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Summary

Experience in Salesforce with a strong background in developing, configuring, architecting, and maintaining Salesforce systems. Skilled in Apex, user management, data management, and reporting. Proficient in Salesforce Lightning, data migration, integration, and customization. Proven ability to work in a fast-paced environment and deliver high-quality solutions on time.

Technical Skills

- **Languages** - C++, HTML, Apex
- **Salesforce Admin:** Organization Setup (Object Manager, List views, Page Layouts, Lightning Record Pages, Record types, Validation Rules) Lightning App Builder, App Manager, Email templates (Classic and Lightning), User Setup Security Model (roles and the role hierarchy, Profiles, Permission Sets), Service Support (automate case management, case assignment, web-to-case, email-to-case, knowledge article, Communities), Data Analytics Management(Reports), Process Automation (Approval Process, Work Flows, Process Builder, Lightning Flows), Data Management (Import/Export of Data between Org, Data Loader), Managed Packages.
- **Salesforce Developer:** Apex, Triggers, LWC (Basics), SOQL, Test Classes, REST APIs Integrations (Basics), Communities, Asynchronous Apex (Future methods, Batch).
- **Tools** - Data Loader, Workbench, Data Wizard, ANT, Jira.
- **Version Control** - GitHub, Bitbucket, Copado
- **CRM** - Salesforce.

Work Experience

Project 1: Health Cloud Implementation (1/05/22 – current)

- Experience in realizing the business requirements to design on the salesforce.com platform by designing the required entities like custom objects, managing custom metadata/labels, and creating the relationships/ junction objects like Master-Child, Lookups, Pages, and Classes.
- Developed Apex classes using other platform-based technologies like lightning Aura, and lightning LWC Force.com IDE.
- Worked with aggregated queries to manage and report the data.
- Created and implemented custom VF pages to enhance the look and feel of the UI.
- Integrated REST APIs to communicate between salesforce and third-party applications using Postman.
- Experience in creating various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders
- Involved in weekly sprint planning and adopting Apex best practices.
- Configured Email Templates, Validations, Workflows, and Approval Processes.
- Managed the release management and deployment (GitHub, Bitbucket, Jira).
- Designed and configured the Communities end-to-end for an end user to interact with Salesforce UI with ease.
- Worked on Knowledge articles to guide the user with their basic queries.
- Closely worked with the product master data, orders, and invoices management.

Project 2: Contracts Lifecycle Management – Salesforce (Conga Implementation) (22/09/21 – 30/4/22)

- Define systems strategy, develop system requirements, design, and test custom technology solutions, and support system implementation.
- Knowledge of Governor limits. Experienced in the optimization of existing code according to the governor's limits.
- Designed, developed, and deployed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
- Implemented Conga in Salesforce to automate document generation and reporting processes.
- Used Salesforce flows to automate dynamic document generation.
- Automated document approval processes using workflows and approval processes in Salesforce.
- Managed the release management and deployment (GitHub, Azure).

Project 3: Real Estate – Lease Management (1/03/21 – 21/9/21)

- Worked on various salesforce.com standard objects like Leads, Accounts, Contacts, Opportunities and Custom Objects
- Managed user setup, security, and profiles specifically for real estate management to ensure data privacy and security.
- Developed custom objects and reports specifically for real estate management to support business requirements and improve data visualization.
- Implemented complex workflows and approval processes to automate property management processes and improve efficiency.
- Worked on Omni-channel to handle the case management based on the user capacity.
- Salesforce Forecasting to predict the sales outcome of the lease management and floor renting in a fiscal year.
- Automated lease approval and management processes using workflows and approval processes in Salesforce.
- Define systems strategy, develop system requirements, design prototypes, test custom technology solutions, and support system implementation.
- Learn new technologies to be able to work on technical/functional design requirements including Customer Experience, Customer Strategy, and Sales, Service, and Marketing Transformation.

Certification

- Salesforce Certified Associate.
- Salesforce Admin certified.
- Salesforce Certified Platform Developer I.