**Manoj Kumar **

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**Professional summary:**

* 7+ years of IT experience in which 6+ Years of experience on **Salesforce** and 1 year on **Testing**
* Experience in building Custom Applications that includes **administration, configuration & Customization.**
* Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflows and approval process, Email-to-Case, Assignment Rules.**
* Good knowledge on creating **Email Templates** for sending notifications as per desired functionality.
* Implemented various advanced fields like **Pick list**, **Custom Fields, Formula Fields and Field Dependencies, Validation Rules, sharing rules, security controls.**
* Good Knowledge on maintaining **Role Hierarchy** at the different levels of Organization
* Maintained various **relationships at the Object level** to achieve the required functionality.
* Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Proficiency in working with **visual force Components** and knowledge on **managed packages**.
* Sound Knowledge on **SOQL & SOSL** to retrieve from database as per requirements.
* Knowledge on **Queue, groups, Service console.**
* Good knowledge on **Triggers, Apex Classes, Controllers, Visual force.**
* Experience in writing **Batch Apex** and **Schedule Apex** to support custom functionality
* Proficiency in writing Unit **Test class** for Apex class and worked for improving code coverage.
* Worked with Lightning Apps, **Component** Frame Work, **App-Builder**, **Helper** Components, Lightning Design System and Lightning Process Builder.
* Having Knowledge on **Territory Management** which have been implemented based on the Customer needs.
* Having knowledge on **integrating** SFDC with BASIS and working with **web services API**.
* Developed **Visual force pages** to provide the required functionality
* Good knowledge on **Data Migration** and **Deployment**

**Work Experience:**

Currently Working as SFDC Consultant in **HCL Technologies** from Sep 2016 to present.

**TruGlobal Software :** Nov 2015 – Sep 2016

**Accenture Services**  : May 2015 – Nov 2015

**Wipro Technologies** : Oct 2014 – May 2015

**L&T Infotech** :Sep 2011 – Oct 2014

**Technical Skills:**

* Salesforce.com :Workflow Rules, Role Hierarchy, Validation rules, Formulae, Custom objects, Profiles, Emailtocase, Email services, Page Layouts,

Apex Triggers, Apex classes, Apex Components, Visual Force, Batch Apex, Schedule Apex, Territory Management, Account Management, Campaign Management, Lightning Components, Lightning Design System, Lightning Actions, Lightning Record Pages, Communities, Web Service API.

* Tools : Eclipse,Force.com IDE, Apex Data Loader, Nova suite
* Internet Technologies : HTML, JavaScript
* Operating Systems : Windows XP
* Languages : C,Java,Apex
* Certifications : Salesforce Admin, Platform Developer I

**Educational Qualifications:**

* B.Tech from Jawaharlal Nehru Technological University - 2011

**Project 1:**

Project Name : Customer First

Client:McAfee

Technologies : Apex class, Apex trigger, Apex Components, email services, Profiles,

Roles, Workflows, Visual force, Batch Apex,

Schedule Apex, Web Service API

Other Tools : Force.com IDE, Apex Data loader

**Description:**

McAfee, LLC is an American global computer security software company headquartered in Santa Clara, California and claims to be the world's largest dedicated security technology company. The company became part of the Intel Security division.

**Responsibilities:**

* Involved in creating users, Profiles and Roles.
* Created custom Objects, custom fields, validation rules, security controls.
* Maintaining Workflow rules, sharing rules.
* Developed Batch Apex for sending the notifications to the registered users.
* Scheduled Batch job to send notifications at regular interval basis.
* Developed Visual force pages based on customer requirements.
* Developed Apex classes and Triggers to support the custom functionality.
* Involved in working with Territory Management across the Organization
* Developed Lightning Frame work based on the Customer requirements.
* Maintaining Lightning Components for providing required functionality to the business.
* Implemented Email Services for supporting Email Approvals based on the requirement.
* Provided the re-usable Frame work though the Custom metadata for sending the timely based Notifications.
* Helping new Team members in Functional and Technical aspects for better understanding of the System.
* Involved in Conducting Code review of the Teams wherever it is necessary.
* Maintained unit test for the classes developed and enhancing the existing code coverage.
* Enhanced logic based on managed package as per the customer requirement.
* Done Data migration using Data loader.

**Project 2:**

Project Name : IPS Case Evolve

Client:Intel

Technologies : Apex class, Apex trigger, Profiles,

Case Assignment Rules, Roles, Profiles, Record Types, Sharing rules,

Page Layouts, Permission Sets, Workflows, Validations, Visual force,

Other Tools : Force.com IDE, Apex Data loader

**Description:**

IPS is an Intel premier Support application which include raising service tickets for the Intel Products purchased by Customer. It involves Intel sales process and providing services for the customers. Customer communication with Intel Agents for better Issue resolution

**Responsibilities:**

* Maintaining Workflow rules, Validation rules, sharing rules.
* Created Permission sets for maintaining different levels of permission for customer
* Implemented trigger for handling the Case management of Customers to achieve required functionality
* Involved in working with case teams, account teams, assets for providing the Intel Products functionality for the Customer
* Implemented new Custom UI for customer to provide flexibility of IPS functionality
* Involved in writing the Apex Sharing for the Customer for achieving the IPS Products access
* Developed Visual force pages based on customer requirements.
* Developed Apex classes and Triggers to support the custom functionality.
* Maintained unit test for the classes developed and enhancing the existing code coverage.
* Leading and mentoring team members in all aspects like technical & functional
* Involved in business discussions with client for getting any clarifications on requirements

**Project 3:**

Project Name : PSG Evolve

Client:Intel

Technologies : Apex class, Apex trigger, email services, Profiles,

Case Assignment Rules, Roles, Profiles, RecordTypes, PageLayouts,

Permission Sets, Workflows, Validations, Visual force, Schedule Apex,

Other Tools : Force.com IDE, Apex Dataloader

**Description:**

PSG is an Intel’s Service ticketing application which include raising service tickets for the Intel Products by Customer. It involves issue resolution provided by Intel’s Internal Agents and communication with Customer for resolving product issues raised by them.

**Responsibilities:**

* Created custom Objects, custom fields, validation rules, security controls.
* Involved in creating users, Profiles and Roles.
* Maintaining Workflow rules, Validation rules, sharing rules.
* Created Permission sets for maintaining different levels of permission for customer
* Implemented trigger for handling the Case management of Customers to achieve required functionality
* Implemented Custom UI for the Internal Agents for providing the Communications to the Customer Issues
* Developed Visual force pages based on customer requirements.
* Developed Apex classes and Triggers to support the custom functionality.
* Implemented Logic to provide User Mapping for Customer at different levels
* Maintained unit test for the classes developed and enhancing the existing code coverage.
* Helping team members in all aspects like technical & functional

**Project 4:**

Project Name : IPS Backend Integration

Client:Intel

Technologies : Apex class, Apex trigger, Profiles,

Case Assignment Rules, Roles, Profiles, RecordTypes, PageLayouts,

Permission Sets, Workflows, Validations, Visual force, Schedule Apex,

Web Service API

Other Tools : Force.com IDE, Apex Dataloader

**Description:**

IPS Backend integration process which allows the customer issues logged using IPS cloud to automatically or manually promote to Backend System depending upon the Case attributes. Later these issues which are related to technical will get resolved by the technical team who will use their own application for working on the issues

**Responsibilities:**

* Maintaining Workflow rules, Validation rules, sharing rules.
* Implemented custom logic for Promoting the Case information from IPS Cloud to the derived Backend system
* Implemented Custom logic for achieving required functionality
* Implemented trigger for handling the Case backend functionality
* Developed logic for exposing IPS Functionality to the Backend System
* Developed Apex classes and Triggers to support the custom functionality.
* Maintained unit test for the classes developed and enhancing the existing code coverage.

**Project 5:**

Project Name : LDC

Client:Lynda.com

Technologies : Apex class, Apex trigger, email services, Profiles, Case Assigment Rules

Roles, RecordTypes, PageLayouts, Permission Sets, Workflows,

Visual force, Schedule Apex, Web Service API

Other Tools : Force.com IDE, Apex Dataloader

**Description:**

LDC is an online education company offering thousands of video courses in software, creative, and business skills. Founded in 1995, the company produces video tutorials taught by industry experts. Members have unlimited access to watch the videos, which are primarily educational.

**Responsibilities:**

* Created custom Objects, custom fields, validation rules, security controls.
* Involved in creating users, Profiles and Roles.
* Maintaining Workflow rules, Validation rules, sharing rules.
* Created Process Builder, flows to provide the required functionality for customer
* Created Approval process for providing discount approvals for products at different manager Levels
* Created Permission sets for maintaining different levels of permission for customer
* Implemented logic to update the product details which are purchased on Customer level
* Developed Visual force pages based on customer requirements.
* Developed Apex classes and Triggers to support the custom functionality.
* Developed logic for creating customers in Legacy Systems through consuming

Web service API.

* Implemented Logic to provide User Mapping for Customer at different levels
* Maintained unit test for the classes developed and enhancing the existing code coverage.
* Done Data migration using Data loader.

**Project 6:**

Project Name : DSD

Client:Coca-Cola

Technologies : Apex class, Apex trigger, Apex Components, email services, Profiles,

Roles, Workflows, Visual force, Communities, Batch Apex,

Schedule Apex, Web Service API

Other Tools : Force.com IDE, Apex Dataloader

**Description:**

Coca-Cola is the world’s largest beverage company, refreshing consumers with more than 500 sparkling and still beverage brands. Globally, TCCC is the No. 1 provider of sparkling beverages, ready-to-drink coffees, juices and juice drinks. While we are simply viewed as ‘Coca-Cola’, globally, the Coca-Cola System operates through multiple local channels; the ‘Coca-Cola System’ is not a single entity from a legal or managerial perspective.

**Responsibilities:**

* Created custom Objects, custom fields, validation rules, security controls.
* Involved in creating users, Profiles and Roles.
* Maintaining Workflow rules, sharing rules.
* Developed Registration Functionality for authenticating users as per requirement.
* Developed Batch Apex for sending the notifications to the registered users.
* Scheduled Batch job to send notifications at regular interval basis.
* Developed Visual force pages based on customer requirements.
* Developed Apex classes and Triggers to support the custom functionality.
* Developed logic for sending the text remainders through consuming web service API.
* Maintained unit test for the classes developed and enhancing the existing code coverage.
* Enhanced logic based on managed package as per the customer requirement.
* Done Data migration using Data loader.

**Project 7:**

Project Name : ClickToConnect

Client:NVS

Technologies : Apex class, Apex trigger, email services, Profiles, Roles,

Validation rules, Workflows, visual force, Site.com,

Customer portal, Email2Case, Case Assignment rules, Service Console

Other Tools : Force.com IDE, Apex Dataloader

**Description:**

NVS  is a world leader in the research and development of products to protect and improve health and well-being. The company has core businesses in pharmaceuticals, vaccines, consumer health, generics, eye care and animal health.

**Responsibilities:**

* Created custom Objects, custom fields, validation rules, security controls.
* Involved in creating users, Profiles and Roles.
* Maintaining Workflow rules, sharing rules.
* Developed EmailtoCase for providing the solutions to the customer queries.
* Developed Email service logic for maintaining the customer queries.
* Developed Apex classes for sending notifications to the customer as per requirement.
* Developed Visual force pages based on customer requirements.
* Implemented Custom controllers for achieved required functionality
* Developed Apex classes and Triggers to support the custom functionality.
* Done Data migration using Data loader.

**Project 8:**

Project Name : Air liquide

Client:Air liquide,France

Technologies : Apex class,Apex trigger,email services,Batch apex,Schedule apex, Workflows ,visual force

Other Tools : Force.com IDE, Apex Dataloader

**Description:**

Air liquide is the leading Industrial & Medical Gas manufacturer across Europe. This Project deals with implementing the Sales & Marketing module and Service & Support module of Salesforce.com. The Implementation of this project helped the Sales Reps and Marketing Users to generate more revenues by tracking the Customer Sales from acquisition until Service and managing the Customer Cases, Claims, Master Data Changes. The Implementation of this project helped the Front Office and back office Users to Support Customers effectively and ensures Business continuity.

**Responsibilities:**

* Created custom Objects, custom fields, validation rules, security controls.
* Involved in creating users, Profiles and Roles.
* Maintaining Workflow rules, sharing rules.
* Developed inbound email service for providing the monthly renewal
* Developed Apex classes and Triggers to support the custom functionality.
* Involved in writing batch apex for the necessary calculations of the customers.
* Maintaining Schedule Apex for the renewal of the items.
* Done Data migration using Data loader.
* Created Visual Force pages for providing the custom functionality.

**Project 9:**

Project Name : Car rental System

Client: **CarPro Systems**, Europe

Technologies : Validation rules, Workflows, email services, Apex classes,

Apex Triggers, Batch apex, Schedule apex, Visual force pages

Other Tools : Force.com IDE, Apex Data Loader Tool

**Description:**

**CarPro Systems provides the ideal solutions for leasing, renting, fleet control and garage management functions. CarPro Systems state-of-the-art automation maximizes profits by optimizing fleet utilization and minimizing operational costs.CarPro's** is designed to reduce operational costs and increase customer satisfaction by preventing backlogs, optimizing both fleet availability and vehicle servicing schedules, and in addition improving data entry efficiency.

**Responsibilities:**

* Involved in Customizing Custom Objects, fields, custom tabs and applications.
* Creating Users, Roles, Profiles and setting up sharing rules.
* Maintaining Workflow rules and Actions.
* developed Inbound email services for the renewal
* Creating Visual force Pages, Apex Classes and Triggers.
* writing Batch Apex for the maintaining of the taxes.
* writing schedule Apex for the renewal of the vehicles.
* Involved in writing Test Cases for Classes and Triggers.