

## Venkata Kiran Katragadda

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## Salesforce Vlocity Developer

### PROFILE SUMMARY

- A result-oriented professional with **4.5 years'** experience in **sales and service cloud** application development & enhancement, service delivery and client relationship management in Insurance ,Telcom and Public sector.
- Insightful knowledge of Salesforce Classic Customizations,Administrative,**Vlocity** activities.
- Delivered applications across Salesforce Classic using Objects, Custom Apps, Layouts, Tabs, Validation Rules, Workflows .
- Experienced in Apex Classes, Apex triggers.
- Experience in Client Demo and Presentations.
- Involved in Bug Tracking and Requirements estimation tracking using tools like **JIRA ,JFM & salesforce.**
- Experience in Agile Methodology.
- Excellent team Player with good communication and interpersonal skills.
- Self- motivated individual with strong technical and learning skills

### TECHNICAL SKILLS

- **Programming Languages:** APEX , HTML.
- **CRM Tool:** Salesforce.com

### EMPLOYMENT DETAILS

**May 22-Till now Wipro Limited ,Hyderabad**  
*Involved in Developing and maintaining applications.*

|              |                             |
|--------------|-----------------------------|
| Client       | Australian and German       |
| Role         | Salesforce Developer        |
| Organization | <b>Wipro Ltd, Hyderabad</b> |
| Languages    | SalesForce, Apex            |
| Methodology  | Agile                       |
| Team Size    | 11                          |

### Key Responsibilities:

- Spearheaded the development of custom Salesforce solutions on **sales cloud** that streamlined business processes and increased efficiency.
- Designed and implemented **Salesforce custom objects, fields and record types** resulting in a significant increase in data accuracy and efficiency.
- Configured and customized Salesforce features including **security, sharing rules, and data validation** to ensure data accuracy and security.
- Created **Approval Processes,Email to Case** functionalities.
- Created **Record Trggered Flows,Screen flows** and **Validation rules.**
- Created **Triggers, Apex Classes.**
- Created **Batch Classes .**
- Experience on **Test Classes** for code coverage.
- Writing queries using **SOQL** and **SOSL.**
- Implemented custom user interfaces using **FlexCards** and **Omniscripts** resulting in an improved user experience.

- Created multiple **dataraptors** and **Integration Procedures**.
- Worked on various **Apex integrations** to connect with external applications.
- Worked On **Context Rules**.
- Created multiple **lightning web components**.
- Created **Dynamic Forms,PageLayouts**.
- Created **Quick Actions,Buttons**
- Deployments using **CI/CD** pipeline and **Changesets** .

**Aug' 21- Feb' 22 with People Prime world wide  
Ltd.,Hyderabad**  
*Involved in maintaining and supporting vendor-based applications.*

| Project Title | Telefonica           |
|---------------|----------------------|
| Client        | German               |
| Role          | Salesforce Developer |
| Tool          | Vlocity              |
| Methodology   | Agile methodologies  |
| Team Size     | 9                    |

**Duration:** 6.5 months

**Key Responsibilities:**

- Implemented custom user interfaces using **FlexCards** and **Omniscrpts** resulting in an improved user experience.
- Created multiple **dataraptors** and **Integration Procedures**.
- Created **Calculation matrices**.
- Created **Workflow Rules and Email alerts** to notify the Requestor.
- Created **Email Templates**.
- Deployments using **CI/CD** pipeline .

**May2019–Aug 21 with Grorich Tentsystems Pvt Ltd.,Bangalore**  
*Involved in maintaining and supporting vendor-based applications*

| Project Title | BCBS                 |
|---------------|----------------------|
| Client        | US                   |
| Role          | Salesforce Developer |
| Tool          | Salesforce CRM       |
| Methodology   | Agile methodologies  |
| Team Size     | 9                    |

**Key Responsibilities:**

- Developing the **Support Request Forms using Visual Force and Apex Classes** for submitting the Query Request Details.
- Developing requirements specifications and preparing Functional Specification and Technical Specification.
- Designed and deployed **Apex Classes, Triggers** for various functional needs in the application.
- Designed the **Workflow Rules and Email alerts** to notify the Requestor.
- Migrate the data in excel sheets into Salesforce org using **Import/Export Wizard** and **Data Loader**.
- Involved in design discussions and worked with the user group for requirement gathering throughout the planning and implementation.
- Developed various **Triggers, Apex Classes, Visualforce pages** to fulfil business requirements.

**EDUCATION**

- M.Tech in power systems from BVCIT Batlapalem , E.G.D.T AP (December 2017) 65%.

