



Mallikarjun Uppala

Salesforce Administrator/Developer & Java Developer

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HIGHLIGHTS OF QUALIFICATIONS:

- Around 4+ years of experience in IT industry which includes 2.5 Years in Java platform and 2 Years in Salesforce Platform.

Salesforce Experience:

- Advanced understanding of Salesforce applications, such as Sales Cloud, Service Cloud and Salesforce Platform.
- Have created custom Objects & Tabs, Custom Fields, Implemented Security and Sharing Rules at Object, Field and Record level.
- Expertise at administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Record Types and Page Layouts, Tasks and Events, Public Groups, Email notification and Templates.
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
- Good working experience in Service Cloud, implementation of Live Agent and Knowledgebase Management.
- Expert in creating complex Reports and Dashboards for Business Users.
- Good Experience in Salesforce Configuration, Workflows & Approval Process, Validation Rules, Lead Assignment Rules, Process Builder, Public Groups, Custom Settings.
- Experience on Web-to-Lead, Web-to-Case and Email-to-Case.
- Good Knowledge in Visual force pages, HTML, CSS, Apex Classes, Apex Triggers.
- Good exposure in Salesforce Lightning.
- Expert in designing Technical Design Documents (TDD).
- Participated in all stages of Software Development Life Cycle (SDFC) - System Analysis, Design, Development and Testing Expertise.

Java Experience:

- Have 2.5 years of experience in Java, which includes 1 year in production Support.
- Good knowledge in Java and J2EE. Developed web applications with various with good experience with project management tool Maven Oracle, SQL Server, DB2.
- Experienced in all aspects of SDLC - requirement analysis, design, development, testing, implementation & maintenance of Projects.
- Perform Root Cause Analysis for high severity tickets and ensure the availability of highly critical business environment by performing health checks and resolving technical problems with code.
- Have good experience in working IDEs/tools such as RAD, Eclipse, Jira, Servicenow and Web Sphere Application Server.
- Expert in Insurance business domain (Property & Casualty).

PROFESSIONAL EXPERIENCE:

- Working as Salesforce Administrator for **Cognizant Technology Solutions**, Chennai from Nov 2018 to till date.
- Worked as Programmer Analyst in Java for **Cognizant Technology Solutions**, Chennai from June 2016 to October 2018.

PROJECT EXPERIENCE:

Project Title: BCBS (Blue Cross Blue Shield)	
Role	Salesforce Administrator Developer (July 2019 – Till date)
Internal Project Description	<p>BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. In addition, we have used many custom objects; automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.</p> <p>We are working on classic to Lightning migration phase now.</p>
Contribution/ Responsibilities	<ul style="list-style-type: none"> • Involved in SFDC application setup and customization to match the functional needs of the Company • Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement. • Analysed the business process of client and then involved in creating the application and data model required for the requirement. • Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement. • Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. • Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management. • Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary. • Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization. • Responsible for setting up Filed Level Security.

	<ul style="list-style-type: none"> • Developed custom Workflows and Assignment Rules for case escalation. • Implemented Field Level security for sensitive data holder fields. • Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions. • Created and used Email templates in HTML and Visualforce. • Involved in end-to-end testing and gathering feedback from business users • Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.
Project Title/Client:	Knowledgebase Implementation (TE Connectivity)
Role	Salesforce Administrator/Developer (Feb2019 - June 2019)
Project Description	<p>This project is about Implementation of Salesforce knowledge database for Tyco Electronics, so that members of the Channel Business Unit can start organizing knowledge that is scattered across various cases, mails, outlook folders etc. Creation of knowledgebase in Salesforce along with possible aggregation of knowledge database available in other external sources will provide a unique feature to Channel members where they can search for any information that is required to help customers.</p>
Contribution/ Responsibilities	<ul style="list-style-type: none"> • Involved in daily meetings with clients to gather information related to Technical use cases. • Worked on Salesforce Knowledge object features like Enable Knowledge Permissions, Data Categories, Knowledge Object Setup, Knowledge Setting, Knowledge Article Actions, Article Types & related Page layouts, Article Management and Knowledge Sidebar in Classic & Lightning Service Console. • Managed User and Profile setup along with permissions and creation of Objects, Fields and Custom Report Types for Reports& Dashboards. • Developed the requirement to Create, Submit, Publish, Archive, Maintain, Delete & Approve knowledge articles by using Queues, Permission Sets, Custom Permissions, Email Templates and Approval process to route the Articles for approval. • Developed custom functionality to create Articles from Case in Classic& Lightning using VF Pages, Apex and Lightning Components. • Implemented Synonym & Fuzzy Search, Promoted Search

	<p>functionality and Multi Language Support functionalities.</p> <ul style="list-style-type: none"> Used Data loader for Articles Import and Export and worked on Import & Export Articles Translation. Involved in Warranty support after production deployment.
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Project Title/Client:	Live Agent Implementation (TE Connectivity)
Role	Salesforce Administrator/Developer (Nov 2018- Feb 2019)
Project Description	This project is about Implementation of Live Agent: Provided a new servicing channel to reduce the time and cost of supporting customer to Business Stream.
Contribution/ Responsibilities	<ul style="list-style-type: none"> Involved in requirement gathering and implementation of Live agent for service console. Created Technical Design Document. Involved in Live Agent Configuration and Customization including Omni-channel configuration. Deployed the components using Change Sets. Performed Pre- and Post-deployment activities for Live Agent in different environments. Created User guide, Troubleshooting and Deployment workbook for the implementation of Live Agent. Handled production support by resolving the issues.

Project Title:	Chubb (ACE) Insurance (Underwriting Portal) (Sep 2016 to Oct 2018)
Role	Programmer Analyst (Java)
Project Description	CHUBB/ACE is a P&C Insurance company in the UK has different legacy source systems as its policy administration system's (Genius, Meridian, Apollo and Gennext) spreading across all geographic locations in world. The objective of the project is to integrate the all source systems into single system (Underwriting portal), where users can perform, and all transactions related the policy issued and user friendly.
Contribution/ Responsibilities	<p>Team #1: Incident Management team, Casualty Underwriter portal:</p> <ul style="list-style-type: none"> Understand, interpret and clarify functional requirements Analyze and identify impact of concerns raised by users Plan and Provide required support to implement appropriate fix Sanity Testing in different environments and providing work around for issues occurred based on project requirements. Ensuring zero defect coding, thus avoiding regression bugs and reworks. Rework on the code based on code review / defects raised in unit testing or any other relevant testing phases and analyze the root cause of the underlying issues

Team #2: Developer, Property Underwriter Portal

- Requirement Analysis and design implementation
- Development, debugging and defect fixing
- Integrating different modules perform unit test and prepared the unit test plan document.
- Ensuring zero defect coding, thus avoiding regression bugs and reworks.
- Conducting KT's on coding design, domain specific tools, flows and practices.
- Take ownership and develop the application module from scratch as well as providing major/ minor enhancements based on client requirements.
- Coordinating with various onsite/ offshore teams and product owners to ensure that the product delivered meets the requirements.
- Ensuring successful completion and prompt delivery of the product to the client.

Team #3: Developer, Multinational Underwriter Portal

- Requirement Analysis and design implementation
- Integrating different modules, perform unit test and prepared the unit test plan document.
- Ensuring zero defect coding, thus avoiding regression bugs and reworks.
- Conducting KT's on coding design, domain specific tools, flows and practices.
- Take ownership and develop the application module from scratch as well as providing major/ minor enhancements based on client requirements.
- Coordinating with various onsite/ offshore teams and product owners to ensure that the product delivered meets the requirements.

Team #4: Developer, Financial Lines Underwriter Portal

- Discussion of Requirement and Analysis on implementation patterns.
- Developing Java code within programming standards and follow agile practice.
- Bug Fixing in Java codes.
- Checking in and managing code base in GitHub.

Team #5: Incident Management team, Underwriter portal (Property, Casualty and Package)

- Close interaction with client to resolve production incidents tickets, following Kanban process.

	<ul style="list-style-type: none"> • Code development and manual testing for production problem tickets. • Understand, interpret and clarify functional requirements • Analyze and identify impact of concerns raised by users
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CERTIFICATIONS & AWARDS:

1. Certified in Salesforce Administrator
2. Certified in Salesforce Platform Developer - I

EDUCATIONAL QUALIFICATIONS:

Degree	Specialization	University	Year of passing	Percentage
B E	Aeronautical	Satyabhama University, Chennai	2016	70 %
Intermediate	MPC	Narayana Junior College, Hyderabad	2012	92.1 %
SSC	NA	Gowtham Model School	2010	76 %

PERSONAL INFORMATION:

- Date of Birth : 14 July 1995
- Father's name : Uppala Karunaker
- Nationality : Indian
- Languages Known : English, Telugu, Hindi and Tamil

CAREER OBJECTIVE:

To be part of an organization, where I can utilize my Knowledge, Skills and attitude for mutual gains and I establish my career in the field of Salesforce Developer.

Date: 30 November, 2020

(Mallikarjun Uppala)

Place: Chennai