

Harsha Nandamuri

Salesforce Developer



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5X Certified Salesforce developer with 6 years of experience. Lightning proficient, skilled in developing and customizing Salesforce solutions using different capabilities of the platform. Adapted to SFDC best practices for creating robust applications. Proven record of being an independent worker, multi-tasker and a team player. Hands-on exposure to development using Salesforce innovations such as Lightning Web Components LWC .



Skills



Salesforce

Very Good



HTML & CSS

Very Good



Lightning Web Components

Very Good



Aura Components

Very Good



Salesforce Programmatic Development

Very Good



Salesforce Declarative Development

Very Good



GITHUB & Jenkins

Good



Salesforce Service Cloud & Community Cloud

Good



JavaScript

Good



Work History



Senior Software Engineer

People Tech Group, Hyderabad

- Currently working for Lucid Motors, USA.

2022-04 - Current

2020-12 - 2022-04

- Performed Setting up service cloud for Lucid Motors to handle work order management and case management.
- Worked with project managers, developers, quality assurance and customers to resolve technical issues.
- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.

Consultant

Capgemini, Hyderabad

- Actively worked on developing customized solution using Apex and LWC for Farmers Insurance Group.
- Configured Salesforce including but not limited to validation rules, workflows, custom labels, profiles and permissions.
- Worked on Farmers-Metlife Integration.
- Implemented Custom Chat routing based on two picklist values, across 7 different queues which includes Customer & Agent.
- Worked on Innovative sprint stories like Einstein Article recommendation & Einstein Vision API which reduced significant Man hours of Service representatives.
- Implemented Custom Presence Configurations.
- Implemented ANI Service using REST Web service which helps to fetch list of policies based on Customer phone number.
- Worked on Custom logic to fetch service representative's Idle time, away time, active time & average call time using Omnichannel events which helps business to take decisions on workforce deployment.

2019-11 - 2020-12

Associate Consultant

Infosys, Hyderabad

- Actively worked on development of community cloud health portal completely implemented using Lightning Web Components LWC with Salesforce DX.
- Worked on REST API integration of portal with Datahub, 3rd party system from which data was flowing.
- Worked on various Salesforce configurations like Custom Metadata Types, Custom Labels, Objects and Field configurations as well as configurations of community.
- Implemented Custom Cache Mechanism.
- Worked on Chart JS library for displaying data in various charts.

2016-01 - 2019-11

Associate Professional Product Developer

DXC Technology, Hyderabad

- Worked for a UK Infrastructure firm AMEY PLC & actively worked on enhancing existing Field Service Lightning Implementation.
- Customized Gantt Chart so as to reflect operational stages.
- Developed various Triggers, Validation rules & Apex Classes.
- Involved in SFDC Application Setup activities and customized apps to match functional needs of organization.
- Experience in Creating Roles, Profiles and Custom Objects.
- Data Migration from existing systems to SFDC using Apex Data Loader.



Education

2020-01 - 2020-12



Post Graduate Diploma: International Businesss Operations

Indira Gandhi National Open University - New Delhi

2012-06 - 2015-05



Bachelor of Technology: Electrical, Electronics And Communications Engineering

Vishnu Institute of Technology - Bhimavaram

2009-06 - 2012-05



Diploma: Electrical, Electronics And Communications Engineering

Smt B Seetha Polytechnic - Bhimavaram

2008-06 - 2009-04



High School Diploma

D N R English Medium High School - Bhimavaram



Certifications

2022-03



Salesforce Certified Sharing and Visibility Architect

2021-07



Salesforce Certified Javascript Developer I

2020-10



Salesforce Certified Service Cloud Consultant

2020-08



Salesforce Certified Administrator

2019-11



Salesforce Certified Platform Developer I