PERALA
PRASHANTH RAO

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Functional Skills

- ➢ Requirements Analysis.
- ➢ Solution Design.
- ➢ Application Development & Integration.
- ➢ Team Collaboration.

Technical Skills

- ➢ Salesforce Development, Service & Experience Clouds
- ➢ HTML, CSS & JavaScript
- ➢ Apex Trigger, Apex Class & Asynchronous Apex
- ➢ Platform Events
- ➢ Apex Integration - REST and SOAP
- ➢ Lightning Web Components, Aura Components & Visual Force Pages
- ➢ Lightning Flows, Process Builder, Workflow
- ➢ Batch Jobs & Web Services
- ➢ SFDX, GIT, Bitbucket, CI/CD & Change Sets

Education

- ➢ Bachelor of Engineering in Electronics and Communications Engineering 2012-2017**- Sree Chaitanya Institute of Technological Science**

Certifications

- ➢ Salesforce Certified Administrator
- ➢ Salesforce Certified JavaScript Developer
- ➢ Salesforce Certified Platform App Builder
- ➢ Salesforce Certified Platform Developer I

About Me

Having 6 years of IT experience including salesforce development and implementation experience along with domain expertise. Have good interaction and understanding of the client's needs by providing technical solution for the requirements. Good attitude to learn new things with honesty, Practical approach.

Professional Experience

Capgemini - Hyderabad, India | Salesforce Developer
2021 – Present

Canon (Feb - 2022)

Canon Print Subscription Project offers customers to buy specific products such as Printers, Inks Cartages. This project utilizes the Salesforce Experience Cloud to build e-commerce sites. Customers can view their bill details, and current plan and do the plan upgrades.

Key responsibilities:
- Developed Lightning Web Components which will be displaying the Customer Details such as Bill Usage, Current Plans & Plan Upgrade functionality.
- Created Salesforce Sites using the Experience Cloud Builder which would connect with Canon Customers.
- Using the LWC to build custom components for the site pages.
- Helping team members with LWC Development and Debugging.
- Following the Design Patterns in the Apex Class & Lightning Components to improve the performance.
- Created Lightning Flows to send notification to customers using the Visualforce Email Template.
- Created a Rest Service to download the Bill Invoices of the customers and convert them to PDF as readable.
- Worked in Apex Trigger to perform necessary Business operations.
- Used CI/CD & for Deployments. Followed the Branching & creating PR's.

Hema (March 2021 - Feb 2022)

Hema, a department Store of sorts, which sells only own-brand products, is ubiquitous on the Dutch high street, but that doesn't mean it's pedestrian in any way. Instead, the wide range of household products and homewares HEMA sells is incredibly well-designed in a distinctive simple, fresh, and modern style. Cosmetics clothes, food and other product ranges are available too. In this Project we are working on 28 various integrations for moving commerce cloud to service cloud and design various Lightning web components.

Key responsibilities:
- Experienced in performing the roles of Salesforce.com Integration Developer in the organization.
- Gathered and documented the requirements by interacting with different business teams.
- Designed and developed Lightning Web Components.
- Worked on platform events.
- Worked on Restful Integration.
- Involved in High Level and Low-Level Designs along with the leads.
- Worked on apex trigger for handling platform events data.
- Hands on configuration like custom Meta data type, custom setting and named credentials.
- Involved in Production Deployment and preparing the Change Sets.

Virtusa consulting services - Bangalore, India | Salesforce Developer
2017 – 2021

Novartis OTC Spice (August 2019 - Feb 2021)

Novartis is Pharmaceutical Company, manufacturing medicines across the worldwide. It is a global leader in generics, vaccines and consumer health products. It has developed many innovative products for patients and consumers.

Managed Market is responsible to Develop and Support key business group- Customer Planning. Designing a Salesforce system to implement the sales process for the client. A series of enhancements requested by the client business. Minor modifications to existing functionality in the application as identified by the business.

Key responsibilities:

- Experienced in performing the roles of Salesforce.com Admin and Developer in the organization.
- Gathered and documented the requirements by interacting with different business teams.
- Used sales cloud to Maintain Leads, contacts, and opportunities. Used service cloud for maintaining cases and customer support.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
- Performed data migration using Informatica on demand and data loading using Data Loader, Import Wizard.
- Implemented new buttons and actions for Lightning components. Involved in creating and debugging lightning components, building with Lightning App Builder and Visualforce with the new Lightning Design System.
- Developed various Visualforce pages, Apex Triggers include extra functionality and wrote Apex Classes and Controller to provide functionality to the Visual pages.

WeFixNow (August 2018 - Sep 2019)

WeFixNow provide Emergency Plumbers and electricians throughout the London area. The application provides the complete CRM solution for an organization with custom built solutions. This is an automation application for marketing system that is used for tracking all the Cases with custom built logics. The application allows the administrators to assign Cases to their users and track all their activities.

Key responsibilities:

- Created Lightning Flows which collect the user inputs as Keys & Values and store them as records in one object. This flow reduces the bunch of fields created in the object.
- Created the Custom Flow Screen Components by using the Aura Framework for Lightning Flows of Screen type.
- Worked with Process builder for quick action, create and update records.
- Prevented the Trigger Recursion by using the Apex Recipes Framework.
- Implemented a Visualforce Page utility to create bulk Permission Sets by uploading the configured CSV file.
- Followed Apex Best Practices to cooperate with Salesforce Governor Limits and Exception Handling.

Cigna Healthcare (Sep 2017 - August 2018)

A healthcare application to be used by doctors on their daily patient rounds. It uses Salesforce to store, manage, and view the latest patient information, tasks, and medical exam results.

Healthcare professionals on their daily patient rounds created the Rounds Manager application for use. It has created so that healthcare professionals will have access to their patient's latest information whenever and wherever they need it.

Key responsibilities:

- Worked with Process builder for quick action, create and update records.
- Designed, developed and deployed Custom objects, Custom tabs, Validation rules, Workflow Rules, Email Alerts, Page layouts, Components to suit to the needs of the application.
- Involved in creating Users, Roles, Profiles and Security Settings based on role hierarchy.
- Involved in creating auto approval process using apex and apex sharing rules.
- Created test classes for code coverage of Controllers and triggers.
- Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.