Rahul Baddam

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CERTIFIED Administrator **CERTIFIED** Platform Developer I

Education

B.Tech Computer Science   May 2018
JNTU Hyderabad.

Intermediate   April 2012
Narayana Junior College, Hyderabad

SSC   March 2010
Siddartha High School, Jagtial

Employment

Software Engineer   May 2019 to Sep 2022
Accenture India Private Limited

Senior Associate Technical support   Oct 2018 to Apr 2019
Tech Mahindra Private Limited

Senior eSupport Officer   Jan 2017 to July 2018
Knoah Solutions Private Limited

Software Engineer   Feb 2021 to Sep 2022
Client: Complex Care Solutions

Complex Care Solutions excels at delivering high-touch, high-value assessment and care management services for health plans of the United States including Puerto Rico. Synaptic services provided the Salesforce platform for Scheduling appointments, Care Management forms, Care Planning, House call forms, Coding services, Operational Reporting, Audit services, Assessment PDF generation and escalations. We supported synaptic services with Administration and customization tasks.

Environment: Force.com Platform, Standard Objects, Custom Objects, SOQL, OSL, Report Types, Dashboards, Apex Data Loader, Eclipse, Flows, Force.com IDE, DeveloperConsole, Data Import/Export, Batch Apex, Apex Classes, Triggers, Flow builder, Lightning, LWC.

Responsibilities:
✓ Created custom applications on Force.com Platform for multiple business requirements.
✓ Created a user interface for custom applications using the Custom Objects, Custom Tabs, Page Layouts, Record Types and Customization options.
✓ Created Workflows rules with field updating actions and validations and Created complex Validation rules based on business requirements.
✓ Created Apex classes, components and triggers with 100% code coverage using test classes.
✓ create record trigger flow and screen flows as per business requirements.
✓ Worked on lightning web components (LWC) for creating UI pages.

Skills

Salesforce CRM

Apex Triggers

Apex Batch Programming

Force.com

SOQL

SOSL

Rest API

Lighting

LWC

HTML

Java Script

CSS

Agile

Languages

English

Hindi

Telugu

Achievements

✓ Recognized and awarded the "OPA - OutPerformer" award for maintaining best performance at Accenture, and the "Bravo" award for maintaining excellent metrics at Knoah Solution Pvt Ltd.
✓ Event organizer at school and college level.
✓ Participated in College level Cricket tournament competitions.

Associate Software Engineer   May 2019 to Jan 2021

Client: Direct Capital, Hyderabd

Direct Capital is a small business lender committed to serve small businesses and making the financing process as smooth as possible to help those businesses grow. With more than 20 years in business, it is a trusted lender with knowledge of almost every industry. Aim was to implement Case Management System and Internal Expense Tracking.

Environment: Force.com Platform, Standard Objects, Custom Objects, SOQL, SOSL, Report Types, Dashboards, Apex Data Loader, Eclipse, Flows, Force.com IDE, Validation Rules, Record Types, List Views, Page Layouts, Tabs, Apps, Workflows & Approvals, Permission Sets, Profiles, Public Groups, Sharing Rules, Queues, Developer Console, Data Import/Export, and Chatter, Batch Apex, Apex Classes, Custom Controllers, Controller Extensions, Triggers.

Responsibilities:

✓ Interacted with various business users to gather the requirements, documented the requirements, and developed design documents to suit business needs.
✓ Created custom applications on Force.com Platform for multiple business requirements.
✓ Created a user interface for custom applications using the Custom Objects, Custom Tabs, Page Layouts, Record Types and Customization options.
✓ Created Custom Fields, Custom Reports, Triggers, Field help, Custom Formulas and Field History Tracking.
✓ Used Master-Detail relationship, Lookup relationship, Lookup filters, Roll-Up Summary in master detail relationships.
✓ Developed Custom List Views and assigned them to respective public groups based on the criteria.
✓ Created Profiles, Permission Sets, sharing rules, public groups and Apex Managed Sharing.
✓ Using Data Loader for insert, update, and bulk import or export of data from Salesforce Objects.

Senior Associate Technical support   Dec 2018 to Apr 2019

Tech Mahindra Private Limited

Project : Verizon Fios, USA

Verizon Fios is a bundled Internet access, telephone and phone services provider that operates over a fiber-optic communications network with over 5 millions customers in 9 U.S. states. Aim was to be knowledgeable on ins and outs of the company and provide technical support for customer service issues. And Updating self-help documents (Community forums) so that customers can try to solve problems themselves by reading the forums.

Senior eSupport Officer   Jan 2017 to July 2018

Knoah Solution Private Limited

Project : Spectrum (Charter Communications), USA

Spectrum is a Charter Communications brand that was launched in 2014 to market consumer cable television, Internet, and phone services across the USA. We are involved in analyzing and resolving various customer service-related issues, and developing the resolution frameworks on public forums.

Strengths

➢ Ability to work in a fast and challenging environment.
➢ Strong understanding of client requirements, client experience
➢ Hard worker and very determined to complete the deliverables on time
➢ Ready to take extra responsibilities in emergency.
➢ Willing to learn and explore on the latest technologies with respect to Development.

Hobbies

Cricket   Badminton   Photography