling and servicing our customers. These objectives are dependent upon related projects for the Sales and Merchandising organizations, which are being executed simultaneously. Collectively these projects comprise of larger Customer1 Program. The

primary groups with the Contact Centre to benefit from this project include Equipment Support, Customer Support, Inside Sales, Targeted Sales and Customer Development.

**Responsibilities:**

* Quick understanding of CCR’s Contact Center functions and legacy system workflow.
* Having been knowledgeable, performed the impact of the changes that are needed for the new system.
* Worked on Order Management Module and Involved in creating the Objects, Fields, Formulas, Roll up Summary Fields, Tabs, Static Resources, and Custom Labels.
* Create and Configure User, Profiles, Field-Level security, Page layouts.
* Implemented the Apex Classes, Visual force pages, Test Classes.
* Implemented the test classes on Apex classes, Rest API and Batch classes.
* Created the communities and assigned to different users and permission sets.
* Accessed the client Target process tool for the Sprint User Stories and Defects Tracking.
* Involving in all modules from start to end and daily calls with onsite team.
* Performing the daily deployments using the change sets from one box to other boxes.

**Accenture, Hyderabad, India**

**Project: ECA Caterpillar**

**Position: Software Engineering Analyst**

**Description:**

The application licenses have been optimized and application has been streamlined, Caterpillar intended to add new functionality to SFDC Equipment Organization system. This included deploying Communities functionality which allows Caterpillar to share information and collaborate with its Employees, Dealers and Customers, thereby driving stakeholder engagement, social listening and content management all in one place.

Further, we have a state-of-the-art ECA Construction page, which is a one-stop shop to provide a 360 view of Caterpillar’s Equipment information to its users. This page has been designed and developed by embedding latest Backbone JavaScript technology into Salesforce application.

**Responsibilities:**

* Implemented the Apex, Visual force pages for storing the asset details and its operations.
* Implemented the batch classes for knowledge base on case management.
* Implemented the test classes on assets and knowledge base.
* Worked on Products and Price book functionality.
* Created the communities and assigned to different users and permission sets.
* Accessed the client Target process tool for the sprints user stories, defects tracking.
* Performed the deployments using the change sets from one box to other boxes.

**NTT DATA, Bangalore, India**

**Project: Commonwealth of Kentucky**

**Role: Salesforce Developer**

**Description:**

The main objective of the project is to provide administrative and fiscal management, technical support and advice to 23 regulatory boards in the complex system of occupational licensing. This website features access to each of the professional boards maintained by the Office of Occupations and Professions. The individual board websites offer useful information for licenses and to the public. Features include meeting information, current members, board administrators, printable application and renewal forms, links to professional associations, links to the Kentucky statuses and regulations governing the practice of 23 professions, and printable instructions and forms for filing a complaint against a licensed professional.

**Responsibilities:**

* Worked closely with Team Manager, Team Leader, Business analysts and Team members in understanding the existing system and requirements for the new designed system.
* Created and Configured the Users, Profiles, Field-Level security, Page layouts.
* Involving in creating the Objects, Fields, Formulas, Roll up Summary Fields, Tabs and Apps.
* Proficiency in writing Apex Classes and Visual force pages for developing the application.
* Involved in creation of Workflows with Field Updates and Send Emails.
* Completely taken the ownership of Importing and Exporting records to Sales force via Data loader.
* Setting up of Email Alerts, Mail Templates, Approval’s through Apex Code using the Sales force admin console.

**Biznus Soft, Hyderabad, India**

**Project: ProjMentor**

**Role: Salesforce Developer**

**Description:**

ProjMentor enables IT and Business Teams to collaborate on Project Management, Defect Management, Staffing Management, Timesheet Management and Expense Management. With Project, Staffing and Defect Management for ProjMentor, organizations have a simple framework for prioritizing and managing the logistics of projects and the resources allocated to them. With Timesheet Management, Maintain the Timesheet of Employees for Organizations.

**Responsibilities:**

* Have been part of design and architecture and Scratch to end development.
* Worked closely with My Manager, Business analysts and Team members.
* Create and Configure User, Profiles, Security Controls, Field-Level security, Page layouts, Customer Portal.
* Involved in creating the Objects, Fields, Formulas, Roll up Summary Fields, Tabs and Apps.
* Proficiency in writing Apex Classes, Triggers and Visual force pages for developing the application.
* Involved in creation of Workflows with Field Updates and Send Emails.
* Import/Export records to Sales force via Data loader.
* Email Alerts, Mail Templates through Apex Code.
* Developed various Reports and Dashboards.
* Proficiency in writing Test Classes for Apex classes and Triggers.

**Biznus Soft, Hyderabad, India**

**Project: FieldService360**

**Role: Salesforce Developer**

**Description:**

FieldService360 offer a complete cloud-based, collaborative, and mobile solution to a complete and more productive Field Service Operation. It delivers greater customer satisfaction at an affordable price for your business. We make it easy to succeed!

**Responsibilities:**

* Involved in all modules of Project, have been a key member for certain modules of the project.
* Create and Configure User, Profiles, Security Controls, Field-Level security, Page layouts.
* Involved in creating the Objects, Fields, Formulas, Roll up Summary Fields and Tabs.
* Involved in creation of workflows with Filed Update and Send Email.
* Import/Export records to Sales force via Data Loader.
* Developed some Apex Classes, Triggers, Visual Force pages.
* Email Alerts, Mail Templates.
* Developed various Reports and Dashboards.
* Proficiency in Writing Test Classes for Apex classes and Triggers.

**Biznus Soft, Hyderabad, India**

**Project: TelSell CTI**

**Role: Salesforce Developer/Admin**

**Description:**

TelSell CTI is a complete call center solution for all industries and provides you with a 360-degree view of your customer. Key modules include Telemarketing, Call List Generation, Order Management, Service/Case Management and Inventory Management.

**Responsibilities:**

* Having good knowledge in some modules.
* Create and Configure User, Profiles, Security Controls, Field-Level security, Page Layouts.
* Involved in creating the Objects, Fields, Formulas, Roll up Summary Fields, Tabs and Apps.
* Developed some Apex Classes and Visual force pages.
* Import/Export records to Sales force via Data loader.
* Developed various Reports and Dashboards.
* Involved in writing Test Classes.

**Biznus Soft, Hyderabad, India**

**Project: HRMS Soft**

**Role: Salesforce Trainee**

**Description:**

As part of my final project submission, have been selected for internship from the Biznus Soft, Hyderabad. HRMS Soft is a complete human capital management tool in the cloud, which includes Talent Management, HR operations, Organization Management, Compensation Management, Benefits Management, Absence Management, Goal Management and Performance Management.

**Responsibilities:**

* Involved in some modules of Project.
* Closely worked with my Team members.
* Create and Configure User, Profiles, Security Controls, Field-Level security, Page layouts.
* Involved in creating the Objects, Fields, Formulas, Roll up Summary Fields and Tabs.
* Developed Email Alerts, Mail Templates, Reports and Dashboards.
* Involved in creation of workflows with Filed Update and Send Email.

**Recognitions:**

* Star of the month for my contributions in the project.
* Actively participation in attending the Salesforce Meet-up Events and Webinars to learn about new things coming up in Salesforce releases.
* Participated in N.S.S (National Service Scheme) special camp got two certificates.
* Secured Merit Recognition Certificate for the National I.T. Aptitude Test conducted by NIIT.

**GANESH KUMAR THIPPIRISETTY**