Mithil Reddy Koduru

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EDUCATION

State University of New York   **New Paltz, New York**
Master of Computer Science   *Graduation Date: May 2025*

Malla Reddy Engineering College   **Hyderabad, India**
Bachelor's of Computer Science Engineering   *Graduation Date: Sep 2020*

WORK EXPERIENCE

Apps Associates   **Hyderabad, India**
Staff Consulatant (Services Salesforce)   *Jan 2021 - Aug 2023*

- Orchestrated end-to-end Salesforce system management by customizing workflows, integrating third-party applications, and ensuring optimal performance, leading to a 30% reduction in system downtime and a 20% increase in operational efficiency.
- Designed and deployed over 15 bespoke solutions utilizing Apex, Visualforce, and Lightning components that streamlined business processes, resulting in a 25% faster data retrieval time and enhanced user satisfaction across departments.
- Mentored a team of junior developers on industry best practices and technical strategies, which improved project delivery speed by 35% and elevated overall code quality as measured by reduced bug rates by 40%.

OpenText   **Hyderabad, India**
Development Intern   *Dec 2019 - Jan 2021*

- Engineered and optimized 15+ web applications across multiple programming languages and frameworks, resulting in a 30% improvement in system performance and user engagement metrics.
- Collaborated closely with project managers and developers to deliver 12 high-quality solutions within tight deadlines, reducing project turnaround time by 20% while maintaining strict quality standards.
- Led code reviews, testing procedures, and deployment processes for over 25 applications, ensuring a defect reduction of 40% and seamless integration of bespoke Salesforce components like Apex, Visualforce, and Lightning.

Class Connect   **Remote**
Development Intern   *Mar 2018 - Aug 2018*

- Collaborated with the development team to design and implement features for an educational app, enhancing student engagement by enabling real-time note-taking and syllabus tracking for over 1,000 users.
- Contributed to the integration of timetable synchronization functionalities, resulting in a 40% reduction in missed classes and improved academic planning accuracy across user groups.
- Assisted in testing and optimizing app performance, leading to a 30% decrease in load times and ensuring seamless access to class schedules, notes, and follow-up alerts for students.

PROJECT EXPERIENCE

Apps Associates   **Hyderabad, India**
Duckcreek Technologies   *Feb 2021 - Jul 2022*

- Orchestrated the development and continuous maintenance of the company's Salesforce platform, enabling streamlined sales processes and improving data accuracy by 40% over a 12-month period.
- Led training initiatives for 150+ sales team members on Salesforce functionalities, resulting in a 35% increase in user adoption rates and reducing onboarding time by 20%.
- Collaborated with cross-functional teams to customize Salesforce dashboards and workflows, which contributed to a 25% faster lead conversion cycle and enhanced sales pipeline visibility.

Apps Associates   **Hyderabad, India**
Smart Start   *May 2022 - Aug 2023*

- Collaborated with cross-functional stakeholders to **architect, implement, and deploy a custom Salesforce Sales Cloud environment** from inception, aligning CRM capabilities with evolving sales and operational business requirements.
- Led the end-to-end **configuration and customization of Salesforce**, including roles, profiles, permission sets, sharing models, **Flows**, **Process Builder**, and custom objects—enabling robust, scalable, and automated CRM processes.
- Championed ongoing **platform optimization and user enablement**, driving system performance improvements, user adoption, and long-term maintainability through proactive feedback loops, training sessions, and iterative enhancements.

Open Text	**Hyderabad, India**
Appworks	*Dec 2019 - Jan 2021*

Spearheaded the design and deployment of **enterprise-grade workflow automation solutions** using **OpenText AppWorks (IWF)** for over **15 global clients**, enhancing operational efficiency and reducing manual processes by up to 40%.

Delivered tailored business process management (BPM) solutions for Fortune 500 clients including **Marks & Spencer**, **Visteon**, and **VMware**, aligning complex workflows with evolving business rules and compliance standards.

Engineered scalable, low-code case management frameworks by integrating AppWorks with external systems via **RESTful APIs**, driving seamless interoperability, faster implementation cycles, and high user adoption across cross-functional teams.

LEADERSHIP EXPERIENCE

Apps Associates	**Hyderabad, India**
Smart Start	*May 2022 - Aug 2023*

- **Led and mentored a team of 14 junior software engineers** in designing and developing **SMART START**, a pre-configured Salesforce Sales Cloud product built for rapid deployment across small to mid-sized businesses. Provided strategic guidance on **Salesforce architecture, configuration standards, and automation best practices**, ensuring scalable and reusable components were implemented throughout the product lifecycle. Drove cross-functional collaboration between development, QA, and product management teams, resulting in a **highly adaptable, client-ready solution** that significantly reduced implementation timelines and enhanced go-to-market speed.

SKILLS & INTERESTS

Skills: Data Analytics & Salesforce Skills

- Salesforce Sales Cloud & Lightning Configuration
- Salesforce Flow, Process Builder & Workflow Automation
- User & Security Management (Roles, Profiles, Permission Sets)
- Custom Objects, Validation Rules, Formula Fields
- SOQL & SQL (PostgreSQL)
- Reports, Dashboards & CRM Analytics (Einstein Analytics)
- OpenText AppWorks (IWF) Workflow & Case Management
- Data Visualization (Tableau, D3.js) & Advanced Excel
- REST API Integration & Platform Maintenance
- Agile/Scrum Methodologies & SDLC Documentation
- Team Mentoring & Cross-Functional Collaboration
- Version Control (Git), Cloud Platforms

PERSONAL PROJECT

- Built full-stack e-commerce prototype with React, Node.js, MongoDB, JWT auth, and Stripe integration.
- Designed ML recommendation algorithm, increasing click-through rate by 20%.
- Optimized prototype for 1,000+ users with 99% uptime.
- Developed real-time task app with React and Firebase, boosting collaboration by 15%.
- Improved task app frontend speed by 25%.
- Created AI content generator using Python GPT models and React, enhancing customization by 30%.