



## Shivamurthi Bennurmth

Contact No: +91 - 8123059513

Email: [shivabennurmth@gmail.com](mailto:shivabennurmth@gmail.com)

### EXPERIENCE

Experience	Designation
May 2016 to Till date	Associate at Cognizant Technology Solutions, Bengaluru.

### CAREER SUMMARY

#### Abbott Health Care (August, 2019 - Present)

Worked as a Salesforce Developer:

- Overall 6.9 years of experience in IT software development.
- 3.8+ years of Experience with **Salesforce OOTB features and Force.com platform (Salesforce)**.
- Implemented new functionality and modified existing functionality using Apex development involving **Apex class, Apex Triggers, Salesforce Flows** for various functional needs in the application.
- Worked on **SOQL, Asynchronous Apex**.
- Completed various UI changes regarding new functional implementation using Salesforce Lightning Web Component (**Salesforce LWC**).
- Responsible as a backup support during Hypercare and solved more than 10 incidents on portal.
- Worked on basic level of Apex integration using **Rest API**.
- Proficient knowledge of **governor limits** experienced in optimization of existing code in according to the **governor limits**.
- Experienced in configuring in **users, profiles, roles and permissions**.
- Experience on **HP ALM (Application Lifecycle Management)** which is a test management and Application Life cycle Management tool where execution of dry run and validation can be carried out including Pre and Post Approvals during Salesforce Releases.

### CERTIFICATION:

- **SALESFORCE CERTIFIED PLATFORM DEVELOPER – I.**
- **SALESFORCE CERTIFIED ADMINISTRATOR.**

### EXPERIENCE SUMMARY

**Client:** Abbott Life science

**Title:** Electronic Complaint Handling Systems

**Description:**

This is a Product experience complaint handling system for the AV divisions. Complaint of the AV Products are logged into the application. The system provides the ability to evaluate and investigate customer complaints and submit reportable complaints to the appropriate regulatory authorities.



<b>Duration</b>	January 2019 – Present
<b>Client</b>	US Based Complaint Handling Company
<b>Organization</b>	<b>Cognizant Technology Solutions</b>
<b>Role</b>	Salesforce Developer
<b>Technology used</b>	<b>Salesforce Force.com, Salesforce Administration, HP Quality Center</b>
<b>Components Used</b>	Apex class, Triggers, Asynchronous Apex, Profiles, Salesforce Flows, Salesforce LWC, and Permission sets, Roles, Sharing Rules.

#### Responsibilities:

- Created custom objects to store the organization’s data as per the business requirement.
- Worked on Data Loader for insert, update, upsert and bulk import or export of data from Salesforce.com objects.
- Worked on Triggers, Production issues and defects reported in validation Testing
- Build lighting component tab for Salesforce and custom application in Lightning experience.
- Interacted with the business and resolved their issues.
- Worked on Lookup and Master-Detail relationships on the object.
- Involved in Unit and Regression Testing using HP ALM.
- Error Log and Apex Job Monitoring.
- Trained the fresher’s technically and leading the team of 3 members. Guiding the team in resolving the critical issues.

#### Project -2

**Client:** Abbott Life science

**Domain:** Quality

#### PROJECT DESCRIPTION

Client is a leading Swedish Telecom company; they have a portal called Order Management for Customers which uses Salesforce CRM platform to manage the Customer medical Data and manage the customer operations.

#### Responsibility

- Created custom objects to store the organization’s data as per the business requirement.
- Created Fields, Page layout, Tabs, Custom Objects, Workflow Rules, and other Salesforce standard features.
- Profile Settings, Record Types and Sharing rules were implemented to ensure that the current implementation will not make any impact or disturbance to the ongoing business of client.
- Workflow process automation, Reports.
- Worked on Triggers, User stories & Production issues.
- Interacted with the business and resolved their issues. Attended the Daily Scrum call to discuss the different issues in the project

#### Project - 3

**Title:** CM Duals Implementation

#### Description:

Caremore is a healthcare delivery system and it is division of Anthem. Based on ITR from business, the application will be developed and enhanced. Worked on all kind of healthcare modules like Member, provider and Claims.

<b>Duration</b>	Jun 2016 – Jan 2019
<b>Client</b>	US Based Healthcare Company
<b>Organization</b>	Cognizant Technology Solutions
<b>Role</b>	ASP.Net Developer, SSIS Packages, SQL(Facets)
<b>Technology used</b>	ASP.Net, SSIS, SQL(Facets), CSS, HTML



## ROLES

- Participation in requirements gathering, analysis and estimation. Coordination with onsite POC's for clarification and design approvals.
- Prepared the Low level design document for the application.
- Achieved spot award from Quality Team project in Salesforce.

## ACADEMIC DETAILS

June 2015	<b>B.E [E.C.E]</b>	GM Institute of Technology. Davanagere.	Secured Aggregate of 70%
March 2011	<b>HSC (XII)</b>	Nuthan Pre-University Science College. Davanagere.	Secured 83.3%
April 2009	<b>SSLC (X)</b>	STJHS, Anubhava Mantapa, Davanagere.	Secured 85.3%

## PERSONAL DETAILS

Date of Birth : 18-Dec-1993  
Father's Name : Channaiah Bennurmath

## DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Shivamurthi Bennurmath