



RAVICHANDRA MULPURI

Lead Salesforce Developer | AI-Driven CRM Architect |
Certified Salesforce Expert

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PROFESSIONAL SUMMARY

Technically accomplished and innovation-driven Salesforce expert with 10+ years of experience in enterprise-grade CRM architecture, AI-integrated development, and secure cloud solutions. Recognized for delivering transformational Salesforce implementations, leading high-performance teams, and contributing to applied research in CRM and health informatics. Actively engaged in the intersection of AI, automation, and enterprise systems with proven experience in software development, system integrations, and intellectual property creation.

CERTIFICATIONS

- Salesforce Certified Einstein Copilot AI Specialist – Agent Force
- Salesforce Certified Platform Developer II
- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Salesforce Apex Specialist
- Salesforce Lightning Specialist
- Salesforce Process Automation Specialist
- 120+ Salesforce Trailhead Badges

CORE COMPETENCIES

- CRM Engineering: Salesforce LWC, Apex, Aura, Experience Cloud, Service Cloud

- AI Integration: Einstein Copilot, AI Agents, LLMs, AI-enhanced bots
- DevOps & CI/CD: Git, Jenkins, Salesforce DX, Copado
- Enterprise Automation: Flows, Process Builder, Omni-Channel, CTI
- Integrations: RESTful APIs, SOAP, JSON, external system sync
- Cloud & Virtualization: Multi-cloud CRM, VMware, Zones, LDOMs
- Compliance & Security: Server hardening, data compliance, SOQL optimization

PROFESSIONAL EXPERIENCE

GORE-TEX – Lead Salesforce Developer

Jan 2025 – Present

- Deployed Einstein Copilot Agents and optimized LWC architectures
- Integrated third-party APIs for dynamic business logic execution
- Developed automated pipelines using Copado and Salesforce DX
- Authored reusable UI and backend components improving performance and maintainability

Code Gravity LLC – Senior Salesforce Developer

March 2020 – Present

- Delivered cloud-to-cloud and legacy-to-Salesforce CRM transformations
- Built Apex REST interfaces for scalable data ingestion pipelines

Hadiamondstar LLC – Salesforce Consultant

Oct 2016 – Feb 2020

- Configured Salesforce for manufacturing and healthcare clients with custom triggers, flows, and validations

Mentis Solution Inc. – Software Developer

Feb 2013 – Oct 2016

- Developed data-driven business applications on Force.com
- Implemented REST/SOAP APIs, dynamic approval workflows, and triggers

PUBLICATIONS

- Mulpuri, R. (2025). AI-Based novel Myobioscan device for real-time and early detection of cardiovascular implications. *International Journal on Science and Technology (IJSAT)*, 16(2), 1–16.
- Mulpuri, R. (2025). Designing scalable Salesforce workflows: Declarative and programmatic models in practice. *International Journal of Engineering Inventions*, 14(6), 266–279.
- Mulpuri, R. (2025). Comprehensive review of multi-cloud architecture for Salesforce in enterprise environments. *International Journal of Science and Research Archive*, 15(3), 1825–1838.
- Mulpuri, R. (2025). Cognitive CRM: Integrating large language models and Salesforce for adaptive enterprise automation. *International Journal of Novel Trends and Innovation*, 3(6), a111–a131.
- Mulpuri, R. (2025). Green CRM: Designing eco-conscious business workflows with Salesforce automation and ESG dashboards. *TIJER – International Research Journal*, 12(6), 1–19.
- Mulpuri, R. (2024). Optimizing custom business logic with Apex: Early patterns in scalable Salesforce development. *International Journal of Scientific Development and Research*, 9(10), 585–619.
- Mulpuri, R. (2023). Smart governance with AI-enabled CRM systems: A Salesforce-centric framework for public service delivery. *International Journal of Trend in Research and Development*, 10(6), 280–289.
- Mulpuri, R. (2021). Securing electronic health records: A review of Unix-based server hardening and compliance strategies. *International Journal of Research and Analytical Reviews (IJRAR)*, 8(1), 308–315.
- Mulpuri, R. (2021). Command-line and scripting approaches to monitor bioinformatics pipelines: A systems administration perspective. *International Journal of Trend in Research and Development*, 8(6), 466–470.

- Mulpuri, R. (2020). AI-integrated server architectures for precision health systems: A review of scalable infrastructure for genomics and clinical data. *International Journal of Trend in Scientific Research and Development*, 4(6).
- Mulpuri, R. (2020). Architecting resilient data centers: From physical servers to cloud migration.
- Mulpuri, R. (2020). Virtualization in biomedical data centers: A comprehensive review of LDOMs, Zones, and VMware for health informatics. *International Journal of Current Science (IJCS PUB)*, 10(4), 67–73.

INTELLECTUAL PROPERTY

Patent Filed

Title: AI-Based Image Recognition Device for Autonomous Vehicle

Indian Applicant Number: 465924-001

UK Application Number: 6458256

Status: Patent Filed

Description: This invention enables real-time autonomous image recognition for vehicular navigation, combining computer vision and AI models to dynamically interpret road environments, improving safety and automation standards for autonomous vehicles.

IEEE MEMBERSHIP OBJECTIVE

To collaborate with global professionals in advancing applied AI, intelligent systems, and cloud CRM infrastructure through IEEE membership. I intend to contribute actively in peer review, working groups, and knowledge forums focusing on AI-based automation, secure cloud architectures, and enterprise CRM innovation.