MD JUNED ALAM

Lead Engineer

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WORK EXPERIENCE (4.4 Years of Total Experience)

Prodapt Solutions Pvt Limited (August 2021 – Current)
Lead Engineer: Hyderabad, Telangana

Prodapt enables businesses to transform customer engagement and deliver best-in-class service with personalized experiences using Salesforce platform. It bring-in a seasoned workforce to help business formulate strategies, optimize field operations, make insight-driven decisions, and fast-track service delivery.

I joined Prodapt as a Senior Software Engineer and got promoted to Lead Engineer. As per my current designation, I perform following roles and responsibilities:

- Worked with project managers, developers, quality assurance and customers to overcome the technical challenges.
- Reviewed requirements, specifications and technical design documents to identify the problem statement and impact analysis.
- Coordinated with developers to convey the solution approach and ensured the delivery commitment.
- Applied technical ability to resolve the problems and provide timely and meaningful deliverables.
- Integrated downstream systems using REST API to establish communication with Salesforce.

Apalya Technologies Pvt Ltd (August 2019 – July 2021)
Software Engineer: Hyderabad, Telangana

Apalya started with a vision to deliver content across digital devices back in 2005. It started with Mobile Tv and has grown to serve every major telecom in South Asia and Middle East. Since 2015, it is focusing on building and deploying the proprietary OTT platform and being considered as OTT enablers. As per the designation assigned to me, I performed following roles and responsibilities:

- Modified existing project modules to correct coding errors, upgrade interfaces to improve overall performance.
- Improved system performance by making proactive adjustments and resolving bugs.
- Stored, retrieved and manipulated data with MySQL database.
- Integrated external systems using REST APIs.

EDUCATION

- 2017 | M. C. A. | Technical Education & Research Institute P.G. College, Ghazipur (U.P.)- 233001 | 75.88%
- 2014 | B. C. A. | Technical Education & Research Institute P.G. College, Ghazipur (U.P.)- 233001 | 70.00%

TECHNICAL SKILLS

- Vlocity / OmniStudio
- Integration Procedures
- DataRaptors
- OmniScripts
- FlexCards
- Industrial Order Management

- Communication Cloud
- Apex Coding & Testing
- Apex Triggers
- Asynchronous Apex
- Batch Apex
- Apex Integration Services

- Certified Platform Developer I
- Platform API Basics
- REST /SOAP API
- SOQL
- Data Security
- Lightning Web Components

LANGUAGE KNOWN

- **English**   ✓ READ   ✓ WRITE   ✓ Good communication skill
- **Hindi**   ✓ READ   ✓ WRITE   ✓ Good communication skill

PROJECTS

Peacock CRM:

Peacock CRM offers a customer-first experience and shape the customer engagement. It is built on Salesforce Platform which extends the managed package provided by Salesforce Industries (Vlocity) and offers a Customer 360 console in a Salesforce Lightning Application named VU LCPR. The console is used by customer representatives to supply customer's input for required connection into the system so that the request can be decomposed and fulfilled by the downstream system.

It is developed by using Vlocity /OmniStudio components like Flex Card, OmniScript, Integration Procedure and Data Raptor etc. and extending the feature of Salesforce Communication Cloud. The order request is first initiated by executing the OmniScript and the provided inputs get decomposed. Further, the request gets fulfilled by the downstream systems using Integration Procedure while order orchestration.

Myplex:

Myplex is an OTT platform which provides a plug and play solution to media owners, telecom operators, Cable & satellite service providers and broadband ISPs to deepen the relationship with their customers through offering an entertainment service.

It is an integration of multiple web services and user interfaces like web portal, android client and IOS client. It consists of multiple modules such as Subscription Management System, Billing Module, Content Management System, Promotion Module and Customer Relationship Management.