Nagarjuna Parala
Salesforce Technical Lead
Hyderabad, Telangana
Mail Id: Nagarjuna.parala@gmail.com
Phone: +91 (879)-033-0703

Professional Summary:

.

- Experienced and progressive IT professional with **6 years** of expertise in **Salesforce** and **Vlocity** platforms, specializing in analysis, design, development, testing, and implementation of enterprise-level applications.
- Proficient in Salesforce Lightning UI, Lightning programming, and **Lightning Web Components (LWC)**, creating Lightning Apps using Lightning Design System, Lightning App Builder, and **Lightning Aura Components**.
- Experience in Development, Administration, Configuration, Implementation, and Support of Salesforce CRM based on Apex language and leveraging the Force.com Platform.
- Worked extensively on Lightning component building, worked on many components to convert existing classic programming work like **Visualforce** into Lightning components.
- Experience in the use of Standard and Custom controllers of Visualforce in the development of custom Salesforce pages as expected by business requirements.
- Hands-on experience in working on web services and giving solutions by **REST** API integration.
- Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance with the governor limits.
- Well-versed in all stages of the **Software Development Life Cycle (SDLC)**, including system analysis, design, development, and testing.
- Strong Knowledge of SFDC standard Data structures and familiarity with designing Force.com Sites.
- Experience in understanding business requirements to design the required entities like custom objects, creating the relationships, and junction objects.
- Created various Reports (summary reports, matric reports, pie charts, dashboards, and graphics) and Dashboards.
- Good knowledge in using **Data Loader** & **Import Wizard** for data load activities from Salesforce.com Objects.
- Experience in using declarative features like **validation rules**, **workflows**, **approval processes**, **dynamic approval processes**, and **sharing rules** automation for satisfying complex business process automation.
- Experience in implementing security and sharing rules at object, field, and record levels for different users at different levels of the organization, also created various profiles and configured the permission based on the organizational hierarchy.
- Designed and implemented front-end functional deliverables that are highly usable, scalable, extensible, and maintainable.
- Worked closely with the customer to optimize and customize their UI flows, web design, and front-end development by using **Vlocity Dataraptors, Cards, Integration Procedures,** and **Omniscripts**

Education:
- **Bachelor of Technology at NRI Institute of Technology, Agiripalli, Vijayawada May 2018.**

Certifications:
- Salesforce Certified Platform Developer I.
- Salesforce Certified Administrator.
- Salesforce OmniStudio(Vlocity) Developer
- Salesforce Certified Platform Developer II
- Salesforce Certified Javascript Developer I
- Salesforce Certified Associate

Technical Skills:

Salesforce	Apex Language, Apex Triggers ,Batch Apex, Queueable Apex, Future methods, Apex Web Services, VisualForce (Pages, Components & Controllers) , SOSL, SOQL, Lightning Web Components, CRM, Aura Programming Model
Custom Integration and Management tools	Outbound Messages,Workflow & Approvals, Reports and Dashboards, Custom Objects, Settings, Labels and Tabs, AppExchange Packages and Sandbox Data Loading, JIRA, GIT
Force.com tools	Apex Data loader, Import Wizard, Process Builder, Workflows, Lightning Flows,Schema Builder
IDE	Eclipse, Force.com Eclipse IDE plug-in, VS Code, Developer Console
Programming Languages	C, C++, Java
Web Technologies	HTML, CSS, JavaScript, XML, JSON
Version Tools	SVN,AutoRabit, Bit Bucket
Salesforce Tools	ANT, Workbench
Vlocity	Cards, Omniscripts, DataRaptors, Integration Procedures, LWC Templates,Actions, Layouts
Other	Learning Mulesoft, Tableau, CPQ, Field Service Lightning, Quip

Professional Experience:

Carelon Global Solutions, Hyderabad, India   Apr 2022 to Present
Senior Salesforce & Vlocity Developer

Project - 1: Apex Rebranding:
Rebranding the former Anthem related content in the internal Salesforce Ecosystem & the external client facing areas with the new brandings, logos, look & feel, Naming's etc.,
By updating the branding we will be in accordance with the rebranding guidance set by Elevance Health.

We will need to temporarily support two sets of brands depending on the effective date of the plans being quoted. Any plans quoted 1/1/2024 or later will need the updated Anthem branding, while any plans quoted up to 12/15/2023 effective dates will need to use the current Empire brands. We will need to minimize or prevent manual intervention by Sales team to determine the appropriate branding

Roles & Responsibilities:
1. Investigating all the components involved for rebranding
2. Fixing the rebranding contents effective 2024

[2]

3. Involves Omniscripts, DataRaptors, Integration Procedures, Cards, Layouts, Actions, LWC, Apex, Triggers, Reports, Dashboards, Settings, Metadata, Flows, Lables
4. Designing batch classes to update the existing records to be rebranded

Project -2: Post-Sales Quoting Process - Large Group:
A Post Sales process involves generation of Order for the Quote that completed rates generation process. It will creates Tracking records & associated SME based on the Order type which promotes the orders for billing
Roles & Responsibilities:
1. Creation of different Orders for a Quote from Omnscritps
2. Custom Apex triggers to create SME records
3. System validations for all the Implementation/Sales users

Carelon Global Solutions, Hyderabad, India   Sep 2020 to Mar 2022
Salesforce & Vlocity Developer

Project -1: Pre-Sales Quoting Process - Large Group:
A Pre-Sales Quoting process involves Sales team collaboration with brokers & initiates Quoting process from Salesforce to an external downstream systems to get the rates generated back to Salesforce
Roles & Responsibilities:
1.Involved in developing the integration from Salesforce to External System via REST API.
2. Developed a LWC Screen to track the status in Salesforce for both Synchronous and Asynchronous responses.
3.Implemented Vlocity Omniscript components to send payload to other different systems as part of Post-Sales process
4.Worked on various Apex controllers to capture and monitor Order data before sending to the Pre-Sales process.
5.Building complex and Reusable components in Vlocity
6.Optimizing and improving the overall runtime of Omniscripts, DataRaptors and Vlocity Integration Procedures using best practices

Project -2: Pre-Sales Quoting Process - Small Group:
A Pre-Sales Quoting process involves sending Quotes and QuoteLineItems from Salesforce to an external System to get the rates generated back to Salesforce
Roles & Responsibilities:
1.Involved in developing the integration from Salesforce to External System via REST API.
2. Developed a LWC Screen to track the status in Salesforce for both Synchronous and Asynchronous responses.
3. Platform notifications to the users

Fission Labs/ Robert Half International, California, United States   May 2018 to Sep 2020
Salesforce Developer

Project-1: RHD(Robert Half Direct):
Robert Half Direct is a new way to hire or be hired. Clients get direct access to highly skilled candidates and candidates get matched to jobs they'd love to have. RH Direct makes hiring easy by combining the best of technology and people.
Roles & Responsibilities:
1. Developed Lightning Components along with custom controllers for client and candidate Dashboard pages.
2.Implemented Test classes for each controller involved.

Project-2: **Customer Experience Transformation**

CXT(Customer Experience Transformation):For Community users(Candidate and Client) to login for the community page which is developed in Aura Programming model and Lightning Web Components. Candidates can apply for jobs whereas Clients can create Job Orders.

Roles & Responsibilities:

1. Developed Client Dashboard page using Aura Programming Model and Apex.
2. Updated Candidate Profile page from Aura to LWC.
3. Worked on Tealium tool to capture the events firing from the page to Google Analytics.

Project-3: RH Leads Console:

The RH Leads Console is being implemented to allow the Staffing Users from Front Office App to focus and access everything from console app. RH Leads in the Console provides a centralized platform for creating, accessing and taking action on different kinds of leads such as Branch Generated, Job Board and Online etc.,

Roles & Responsibilities:

1. Updated Lightning Console App to filtering and sorting using Aura Programming Model.
2. Worked on SPLUNK metrics tool in order to capture the events and send them to an end point.
3. Implemented Test classes for each controller.

Project-4: CSM(Candidate Short Market):

Integrating Spotlight related events and Candidate Matrix events with XEngine using asynchronous callouts and validating the JSON payload for Robert Half Client.(XEngine Integration: Events will be captured when an action is being done on an object such as update a field value or create a new record and these captured events will be sent to XEngine).

Roles & Responsibilities:

1. Integration using REST Api of capturing events and sending to an end-point.
2. Validated and verified each and every event being sent to XEngine.
3. Implemented Test classes for respective controllers.

Honours & Rewards:

- Raising stars award by Salesforce trailblazer community
- Received 16 Impact awards from Elevance Health.
- Mentored 7 new employees to bring them up to speed on projects, resulting in quicker overall completion milestones.
- 12 super badges holder in Salesforce Trailhead (https://trailblazer.me/id/nagarjunaparala)
- 900 Salesforce trailhead badges holder

Courses & Trainings:

- **LinkedIn** - Salesforce.com Essential Training, Salesforce for Admins & Salesforce.com Development
- **Vlocity University** - Vlocity Platform Essentials & Vlocity Health foundations
- **Skillsoft** - completed 200 certified training courses
- **Harvard ManageMentor:** Completed 27 certified training courses

Academic Projects:

- Developed a web application for my college NRIIT "**NRI Placements**" on JavaScript and PHP using XAMPP platform in July 2017.
- Implemented Force.com Sites, Visualforce Page as form for collecting data and custom Apex classes to manipulate data as part of **MATCLI** App (A Matrimony based application) which can be accessed publicly over the Internet.
- Designed a website "**Alltechtv.com**" with a group of six members which involves the latest information about emerging technologies using HTML, CSS, JavaScript, PHP and MySQL in March 2018.

Achievements:
- Attended a 3-day workshop on Mobile App Development using Android which was conducted by COIGN Consultants Pvt Ltd from 24th July 2017 to 26th July 2017.
- Did an internship '**PHP with WORDPRESS**' under Hewlett Packard Enterprise at HPE Summer Training Nodal Centre – Hyderabad from 5th June 2017 to 30th June 2017.
- Attended a Python and Game Designing workshop held at JNTU Kakinada and conducted by ARK Techno Solutions, IIT Madras on 20th Feb 2016.