**Katam Manish**

**Salesforce Developer (5\* Rating skill)**

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**CAREER OBJECTIVE**

Dedicated Salesforce Developer with 3 years and 1 months of experience, proficient in Apex, Visualforce, and Lightning Web Components. Seeking to leverage my expertise to design and implement innovative Salesforce solutions while contributing to a dynamic, collaborative team. Passionate about optimizing processes, enhancing user experience, and delivering scalable applications that drive business growth and align with organizational goals**.**

**PROFESSIONAL SUMMARY**

* Proficient in developing advanced Salesforce applications using Apex, Visualforce, and Lightning Web Components, with a strong emphasis on building scalable and maintainable solutions.
* Experienced in integrating Salesforce with third-party applications and external systems through REST/SOAP APIs, ensuring seamless data flow and interoperability.
* Skilled in optimizing Salesforce performance through code reviews, tuning, and troubleshooting, resulting in improved system efficiency and user satisfaction.
* Demonstrated expertise in managing end-to-end development projects, from requirement gathering and design to deployment and post-implementation support, consistently delivering solutions on time and within budget.
* Adept at providing technical support and training to end-users, creating comprehensive documentation, and ensuring successful adoption of new features and enhancements.
* Competent in data migration, management, and integration tasks, leveraging tools like Data Loader and ETL processes to maintain data accuracy and consistency.
* Strong analytical and problem-solving skills, with a focus on delivering innovative solutions that align with business needs.
* Excellent communication and collaboration abilities, with extensive experience working closely with stakeholders to translate requirements into effective technical solutions.
* Committed to staying updated with the latest Salesforce developments and best practices to continually enhance technical proficiency and solution quality.

**WORK EXPERIENCE**

* **Salesforce Developer**

**Cadential Technologies – Bangalore**

***February 2022 – Present***

* + *Developing and implementing Salesforce solutions to meet business requirements, focusing on Apex, Visualforce, and Lightning Web Components.*
  + *Collaborating with cross-functional teams to design and deliver scalable applications and enhance system performance.*
  + *Supporting integration tasks using REST/SOAP APIs and ensuring seamless interoperability with third-party systems.*
  + *Conducting code reviews, troubleshooting, and performance tuning to maintain system efficiency and reliability.*

**PROJECT PROFILE**

**Project #1: Sterling Holiday Resorts**

**Cloud**: Salesforce Service Cloud **Project Description**:

This project focuses on Inventory Split Management, explaining the inventory split based on resort, inventory date, and room type. It involves the development, enhancement, maintenance, and implementation of complex components for Salesforce Service Cloud.

**Roles and Responsibilities:**

* Developed, supported, maintained, and implemented various components of the project.
* Configured and managed **Organization-Wide Defaults (OWD),** sharing rules, profiles, permission sets, field-level security, page layouts, dashboards, reports, and validation rules.
* Implemented the Entitlement Process to streamline customer support workflows.
* Automated processes using Flows and Assignment Rules to improve efficiency.
* Delivered change requests within deadlines and ensured the timely resolution of bugs.
* Contributed to process improvements and management for better operational workflows.
* Used **Data Loader** to configure data migration activities, uploading data via CSV files and ensuring data accuracy in Salesforce.

**Project #2: FedEx**

**Cloud**: Salesforce Platform **Role**: Salesforce Developer **Project Description**:

This project focused on implementing and managing shipping functionalities, including booking across various systems with API integration for Freight Management Systems (FMS).

**Roles and Responsibilities:**

* Developed and customized Salesforce Lightning applications using **Lightning Web Components (LWC)** and **Lightning Aura Components**.
* Designed and implemented business logic using **Apex Classes, Triggers,** and **Batch Apex**.
* Created and deployed custom Lightning Web Components to enhance the user interface.
* Integrated Salesforce with external systems, including Freight Management Systems (FMS) and third-party shipping APIs, using **REST/SOAP APIs** for real-time data synchronization and booking management.
* Configured and managed event-driven integration using **Platform Events** to ensure seamless communication between Salesforce and external systems.
* Troubleshot and resolved issues, ensuring a smooth user experience and system performance.
* Deployed changes using **Copado**, managing version control and deployment pipelines.

**Project #3: Pharmacy Industries (Dr. Reddy’s)**

**Cloud**: Salesforce Service Cloud **Role**: Salesforce Developer **Project Description:**

This project involved developing the iConnect Medical Affairs Operations Platform within the Service Cloud Console. The platform supported functionalities like case management, medical inquiries, adverse events, product quality complaints, and call centre operations for improved customer service.

**Roles and Responsibilities:**

* Built and configured **Case Management** workflows and automated inquiry handling processes.
* Designed and developed features for Medical Inquiry, General Inquiry, and Adverse Event tracking in the Service Cloud.
* Integrated Salesforce with third-party systems, including pharmaceutical databases and medical record systems, using **REST APIs** for real-time case updates and report generation.
* Implemented **MuleSoft** for advanced API management and data transformation to ensure seamless integration across systems.
* Created scheduled Apex jobs and **Outbound Messaging** to facilitate data exchange and trigger external notifications.
* Provided end-user training, prepared documentation, and ensured smooth adoption of new functionalities.
* Conducted system performance optimizations and supported post-deployment troubleshooting.

**EDUCATION**

* **BTech Graduated from JNTUH**, 2022

**CERTIFICATIONS**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

**DECLARATION**

*I hereby declare that the information provided above is true to the best of my knowledge and belief.*