

PRASHANTH RAVIHAL

TECHNOLOGY ANALYST

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EXPERIENCE

Technology Analyst

Car manufacturers

Nov 2020 – Ongoing Infosys, Bengaluru

- Part of release team for a car manufacturing client
- Planning and coordinating of sprint releases and emergency change requests, deployment strategies
- Promoting and Deploying User stories from Development org to Production Org.
- Reviewing User stories and pull requests.
- Deep understanding of Copado Product including limitations of the tool

Satellite Telecommunication Service Provider

May 2019 – Nov 2020 Infosys, Bengaluru

- Providing communications services to a range of governments, aid agencies, media outlets and businesses with a need to communicate in remote regions or where there is no reliable terrestrial network

Roles and Responsibilities

- End-to-end application development, testing and deployment to the various sandboxes
- As part of the development created many lightning components, Developed Rest web services, configured complex flows and process builders etc

Senior System Engineer

Salesforce Lubricants

January 2018 – May 2019 Infosys, Bengaluru

- SFO: This is a cloud based Customer Relationship Management application with desktop and native mobile capability (iPad and phone)
- provides detailed view of all customer accounts, contacts and activity (tasks and events) histories. Real time information on Deals status, such as sales stage, associated products, revenues and margins, Visibility of Service Requests to Sales Agents against their Accounts Sophisticated reports and dashboards
- LCF: The Live Customer Feedback application has been designed to listen to customers at key moments, to get real-time feedback that can be acted on to improve our customer experience

Roles and Responsibilities

- Handling workflow rules and Approval Processes, APEX Customization including Apex classes/Triggers, Visual force page customization using standard and custom Controllers, Reports and Dashboards, SOQL
- Worked on the Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults and Sharing rules) settings

TECHNICAL SKILLS

SFDC Integration Core java
SOQL Lightning framework

Tools:

ANT Postman Data Loader
Copado Jira Github

CERTIFICATIONS

- Salesforce Platform Developer I
- Salesforce Administrator
- Copado Certified ADMINISTRATOR
- Copado Certified DEVELOPER
- Copado Certified CONSULTANT
- Vlocity Platform Developer

EDUCATION

B.E. in Information Science and Engineering

Siddaganaga Institute of Technology

2015 Tumakur, Karnataka

Percentage : 9.19 CGPA

PUC : Sri chaitanya pu college

Karnataka State Board

2011 Bellary, Karnataka

Percentage : 82.33

SSLC: Vivekananda public school

Karnataka State Board

2009 Siruguppa, Karnataka

Percentage : 89.60

EXPERIENCE

System Engineer

NETWORK MANAGEMENT SYSTEM- (NMS)

📅 July 2015 – Jan 2018

📍 TCS, Bengaluru

- Intelligent Alarm notifications - configurable alerts that will respond to specific network scenarios by paging, emailing, texting a network administrator

Roles and Responsibilities

- Lead Coordinator for Alarm Manager Module: To improve the response time as well as reducing ambiguity in fault localization and alarm processing time
- Configuration of MDDs (mediation device drivers) across PAN India level (Core, Access, UTstar, and Third party)
- Automation using UNIX shell scripting
- Fault generation for NMS equipment's in case of connectivity issue to get notified in case of failure via SMS and Email

ACCOMPLISHMENTS



Special Initiative

Beyond Performance Awards



Learning Achievement Award

Learning Awards



iON - Volunteer for Online Assessment

Beyond Performance Awards



Star Of the Month

Beyond Performance Awards

LANGUAGES

English
Kannada
Telugu
Hindi

