## Naveen Kumar Ghantasala

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## Professional Summary:

* I am a Salesforce Developer / Lead with **8+** years of industry experience in **Salesforce CRM, Vlocity** Development. A dynamic professional with a proven track record in configuration and customization with a strong development background.
* Salesforce developer with Standard Objects, Custom Objects, Validation Rules, Workflow rules, Approval process, Profiles, Roles, Organization Wide Defaults, security and sharing rules, **Apex Programming, Visual Force Pages, Batch Apex, Schedule Apex, Triggers, Visual flows, Change Sets, Eclipse IDE, Salesforce to Outlook and World Card Integration, App Exchange**.
* Experience working with Tools like **Data loader, Jitterbit, Force.com IDE** and salesforce.com Sandbox environments and **Workbench**.
* Having profound knowledge on other salesforce.com products like Chatter, Desk.com, and Analytics cloud, Communities.
* Experience working with **Lightning App Builder and Aura Components, Lightning design system for UI**.
* Have interest in designing and crafting efficient modern software's, and learning new technologies and tools if need arises.
* Having extensive exposure on Client server, Web based and cloud-based applications.
* Extensive knowledge of Software Development Life Cycle, Software Testing life cycle and Bug Life Cycle. Strong knowledge & experience working with **Agile/Scrum Methodologies**.
* Significant experience in performing day-to-day maintenance and support of existing applications in parallel with the analysis, design, development and co-ordination activities for new applications.
* Experience working in domains like Telecom, Retail, Service, Manufacturing.
* Experience working with web services like **SOAP API** and **REST API**.
* Extensive knowledge of **Vlocity Development** like Omni scripts, Data raptors, Vlocity Console & Cards, Templates, Actions, Velocity integration procedures, Calculations, Matrices, Interaction launcher, **360-degree View of the customer**.
* Performed analysis of current business systems and gathered business requirements and also prepared use cases, worked with Clients and technical teams to prepare the solutions.
* Participated and played active role in many Go-Live releases, which went successfully in Production.

## Education :

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| **Degree** | **University** | **Year of Passing** |
| B.TECH  (Electronics & Communication Engineering) | Acharya Nagarjuna University | 2012 |

## Certifications :

Salesforce Certified Platform Developer I

Salesforce Certified Platform App Builder

Certified Vlocity Developer Essentials

Salesforce Certified Industries CPQ Developer

Salesforce Analytics White Belt

## Experience :

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| **Organization** | **Designation** | **Duration** |
| Verizon Wireless | Senior Salesforce Developer | (03/2020)-Till Date |
| Tech Mahindra, Bangalore | Sr. Software Engineer | (11/2015) – (02/2020) |
| Epeople Bespoke Pvt Ltd | Salesforce Developer | (09/2014) – (10/2015) |

## Technical Skills :

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| Operating Systems | Unix, Windows |
| Languages | C, C++, Apex, Visual force, JavaScript, HTML, XML, CSS |
| Databases | Salesforce.com, SOQL, SOSL |
| Case Tools | Spiceworks, Jira, Azure |
| Tools & Utilities | Data Loader, Jitterbit, Eclipse, Workbench, GitHub, Gitlab |
| Domain Knowledge | Retail, Service, Manufacturing, Telecom |

## Projects Profile :

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| 6. | **Project Name: Verizon Wireless Services (Visible)** | |
| **Client** | Visible | |
| **Role** | Senior salesforce Developer / Module Lead | |
| **Organization** | **Verizon Wireless Services, India** | |
| **Duration** | (03/2020) – Till Date | |
| **Team Size** | **Project:** 50 | **Module: Sales Cloud/Vlocity** |
| **Technology** | **Salesforce.com, Vlocity** |  |

##### Project Description:

Verizon was the first company in the world to launch a commercial 5G mobile network with a commercially-available 5G-enabled smartphone and is one of the world’s leading providers of technology, communications, information and entertainment products and services. Headquartered in NEW YORK city and with a presence around the world. The company offers voice, data and video services.

##### Contribution

As a Team Member, was responsible for

* Attending the Team core meetings where customer specific in detail requirements are discussed.
* Recommended improvements to existing systems and processes.
* Updating new products, promos, and gift cards using Vlocity Product Configurations.
* Working in flows like PISM Port, PSIM to ESIM, ESIM Fraud, ESIM / AW fraud, Nib to Core Migration.
* Planning and creation of UAT test plans, execution of the test plans.
* Analyzing the root cause for production issues i.e., from customer end. If possible, providing workarounds to rectify the issue. If not by fixing the code.
* After every successful release merge back production code base to test environments by resolving merge conflicts.
* Developed Omni scripts, Data Raptors, Flex Cards, Layouts, Templates, Actions.
* As per agent requirements implementing the Buttons and required aura components for to resolve customer query’s fast and accurate.
* Creating Reports and Dashboards to showcase customers metrics in interval basis.
* Achieving the business requirement after the implementation and testing.
* Recommend improvements to existing systems and processes.
* Implementation of new processes and technologies.
* Worked on Aura and LWC components for Agent console requirements.
* Lead meetings with stakeholders to review the challenges and opportunities for CRM automation needs – sales, marketing, and many other users of the system.

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| 5. | **Project Name : H3UK Rebus Transformation** | |
| **Client** | Hutchison 3UK | |
| **Role** | Techno Functional Architect / Module Lead | |
| **Organization** | Tech Mahindra, United Kingdom / India | |
| **Duration** | (11/2018) – (02/2020) | |
| **Team Size** | **Project :** 35 | **Module : Sales Cloud/Vlocity** |
| **Technology** | **Salesforce.com, Vlocity** |  |

##### Project Description :

H3UK Rebus Transformation is digital transformation telecommunication project where end-to-end designing is performed by integrating with external systems. H3UK implemented the business functional requirements with Salesforce platform using sales and service cloud for maintaining the customer relationship along with Vlocity managed package.

##### Contribution

As a Team Member, was responsible for

* Attending the Team core meetings where customer specific in detail requirements are discussed.
* Design analysis for the specifications provided by the clients.
* Developing the Technical Low level Designs documents and handed over to the offshore build team.
* Writing the user stories for LLD designs in Octane for build team reference.
* Providing clear explanation about the design documents for the developers whenever needed.
* Developed Omni scripts, Data Raptors, Flex Cards, Layouts, Templates, Actions.
* Worked on Vlocity CPQ to create Products, Pricing, Foundations and Rules.
* Performing POC for the requirements that are discussed during technical requirements meetings.
* Designed overall data loading strategy for Performance org for component testing.
* Designed overall data loading strategy for SIT-A org for end-to-end testing.
* Suggesting Tools to the build team as per the requirements.
* Achieving the business requirement after the implementation and testing.

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| 4. | **Project Name: Netgear Inc** | |
| **Client** | Netgear | |
| **Role** | Sr. Software Engineer | |
| **Organization** | Tech Mahindra, India | |
| **Duration** | (09/2017) – (10/2018) | |
| **Team Size** | **Project :** 18 | **Module : Sales Cloud/Lightning** |
| **Technology** | **Salesforce.com** |  |

##### Project Description :

Netgear Inc.is a global computer networking company based in San Jose, California, in the United States, with additional offices in around 25 other countries. It produces networking hardware for consumers, businesses, and service providers. The company operates in three business segments: retail, commercial, and as a service provider.

Netgear employees can only access internal articles and all external articles displayed in public site. External. Live agent chat is implemented, so that Netgear customers can chat with the support agents. Articles rated and feedback from customers tracked. Reporting implemented to track the articles likes, views and track the agent’s time spent on chats, idle time, chats abandoned. Salesforce APIs created to fetch the internal articles to other Netgear systems, show the most viewed articles, latest published articles, articles mapped to different products.

##### Contribution

As a Team Member, was responsible for

* Developed Agent Helpdesk for users to raise cases by using Lightning.
* Migrated whole salesforce classic project in to Lightning.
* Given Lightning access to users in Profile level.
* Created separate home page layouts in Lightning app builder and assigned these to different types of users.
* As per Readiness report tested and fixed the Lightning issues which are not supported in Lightning experience.
* Analyze and review business, functional, and technical requirements
* Documented and developed code according to specifications and standards
* Prepared test data and plan and conduct basic unit or module testing
* Provided support for quality assurance testing and defect resolution
* Participated in project team meetings and communicate effectively with peers, architects, system analysts, business analysts, project managers, quality control, and across other technology team boundaries, reporting project status as required

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| 3. | **Project Name : Applied Materials** | |
| **Client** | AMAT | |
| **Role** | Sr. Software Engineer | |
| **Organization** | Tech Mahindra, India | |
| **Duration** | (01/2017) – (08/2017) | |
| **Team Size** | **Project :** **10** | **Module : Sales cloud/Lightning** |
| **Technology** | **Salesforce.com** |  |

##### Project Description :

AMAT is the leader in materials engineering solutions used to produce virtually every new chip and advanced display in the world. Our expertise in modifying materials at atomic levels and on an industrial scale enables customers to transform possibilities into reality. At Applied Materials, our innovations make possible the technology shaping the future.

##### Contribution

As a Team Member, was responsible for

* Migrated whole salesforce classic project in to Lightning.
* Given Lightning access to users in Profile level.
* Designed complete home Page for Lightning experience.
* Created separate home page layouts in Lightning app builder and assigned these to different types of users.
* As per Readiness report i have tested and fixed the Lightning issues which are not supported in Lightning experience.

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| 2. | **Project Name : Ritter Communications** | |
| **Client** | Ritter Communications, Jonesboro, USA | |
| **Role** | Sr. Software Engineer | |
| **Organization** | Tech Mahindra, India | |
| **Duration** | (12/2015) – (08/2016) | |
| **Team Size** | **Project :** **8** | **Domain : Telecom** |
| **Technology** | **Salesforce.com** |  |

##### Project Description :

Ritter communications is the leading integrated communications provider in Atlanta (US) and a company of reference among the region’s key telecommunications players for innovation and customer experience. Ritter communications serves both the corporate and consumer markets and delivers cutting-edge fixed line, video and internet services.

##### Contribution

As a Team Member, was responsible for

* Involved in designing, developing and data modeling of the application.
* Maintain and developed custom objects to build new application functionality and tabs in the sales Force .com.
* Created page layouts, search layouts, validation rules, record types, and pick lists among various fields.
* Created lookup and master detail relationships between objects based on requirement.
* Created Triggers, SOQL and SOSL to develop application
* Developed Visual force pages Like Creating Trouble ticket Page and order creation page.
* Performed unit testing.
* Deployed the code by using Force.com IDE from sandbox to production environments.
* Developed Lightning Applications by using Aura components and helper classes and Styles.
* Created user Roles and Profiles and sharing settings
* Used field level security along with page layouts to manage access to certain fields
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.

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| 1. | **Project Name : Firepro Systems** | |
| **Client** | Panasonic | |
| **Role** | Salesforce Developer | |
| **Organization** | Epeople bespoke consulting (p) ltd | |
| **Duration** | (09/2014) – (10/2015) | |
| **Team Size** | **Project :** **15** | **Module: Sales cloud** |
| **Technology** | **Salesforce.com** |  |

##### Project Description :

Firepro systems a part of Panasonic Corporation, Japan ranked 65th on the Fortune 500 list of the largest global corporations, ranked 4th on the Fortune 500 Index of ‘Electronics and Electrical Equipment’s’; and is on Forbes’ World Super 50’ list. Incorporated in 1992, Firepro has been at the forefront of integrated solutions for fire protection, security and building management systems. In the short span of less than two decades, the company has established itself as a thought leader & in the safety and security space. Firepro is a company that has been providing integrated solutions for fire protection, security and building management systems. It takes an integrated approach towards providing fire protection and security and was catering to a fast-moving construction industry. The company went global early and used to get 25% of its revenues from overseas.

##### Contribution

As a Team Member, was responsible for

* Involved in designing, developing and data modeling of the application.
* Maintain and developed custom objects to build new application functionality and tabs in the sales Force .com.
* Created Roles and Profiles for various Department users in the organization.
* Created page layouts, search layouts, validation rules, record types, and pick lists among various field.
* Created the Approval Process, workflows for automate business process.
* Created lookup and master detail relationships between objects based on requirement Used Triggers, SOQL and SOSL to develop application.
* Developed Visual force pages Like Quote for AMC, Quote for Fit outs, Internal Project Order pages.
* Performing unit testing.
* Deploy using Force.com IDE for sandbox to production environments.
* Installed Milestone App for manages projects and tasks for users.