VENKATA NARESH THATHA

SALESFORCE CERTIFIED — Platform Developer I
SALESFORCE CERTIFIED — Administrator

Email:tvnaresh@gmail.com
Mobile: +91-9535425165
Location: Hyderabad, India

SALESFORCE DEVELOPER

Accomplished, multifaceted, SALESFORCE Consultant with over 6+ years of experience (total 12+ years' IT experience) in developing and administering Salesforce CRM application. (Earlier worked on Java /ETL Technologies).Crypto Enthusiast.

- SFDC Development
- SFDC Configuration/Customization
- SFDC Administration
- SFDC Testing

- Force.Com, Apex, Triggers, SOQL, JAVA
- Visual Force
- Apex Data Loader, Controller Classes
- Trouble Shooting

PROFESSIONAL EXPERIENCE

Salesforce Experience:

- Having about 6+ years of experience in Salesforce Development and Administration.
- SFDC Administration - Involved in SFDC User Management, Roles, Profiles, Security and sharing rules, Creating Reports and Dashboards.
- Worked on four Implementations in **Service Cloud.** Worked on one implementation in **Community Cloud** and **Sales Cloud.**
- SFDC Configuration/Customization- Involved in Creation of User Interfaces, Page Layouts, Tabs, Custom Fields, Custom Objects, Public Groups etc.
- Set up business process for Cases, Opportunities, based on owners
- Experienced in **data loader** for SFDC standard objects, custom objects. Used different data tools like Apex Data loader, SFDC Data Export etc.
- SFDC Development – Experience with **Apex, Visual Force**, **SOQL, SOSL**, **Batch Apex, Scheduled Jobs, JavaScript, Code Reviews**
- Deployment experience using **Visual Code, Eclipse**, **SVN, Jenkins, Change Sets** and manual configuration into live **production environments.**
- Working Knowledge of Integration with **SOAP** & **Rest Web services** including **WS- Security**
- Experience over creating workflows, approval processes, validation rules, and sharing rules.
- Designed, Developed and Deployed Apex classes, Controller Classes and Apex Triggers for various Functional needs in the application.
- Basic Knowledge of **Lightning and Lightning Web Components**
- Worked in **UK (for 7 months), USA (3 months) and Ireland (1 month)**
- Knowledge of **German Language (B1 certified)**

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Other Experience:

- Hands on Web Development using core Java, JSP, Servlets, HTML 5, CSS, Tomcat, Web Sphere
- Team lead experience
- Good hands on experience on Oracle 9i, SQL Server 2008 R2 databases
- Hands on experience on Microsoft Team Foundation Server 2012, HP Agile Manager,Jira
- Worked on Eclipse, SQL Developer, Toad, Maven, Jenkins, SVN, Change sets
- Received **Insta Award** in 2016 from Infosys
- Received **Delighted Customer Award from KPIT** in 2012
- Good understanding of Software Development Life Cycle (SDLC) & Software Testing Life Cycle (STLC).
- Good experience in Waterfall and Agile (Scrum) development methodologies.
- Knowledge of Traceability Matrix, Requirement coverage.
- Hands on experience on HP Service Test 11.2 and SOAP UI 4.5.1
- Working Knowledge of UNIX (HP-UX).
- Good hands on experience on Control-M, Tidal.
- Excellent **Client Communication**.
- Knowledge of XML.
- Knowledge of Block **Chain** based technologies including **Bitcoin, Cryptography, Wallets, Corda, Ethereum, Smart Contracts.**

FORMAL EDUCATION & CERTIFICATIONS

Bachelor of Technology, Jawaharlal Nehru Technological University**,** Hyderabad, India
Major: Computer Science and Information Technology
NPTEL: Certified in BlockChain Architecture and Design Use Cases from IIT Madras (12 weeks)

CAREER PROGRESSION

Employer	From Date	To Date	Designation/Role
Scarlet Wireless India Pvt ltd	02/07/2018	Till Date	Senior Salesforce Developer
Infosys Ltd, Hyderabad	31/12/2015	22/09/ 2017	Technical Lead
KPIT Technologies, Bangalore	11/10/2012	22/12/2015	Senior Engineer
Volantis Technologies, Bangalore	13/02/2012	10/10/2012	Senior Software Engineer
Wipro Technologies, Hyderabad	21/09/2005	04/06/2010	Senior Software Engineer

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COMPUTER SYSTEMS AND LANGUAGES

TECHNICAL SKILLS:

Languages : Force.com, Apex, SOQL, SOSL, Java
Web Technologies : Sales force CRM, Visual force, HTML, Web Services, JavaScript
Development Tools : Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com
Platform (Sandbox & Production), Eclipse IDE,Visual Code
Operating Systems : UNIX, Windows
DBMS Package : MS SQL Server 2008 R2, Oracle 12g

LATEST PROJECT EXPERIENCE

PROJECT 5: Service Connect CRM

Project Name : **Service Connect**
 Client : Alight, USA
Description:
Alight, a leading provider of benefits administration and cloud-based HR and financial solutions, enhances work and life through their service, technology and data. As part of Customer Service and other back office support, Service Connect customized into Service Cloud used by more than 3500 internal users and 20000+ external users serving more than 50+ clients across geographies.

Responsibilities:

- ❖ Responsible for code level changes, configuration changes for the Service Connect Application.
- ❖ Worked on 4 major Releases for Service Cloud, Community Cloud Implementation ,Vendor Release
- ❖ Responsible for deployment of hotfixes using Change sets, SVN, Jenkins and other internal tools as applicable.
- ❖ Part of the developer support to look into issues at L2 level.
- ❖ Handling major incidents and contacting Salesforce premiums support as required for issues
- ❖ To configure and work with client specialists in configuring the service cloud based on the client needs.

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PROJECT 4: Health Care Management

Project Name   **:** HealthCare management
 Client   **:** DJO Global, USA
Description:
DJO Global, Inc. is a leading global provider of high quality, orthopedic devices, with a broad range of products used for rehabilitation, pain management and physical therapy. They also develop, manufacture and distribute a broad range of surgical reconstructive implant products. They are the largest non-surgical orthopedic rehabilitation device company in the United States and among the largest globally

Responsibilities:

- ❖ Responsible for Business Communications, Project Design, Development and Deployment of the Cloud solutions with robust Agile Practices.
- ❖ Experience working around one Sales Cloud Implementation and production support.
- ❖ Developing and Customizing Sales with Salesforce.com out of the box features comprising of standard objects, custom objects, standard fields, custom fields, relationships, page layouts, record types, workflows and approval processes to meet complex business requirements.
- ❖ Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API and SOAP API.
- ❖ Handling major incidents if any in production as needed
- ❖ Participating in daily scrum calls and client meetings, code reviews.

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PROJECT 3: Install Base Single View

Project Name   **:** IBSV
 Client   **:** HPE, USA
Description:

Overall project goal is to build a scalable Installed Based User Interface that allows for dynamic ad hoc and pre-defined analysis of the Direct and Indirect IB "Tech Refresh" opportunities. IBSV delivers the ability to analyze, perform comparisons and trending analysis of historical Installed Base data (Direct and Indirect). Allows HP sales community / channel partner to access a consistent set of data presented in an integrated and pertinent manner that gives them an end-to-end view of Installed Base data or commonly referred to as Installed Base Single View (IBSV).

Responsibilities:

- ❖ Responsible for onsite and offshore co-ordination.
- ❖ Experience working for one Sales Cloud Implementation.
- ❖ Developing and Customizing Sales Cloud apps with Salesforce.com out of the box features comprising of standard objects, custom objects, standard fields, custom fields, relationships, page layouts, record types, workflows and approval processes to meet complex business requirements.
- ❖ Created Work Flows, Public Groups, Batch Jobs, Apex Classes, Validation Rules.
- ❖ Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with REST API.

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PROJECT 2: Compliance Validation Service

Project Name   **:** IBSV
 Client   **:** HPE, Ireland
Description:

Fraud and Grey Marketing hurts the HP Brand. Historically manual internal efforts used by HP to

- Receive Tips
- Conduct Investigations
- Data analyzed on case-by-case basis
- Understand Modus Operandi (MO's)
- Work to Recoup Losses

❖ This approach makes it hard to identify and recoup the loss (if at all in some cases) and puts the HP Brand at risk. Fraud Prevention efforts need to be done further upstream prior to order fulfillment to better protect HP, our customers and our partners.

❖ To Increase the ability to proactively identify and remedy Fraud and Grey Marketing activities through the integration of key sales order data attributes in EMEA Fusion with the CVS Fraud detection service before orders are fulfilled.

Responsibilities:

❖ Responsible for onsite and offshore co-ordination.
❖ Understanding user stories from TFS 2012.
❖ Developing web components for CVS using core Java ,web services,Eclipse
❖ Creating Business rules in CVS based on requirements
❖ Responsible for Unit Testing and Deployment

PROJECT 1: UK Postal Code Correction

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Project Name	**:** Postal Code	
Client	**: CapitalOne**, UK	
Description:		

Capital One – UK is losing millions of pounds since it is not eligible for royal mail discount that is applicable for envelopes with proper postcodes. This project is to update the redundant spaces for the zip codes in the database to old and new data coming into Vectus database in various environments.

Responsibilities:

- ❖ Responsible for maintaining the existing codebase by modifying based on requirements
- ❖ Client Interaction.
- ❖ Using PL/SQL scripts to modify the Capitalone PostalCode Datatables.
- ❖ Deployment to UAT.
- ❖ Responsible for Unit Testing.