K R Uday Kumar

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EDUCATION

Madanapalle Institute Of Technology & Science JNTU-A   **July 2016 - Sep-2020**
BTECH in Computer Science & Engineering.   **8.68/10**

Sri Chaitanya Junior College,Tirupati   **June 2014 - May 2016**
MPC,Intermediate Education(11th&12th).   **90%**

Camford English School,Chittoor   **June 2013- Apr 2014**
Senior Secondary Education(10th).   **8.2/10**

TECHNICAL SKILLS
Programming Languages*:* Apex,LWC
Technology /Library : Salesforce,IGNIO AIOPS,ICC,SOQL,DataLoader,TIDAL

BUSINESS EXPERIENCE
TOTAL YEARS OF EXPERIENCE : 3.6 Years
NTT Data Information Processing Systems   **Dec 2021 - Present**
Digital Engineering Engineer- Salesforce Developer

- Customized and migrated data from .csv files to optimize existing applications, resulting in a 40% reduction in manual data entry and increased team productivity by 25%.
- Implemented a cutting-edge use case automation solution utilizing Record Triggered Flows to seamlessly create and grant application access to users; achieved a 50% reduction in manual effort and improved user satisfaction by eliminating delays in account setup.
- Create screen flows to provide ease access of UI to give permission sets in preventing the manual effort
- Provide L3 support to the developed applications and be able to achieve pro-active automation eliminating the need of manual effort .
- Designed and developed Apex Triggers for various functional needs in the application and write batch apex to perform org data cleanup as per business requirements
- Implemented Security and Sharing Rules at Object, Field, and Record Level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Integrated salesforce org inorder to transfer the cases and populate the child records based on the related parent records using SOAP Integration.
- Created the Validation Rules, Approval Process, Workflows for automated lead routing, lead escalation and Email Alerts.
- Establish connection inorder to retrieve data from salesforce into azure data factory to build pipelines and process the data.

TATA CONSULTANCY SERVICES.

*Automation Developer-*Salesforce   **Sep 2020– Dec 2021**

- Integrate salesforce with Digitate Ignio to enable automation and perform automatic case management to eliminate the need of manual efforts to resolve the hardware issues related.
- Make use of REST callouts to fetch the case details and transfer it to the AIOPS to perform the resolution as per the description and also work parallel in ICC to check on the trends using time series algorithm.
- Designed and Developed various use cases for enterprise automation
    - -> Use Case Name: Password Reset
        A Use case specifically developed for the purpose of resetting the password for Linux User
    - -> Use Case Name: High CPU/MEMORY Utilization
        A Use case which creates an incident/mail whenever there is breach in the utilization of CPU and kills CPU/MEMORY consuming process
    - -> Use Case Name: Linux Patch Generic
        A Use case designed and developed specifically for automating the linux patch with offline feature