



Sri Harsha Nandam

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Professional Summary:

- ❖ Having 4.5+ years of total experience in Salesforce.com Development.
- ❖ Experienced in the Development, Data migration and Testing in Force.com
- ❖ Exposure on Apex, Visual Force, Einstein analytics, Lightning development, Lightning web components, SFDX, Triggers, JavaScript, Apex Data Loader, CTI, Web service integration techniques.
- ❖ Capable of working efficiently under pressure and training subordinates.
- ❖ Hands on experience on Sales cloud, Service Cloud, Apex triggers, Integrations, Visualforce pages, Batch Apex, Schedule Apex, Email templates, Translation workbench, Live Agent, Omni Channel, Embedded Services, Salesforce lightning, Change sets, Validation Rules, Reports and using SOQL queries. Involved in Unit Testing, Test Coverage and Code Review.
- ❖ Worked on the complete production deployment process using ANT Migration tool, Change sets and Eclipse.
- ❖ Worked on real time integration from Salesforce systems using SOAP API.
- ❖ Profound idea on salesforce configurations and security model architecture.
- ❖ Good in analytical and problem solving and with good communication skills.
- ❖ Good in handling Salesforce governor limits.

Current & Previous Organization work Experience Summary:

- ❖ Currently working as Technical Lead at Dextara Digital from March 2020 to Till date
- ❖ Worked as a **Developer Tier-2** for **Salesforce.com Pvt Ltd** from Nov 2016 to March 2020
- ❖ Worked as a **Software Intern** for **MAQ Software** from Aug 2015 to Aug 2016.

Certifications:

- ❖ Salesforce Certified Developer (DEV 401) and App builder Transition.

- ❖ Salesforce Sharing and Visibility Designer
- ❖ Salesforce Certified Force.com Platform Developer (PD 1)
- ❖ Salesforce Certified Administrator (ADM 201)

Educational Qualification:

- ❖ Bachelor of Technology from JNTU University with 74.99% in 2012-2016.
- ❖ Class 12 from Narayana Junior college with 84.1% in 2010-2012.
- ❖ Class 10 from Balaji High School with 78% in 2010.

Skill-Set:

- ❖ CRM : Salesforce.com
- ❖ SFDC Technologies : Apex, Visual Force, Apex Triggers, Data Loader, SOAP API, REST API, SOQL, Change sets, Web services, Batch Apex, Communities, Flow, Process builder, Lightning, Lightning web components, SFDX, Live Agent, Embedded Service (Snap- In), Omni Channel
- ❖ Web Technologies : Java script, JQuery, HTML, HTML5, CSS
- ❖ Operating systems : Windows XP, Linux
- ❖ Tools : ANT, Eclipse Force.com IDE, VS Code, SOAP UI

Project Details:

Project : Contract Management System

Client : Verizon

Project Overview:

Verizon Communications Inc. is an American multinational telecommunications conglomerate and a corporate component of the Dow Jones Industrial Average. We are building a new solution based on Salesforce using Apttus CLM to help move the Customer from Legacy system to Salesforce implementation and automate the Sales & Contracting.

Responsibilities:

- ❖ Working directly with the Business Team to understand their requirements or issues.
- ❖ Helping Team members to perform all the necessary actions in User Stories
- ❖ Taking up Tasks related to Lightning Web Components and implementation User Stories
- ❖ Ensured more than 80% code coverage
- ❖ Worked on Configuration Solutions like Workflow, Validations Rules, Custom Settings, Field Level Security, Profiles, Permission Sets, Sharing Rules, OWD Settings and Roles.
- ❖ Provided Customized solutions on Batches/Triggers/Apex Classes
- ❖ Followed the best practices of coding and ensured client coding standards

Project : (Salesforce.com Roles & Responsibilities)

Client : Salesforce.com India Pvt Ltd

Project Overview:

Salesforce.com provides a robust cloud based highly customizable and scalable CRM Platform as a Service. The Salesforce customers when encounter any issue while development, Support or maintenance raise Cases with salesforce support to help implementing the requirements or help troubleshooting challenging developer issues.

Responsibilities:

- ❖ Working directly with the customers to understand their requirements or issues.
- ❖ Identify the root cause of the issue and help the customer and team to resolve their issues.
- ❖ Answer challenging Technical questions, solve technical problems, and suggest appropriate workarounds related to supported applications. If possible, provide the recommendations and best practices and help the customer fix their design and implementations.
- ❖ Deploying metadata components using multiple tools like ANT, IDE, Eclipse, SFDX, Workbench
- ❖ Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
- ❖ Written test functionalities for Apex Classes, Triggers
- ❖ Working as a Subject Matter Expertise and conducting technical sessions to colleagues to enhance their skills related to Salesforce platform.
- ❖ Been as Subject Matter Expertise for Live Agent, Flows, Embedded Service & Open CTI.
- ❖ For customer's new implementations, help them identify the best possible implementation
- ❖ Applying Resolve customer service issues and skilfully manage complex customer service problems. Manage customers' expectations and experience in a way that results in high customer satisfaction.

Personal Details:

Name : Sri Harsha Nandam
Father Name : Venkateswara Rao Nandam
Marital Status : Unmarried
Date of Birth : 22 November 1994
Language : English, Hindi & Telugu