    

Pavan Kumar Maddikuntla

**Mobile: +1 (615)- 219-5737 | E-mail:** imran@jeevantechnologies.com **Salesforce Sr.Developer& Lead**

PROFESSIONAL SUMMARY: Having Certified Salesforce Developer with a total of 10.5+ years of diverse experience in the IT Service Industry, Highly experienced and motivated collaborator/leader with a "can-do" and "never-give-up" attitude in addressing complex business needs and processes. I keep researching to improve productivity within and outside of the Salesforce platform by looking out for the so many constantly, ever changing business processes in our world today. It is not difficult for me to adapt to new environments.

The following activities are I am usually involved with User & Organization Setup || Security & Access || Data Management with Data Import Wizard , Apex Data Loader, Workbench || Domain Management||Communication Templates, Task, Events||Data Cleansing || Standard & Custom Objects || Business Automations: Workflows, Lightning Process Builders, Flows, Validation Rules, Analytics: Reports & Dashboards || SOQL, SOSL and performed various DML operations ||AppExchange and Third party applications integrations || Activity Management & Collaboration || Visual force Pages || Customizations|| Apex class ,Apex test classes, triggers, Batch Apex, Schedule Apex||LWC || Web services like Rest and SOAP || Communities || Lightning Experience || Force.com IDE, Migration Tool, using Lightning Web Components, Lightning Aura Components ||Sales Cloud, Service Cloud, Health cloud.||Deployment : VS code ,Azure dev ops , copado, Change sets.||Code scan : Check Marx.|| Performance Test|| Agile methodology.

EMPLOYMENT HISTORY

JEEVAN TECHNOLOGIES INC Nov-2016 – Till Date

Client: Humana – Sr.Salesforce Developer & Lead Jan2022– Till Date

Project 1: Humana CRM Service

**Description:** Humana which manages health benefits for four million people enrolled in its Medicare Advantage Plans, said the companies will combine the power of Salesforce and Voice Technologies to “build predictive and personalized health care solutions to help members manage health issues” In healthcare, it’s increasingly about a value-based approach to get patients the right treatment, in the right amount, in the right place and at the right time. It has widely spread across different business areas like Pharmacy (PCM), Dental, Vision and Clinical.

#Module 1: (CRM Services) Migration of Authorization and Member Details from Salesforce classic to Lightning.

#Module 2: (Live agent) implemented the Humana chat service using the Omni channel.

**Roles and Responsibilities:**

* Worked on Health Cloud, to maintain the member Data.
* Developed Apex Triggers on different objects using handler classes by following the Salesforce best practices.
* Implemented complex business logic using Apex classes, Visualforce, Lightning Components, and approval Process, Lightning Flows for corresponding requirements.
* Involved in the design process of the application and analyzed the requirements for Determining the timeline and schedule for the development.
* Working with different teams involving Business Users, SME’s, QA and Technical teams.
* Designed and implemented various security needs per business needs such as creating profiles, roles and configured permissions based on the organizational hierarchy.
* Develop and maintain comprehensive documentation on Salesforce processes, System configuration, and user guides to facilitate knowledge transfer and user training.
* Migrated aura components and Visualforce pages to Lightning Web Components
* Modified the Search logic to pull the records from other integrated system by using Rest API
* Incorporated web technologies such as JavaScript, HTML, CSS, JQuery, XML and Ajax

Into Visualforce pages development.

* Working with multiple sandboxes and migrating from Dev/Test/QA/UAT sandboxes to Production.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Providing the Solutions to the Team if they have any challenges.
* Performed the code review and providing the Best practices to Team.
* Resolved production cases with in the specified SLA.
* Effectively communicate technical issues and resolve problems at all levels of the Organization to handle full workload and meet proposed deadlines.
* Worked on CI/CD process.
* Worked on implementing Chat Agents in Salesforce using Live Agents. Setting up of Pre-Chat and Post-Chat pages in Salesforce. Setting up 25 users as Chat Agents.

**Client: Deloitte Nov-2016 – Jan-2022**

Project 2: WCT [World Class Talent] – Senior Software Associate & Lead

**Description:**

This project is related to a HCM application was built on Salesforce. It deals with employee life cycle events from requisition to separation. It scatters to all the modules of HR department functions like Requisition, Scheduling Interviews, getting feedback on the candidates from interviewers, Offer letters generation, Immigration, Assignments, Mobility, Alumni Relations, Exist Management, Leaves, Gm cross boarder, Gm Assignment, Employee on travel and Leave Survey etc. This product's change requests and enhancements are going on in phase wise, and each phase split into 2 -3 months based on the efforts of the requirements.

**Module #1: USGO (United states Global Mobility office)**

**Module #2: Pre-Background Investigation**

**Module #3: Cross Border Project**

**Module #4: GM Assignments**

Module #5: Promotion Agreements

Module #6: CIP (Case Initiation Project)

**Roles and Responsibilities:**

* Involved in complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support. Implemented Salesforce Lightning Components for small set of users within the organization. Developed Apex classes, Apex Triggers for various functional needs in the application.
* Developing and Customizing Cloud apps with Salesforce.com out of the box features for developing custom apps using standard objects, custom objects, standard fields, custom fields, relationships, page layouts, record types, workflows, Flows and approval processes to meet complex business requirements.
* Programming with Standard Controllers, Custom Controllers, Controller Extensions and Test Classes.
* Created Conga documents and generation process.
* Developing DocuSign integration for conga documents for E-signature.

**Client: MaxVal Mar 2016 to Nov 2016**

**Employer: Maxval-ip services pvt ltd - Sales force Developer**

Project 3: SymphonyIAM

Description:

SymphonyIAM is a cloud-based end-to-end solution that helps to streamline IP management process. From invention capture, docketing, to renewals, Symphony brings all the aspects of IP management in every stage. Symphony is curated and user configurable without IT support. With unprecedented access to patent office data, Symphony ensures that your asset information is always correct, current and complete.

**Roles and Responsibilities:**

* Provided end-to-end development, support, for the salesforce package.
* Creating the Package and Do the Security scans on the Code.
* Troubleshoot and resolve Salesforce issues.
* Train and support end users on Salesforce functionality.
* Develop and maintain Salesforce security model, including profiles, roles, and sharing rules.
* Develop and maintain Salesforce customizations, including Visualforce pages and Apex classes.
* Develop and maintain Salesforce AppExchange packages.
* Develop and maintain Salesforce Lightning components.
* Assigned different types of pages for different users. Played a key role in development this entire project.
* Worked on profiles and roles, Data Loader activity.
* Participate in Salesforce release management and testing.

**Client: PRA Health Sciences, Perceptive Software Jan 2013 to Mar 2016**

**Employer: Business Intelli Solutions India Pvt Ltd** - **Software Engineer**

**Project 4,5: AMAT, CRM Process.**

Description:

**AMAT:** The Adaptive Monitoring Assessment Tool (AMAT) predominantly is risk based monitoring tool where user can add, view, mitigate, store all the risks identified for a specific Project & Protocol with required details which could affect patient safety, data integrity or regulatory compliance. AMAT also triggers notifications to the users for the upcoming planned risk meetings. It also has the provision to see all the responses given by the users for initial discussions needed for a risk review meeting. The final risk which is being identified & created will be sent to the Project Issue Management System (PIMS) for further tracking.

**CRM Process:** Perceptive Software, a stand-alone business within Lexmark International, is a software development firm headquartered in Shawnee, Kansas Building SFDC application that facilitates organization users to view their customers in a unified way and generate user information and custom reports accordingly. The project also involved data migration from three legacy systems to Salesforce and integrating organization CRM processes with corporate data warehouse and their core banking system

**Roles and Responsibilities:**

* Guaranteeing the best performance of Salesforce systems and products. Upgrading and configuring Salesforce systems for seamless integration. Administering Salesforce roles, profiles, sharing rules, workflows, and groups.
* Creating and maintaining automated workflows, approval processes.
* Building reports and dashboards to provide insights into sales and marketing performance.
* Importing and exporting data, maintaining data quality, and creating backups.
* Providing training and support to end-users, troubleshooting issues, and maintaining system documentation.

CERTIFICATIONS:

Salesforce.com Certified administration

Salesforce.com Certified CPQ specialist

Salesforce.com Certified Platform Developer -I.

Salesforce.com Certified Platform Developer -II.

Salesforce.com Certified JavaScript Developer I

Salesforce.com Certified Marketing cloud Email Specialist.

EDUCATION:

**B.Tech** from **JNTU Hyderabad** in 2012