PATAN MAYANA YUSUF ALI KHAN

Software & Devops Engineer.

6x Salesforce Certified & 3x Copado Certified

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Work Experience

1. Prodapt Solutions – Senior Software Engineer (Oct 2021 – Present)
   - Engaged in close collaboration with stakeholders and cross functional teams to gain a comprehensive understanding of business requirements and deliver tailored solution designs.
   - Contributed 60% of the development effort by creating components, implement and maintain complex workflows, apex, triggers, visual force, lightning web components, omni studio components, core sales and service cloud functionalities, process automation, CRM Functionalities, data validation rules, third-party application integrations using rest/ soap api.
   - Completed 3 projects. written technical documentation, devops component migration and release notes about the core functionalities. Improving the development quality by applying best practices and data quality. designing a suitable solution for complex business logic.
   - Maintained 95% code coverage performing the system integration, unit and glass box testing and listing the unit test cases, following the agile software development model for hassle free delivery of projects and modules.

2. Reliant Vision Group – Software Engineer (Oct 2019 – Jul 2021)
   - Designed and implemented responsive, user-friendly web interfaces that adhere to UX/UI best practices. Completely renovated the Angular applications with angular material in 3 weeks
   - Worked on HTML, CSS, JavaScript, Salesforce, Node-JS and SQL, complex workflows, apex, triggers, visual force, lightning web components, and popular UI frameworks such as React and Angular. Produced Innovative solutions for Shared resources usage effectively. Contributed 70% code development.
   - Collaborated closely with UX designers and back-end developers to create visually appealing and intuitive reports and dashboards sales & approval processes roles and profiles, sharing rules.
   - Adapted to evolving technologies and industry trends to continuously improve the quality of user interfaces and user experiences.

Projects

1. B2BSoft (Mar 2023 – Present)
   Role: Salesforce Vlocity Developer & Devops Engineer.
   Description: B2BSoft is a payment solution integrated for effectively collecting the payments for the orders processed in salesforce.
   Achievements:
   - Implemented real-time payment processing, allowing customers to make payments instantly through secure payment gateways, resulting in quicker order fulfillment.
   - Created automated payment confirmation and receipt generation, reducing administrative work and providing customers with instant proof of payment.
   - Customized payment pages to align with the organization's branding and user experience, resulting in increased trust and user adoption.

Technologies Used: Salesforce, LWC, Apex, REST API, Salesforce Vlocity, Omni Studio etc.

2. LLA Peacock (Jan 2023 - Present)
   Role: Salesforce Vlocity & Sales Engineer & Devops Engineer.
   Description:LLA Peacock is retail store and call center application built on top of Salesforce Communication Cloud for CWC Telcom Network contains streamlined sales flows and order management and other service functionalities
   Achievements:
   - Optimized the sales process within "LLA Peacock," resulting in a 20% reduction in sales cycle duration and an enhanced customer experience.
   - Designed components and custom business logic for complex solutions.
   - Promoted the sandbox development to production implementing Devops CI/CD
   - Enhanced Customer 360 view for more optimal information about customer information for better service provocation
   - Achieved a 95% user adoption rate and increased the overall efficiency of sales teams
   Technologies Used: Salesforce Sales Cloud, Salesforce Communication Cloud, Omni Studio, Salesforce Vlocity , REST API, Apex, Lightning Web Components etc.

3. Customer 360 (Jan 2021 – Jan 2023)
   Role: Salesforce & Vlocity Developer
   Description: Customer 360 is a service level application for CWC Fiber Optics, a prominent network operator in Latin America. Utilized Salesforce's robust automation and customization features to streamline and enhance customer support agent operations
   Achievements:
   - Enhanced the performance of application by 80% by using asynchronous techniques and best practices
   - Created Components, Data Models, Integrated the third-party applications and Legacy Bill System Features into Salesforce Application
   - Created automated workflows and processes within Salesforce, reducing manual data entry and streamlining lead-to-opportunity conversion. This initiative led to a 25% reduction in administrative overhead and a 15% increase in lead conversion rates
   Technologies Used: Salesforce CRM, Apex, LWC, Visualforce, Omni Studio, REST API etc.

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)

Awards & Recognition
- Rising Rookie Award – Prodapt Solutions – 2022
- Spotlight Award – Prodapt Solutions – 2023

Certifications
- Salesforce Technical Engineer - 2024
- Salesforce Certified Service Cloud Consultant - 2023
- Salesforce Certified Platform Developer II - 2023
- Salesforce Certified Administrator – 2023
- Salesforce Certified Platform Developer I - 2022
- Salesforce Certified Omni Studio Developer - 2022
- Salesforce Certified Associate - 2023
- Copado Certified Fundamentals I SFP - 2023

- Copado Certified Fundamentals I MP - 2023
- Copado Certified Fundamentals ll MP - 2023

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

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