GANGADHARA RAO DIRISALA

SALESFORCE DEVELOPER

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PROFILE

- Have 4 years of experience in developing Salesforce applications and VB.NET applications. Skilled in all phases of Software development lifecycle. Expertise in translating business requirements into technical solutions and delivering beyond customer's expectations.

EXPERIENCE

NTT Data (Feb 2020 > Present)
Salesforce Developer

- I worked part of Honeywell project. And I had opportunity to build some complex flows, UI through screen flows.
- I worked on other automation tools like process builder, workflow rules.
- I worked on Field Service Lightning (Service Cloud) where users can create Service Contracts, Entitlements, Contract Line Items and Cases.
- I worked on functionalities such as apex development, lightning component development and integration.
- I also had the opportunity to work with the POs, Architects to understand the requirement and build technical solutions.

TATA CONSULTANCY SERVICES (Nov 2016 > Jan 2020)
Salesforce Developer (Jan 2018 > Dec 2019)

- I was part of program called OLYMPUS, where we developed application for Citibank NA to serve their retail customers.
- This application helped CITI agents to help with customer queries and requests when they call through IVR system.
- I was part of Verification team, where we built functionalities like Customer Search, Contact Relationship, OTP, displaying verification questions to agents dynamically and displaying high risk verification questions based on levels.
- I had the opportunity to work in Lightning component development, Lightning design development and apex development.
- Had Hands-on experience in administration setup, e.g., managing users, security controls, and data as well as creating roles, profiles, and reports.
- I also implemented REST API connection from salesforce to third party microservices which in turn connected to systems like First data source (FDR), S4.
- I also worked in designing custom objects, custom fields, picklists, page layouts, workflow, approval processes, validation rules, custom tabs, reports, dashboards, and email generation according to application requirements.

.NET Developer (Jan 2017 > Dec 2017)

- **RPLID** is a front-end desktop system which has been used by Citibank NA to serve their retail customers. This application helps CITI agents to help with customer queries and requests when they call through IVR system.
- I had been part of several projects on RPLID application which interacts with all back-end systems like First data source (FDR), Solviture4(S4) and some supporting systems like Rapid Cycle tool flow, IVR, First Disputes.
- I worked on **Project Jelly** where L.L. Bean partner was on-boarded to Citi Retail Services (CRS) and as part of this project RPLID was modified to serve all L.L. Bean customers.
- I was part of a project called **Commonwealth** which is a web-based application to unify all payments from different front-end systems to one application there by avoiding changes in multiple systems as all changes can be made to one system.
- I worked in integrating all payments and disputes windows in RPLID application to make callouts to the new Web based application and move away from the legacy windows.
- I was part of **Regression activities** where we worked towards the testing of the project at release level to ensure that none of the existing functionality is broken while building new functionalities. We also worked towards the stability of the infrastructure and worked with several backend teams to help during the outage/downtime.

SKILLS

Technical Skills
- **Languages and Framework:** SLDS, Apex, Aura framework, Java, Java script HTML, CSS, .Net.
- **Methodologies and Development Tools:** Waterfall Approach, Agile software development, Microsoft Visual Studio Code, Salesforce CLI, JIRA, Confluence, Bitbucket, HP Quality Assurance, Rational Team Concert (RTC).
- **Databases:** Oracle, SQL Server 2010, SOQL.
- **Certifications:**
  - Salesforce Certified Administrator (Certification id :19747289)
  - Flosum Certified Professional (Certification Id: 0000025948)

Languages
- English
- Telugu

EDUCATION

- **B.Tech.**
  G.V.P. College of Engineering (Autonomous), Visakhapatnam.
  Percentage: 73.19
  Year of Passing: 2016
- **Intermediate**
  Sri Chaitanya Jr. College, Vijayawada.
  Percentage: 96.5
  Year of Passing: 2012

- **10th Grade**
  Z.P. High School, Umamaheswara Puram.
  Percentage: 86.5
  Year of Passing: 2010