PATAN MAYANA YUSUF ALI KHAN

Software Engineer.

7x Salesforce Certified & 3x Copado Certified

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Work Experience

1. Prodapt Solutions – Software Engineer (Oct 2021 – Present)

- Collaborated with stakeholders and cross-functional teams to gather requirements and troubleshoot bug resolutions in real-time, enhancing customer satisfaction by 99%.
- Established third-party integration with Salesforce and exposed REST resources for payment processing, leveraging Salesforce security protocols.
- Designed and implemented automated workflows and customized sales flows, reusable components, dashboards, custom 360 record pages, and data migration, leveraging Omni Studio and Salesforce components with an overall 70% code contribution.
- Championed best practices in software development, fostering an environment of continuous improvement among team members.
- Optimized system performance through regular code reviews and increased end-user adoption by providing comprehensive training, achieving 100% user adoption of Salesforce over legacy systems.

2. Reliant Vision Group – Software Engineer (Oct 2019 – Jul 2021)

- Resolved a critical system bottleneck by redesigning key database queries and Apex triggers, improving application performance by 60%.
- Designed an automated workflow using process builder and flow, which reduced manual processing tasks by 70% and increased operational efficiency.
- Developed a custom lightning component, enhancing the user interface and increasing user engagement by 40%, resulting in improved adoption rates.
- Enabled informed decision-making through the development of custom reports and dashboards in Salesforce.

Education

1. JNTU university, Anantapur (Apr 2015 – Apr 2019)

   Bachelor of technology (Computer science & engineering)

2. Government junior college, Mulakalacheruvu (Apr 2014 – Apr 2015)

   Senior secondary (Mathematics, Physical sciences)

Skills

Salesforce	Salesforce vlocity	Salesforce admin	Apex
Visualforce	Lightning web components	SOQL/SOSL	Salesforce sales cloud
Salesforce service cloud	Omni studio	Copado	Devops
Angular	Node js	Java script	Rest API
Salesforce industry clouds	HTML 5	CSS 3	Bootstrap
Java	Triggers	UI/UX	Process builder

| Flex cards | Data raptors | Omni scripts | Integration procedures |

Certifications

- Salesforce certified platform developer 1
- Salesforce certified platform developer 2
- Salesforce certified administrator
- Salesforce certified associate
- Copado fundamentals 1 MP

- Salesforce certified java script developer
- Salesforce certified service cloud consultant
- Salesforce certified omni studio developer
- Copado fundaments 1 SFP
- Copado fundamentals 2 MP

Projects

- **Peacock Digital**

  Developed a comprehensive digital platform for automated sales flow to reduce human intervention.

  Technologies: Salesforce CRM, Apex, Visualforce, LWC, Omni Studio.

- **B2B Soft**

  Description: Implemented customized payment solutions to improve data integration.

  Technologies: Lightning Components, Salesforce APIs, RESTful Services

- **LLA Peacock**

  Led the design and deployment of a Salesforce-based system for managing logistics and supply chain operations.

  Technologies: Apex, Visualforce, Process Builder, Omni Studio.

- **Customer 360**

  Created a 360-degree customer view by integrating data from multiple sources to enhance customer service and sales strategies.

  Technologies: Salesforce, Omni Studio, Data Loader

- **Smart Recruitment**

  Developed an automated recruitment management system to optimize hiring processes and track candidate progress.

  Technologies: Salesforce, Lightning Flow, Apex Triggers

Awards & Recognitions

- Rising Rookie Award - Prodapt Solutions, 2021-2022

  Recognized for outstanding performance and significant contributions as a newcomer within the first year.

- Spotlight Award - Prodapt Solutions, 2022-2023

  Awarded for exceptional achievements and continuous high visibility within the organization, contributing to key projects and initiatives.

Strengths

- Adaptability
- Creative Problem Solving
- Conflict Resolution
- Technical Proficiency
- Communication
- Quick Learning

Languages

- English – Native / Proficient
- Hindi – Native / Proficient
- Telugu – Native / Proficient
- Urdu   - Native / Proficient

Interests

- Music
- Photography
- Literature