

***MANASA***

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**PROFESSIONAL SUMMARY**

* Over 7+ years of IT experience with above 4years experience in the **Salesforce.com CRM** Platform both as Administrator and Developer.
* Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and Support modules.
* Experience in Administration, Configuration, Implementation and Support of Salesforce CRM, Salesforce Apps based on Apex Language and leveraging Force.com platform.
* Good experience in Developing **Business Logic Services** Using **Controllers**, **Visual Force/APEX Classes** and **APEX Triggers.**
* Ability to fully leverage the power of **Visual Force** through **custom pages, components, controllers,** and **sites**.
* Advanced knowledge of APEX, including but not limited to **scheduling**, web services API, **triggers**, **custom controllers**, **Dynamic Apex**, and **Batch Apex**.
* Experience in **designing of Custom Objects**, **Custom fields**, **role based page layouts**, **custom tabs**, **custom reports**, **report folders** and various other components as per the client and application requirement.
* Designed junction objects and implemented various advanced fields like **Picklist, Controller/dependent picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows**, **sharing rules** and **Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
* Excellent understanding of **Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security** and **sharing rules.**
* Experience in salesforce.com **sandbox** and **production environments,** also with **Eclipse IDE Force.com** Plug-in environments.
* Proficient in **Data management** and **Data Migration** from Traditional Applications to Salesforce Using **Data Loader** Utility.
* Ability to effectively translate Salesforce data into business understandable metrics using **Reports** (Matrix, Summary, and Tabular), Analytical Snapshots and **Dash Boards** (Static and dynamic).
* Good knowledge in querying the databases on Force.com platform using **SOQL** and **SOSL.**
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Experience in scripting languages like **HTML, XML** and **Java Script**.
* Experience with **Service Cloud**, **Sales Cloud** and **Chatter.**
* Knowledge of WSDL, web services SOAP and REST API both standard and apex based, force.com external callouts, Asynchronous classes, Batch Apex and Schedule Apex Programs.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.

**TECHNICAL SKILLS**

**Salesforce Technologies :** Apex Language, Classes, Triggers, Batch apex, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader, Apex Web Services, AJAX, Dashboards, Analytic Snapshots, Custom Objects.

**Salesforce Tools :** Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production).

**Languages :** C, C++, Java.

**Databases :** Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2

**Web Technologies :** XML, HTML, JavaScript.

**Tools :**  Eclipse, SQL Enterprise Manager, SQL Query Analyzer, Putty and Edit Plus.

**Methodologies :** Agile, Scrum, SDLC.

**ACADEMIC QUALIFICATION**

* Bachelors from JNTU India.
* Salesforce Certified Developer – Salesforce.com (Dev401).
* Salesforce Certified Administrator - Salesforce.com (Adm201).

**PROFESSIONAL EXPERIENCE:**

**Client: City of Boston – Department of Neighborhood Development, Boston, MA April 2015 – Till Date**

**Role: Salesforce Developer**

**Responsibilities:**

* Responsible for gathering requirement from key users.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and sharing settings.
* Worked on various Salesforce.com standard objects like Case, Accounts, Contacts, Reports and Dashboards.
* Created Custom Objects like Payment, Project and fields for transactional and contractual information.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to different objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used field level security along with page layouts to manage access to certain fields.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various Appexchange products like Rollup Helper and Demand Tools according to the needs of the organization.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Complete bulk imports of data using Apex Data Loader and Import Wizard.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Created Rollup summary fields between two lookup related objects by using Rollup Helper.
* Used Demand Tools (cleansing modules) on Account object to find the duplicate records and merge them into one record.
* Created different matching rules on account object to find the duplicate records using Demand Tools.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Integrated Google Maps using REST API Web Services.

**Environment :** Salesforce.com CRM, Apex Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Sharing rules, Force.com IDE, Chatter, Web Services, HTML, CSS, JavaScript, Rollup Helper and Demand Tools.

**Client: Neopost, Milford, CT April 2014 – Mar 2015**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved and interacted with various Business Groups and Users in Organization to collect requirements, to Design Workflows and to implement the work Flow.
* Performed detailed analysis of the business process and prepared the requirement document (BRD) by interacting with key Stakeholders and used it as a baseline for further design and implementation.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts, Field Updates and Approval Process.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and sharing settings.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Implemented Email-to-Case entry, web to case and manual case entry for entering customer’s requirements in opportunities Tab.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Created Record Types, Page Layouts, configured Page Layouts and assigned page layouts to different Record Types.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields and performed insert, delete, upsert and export operations using Data Loader.
* Implemented Data Management for writing Duplicate and Matching Rules.
* Used Process Builder to automate all workflow actions (with the exception of outbound messages).
* Developed Visualforce Pages to customize the view and functionality of web pages that were required by the Organization using controller extensions, custom controllers and standard controllers.
* Developed Apex triggers, classes to achieve users design functionality and the dependent test classes.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the Informatica on Demand.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization
* Deployed all classes, triggers, objects, components and pages from sandbox environment to production environment.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.

**Environment:** Salesforce.com CRM, Apex Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Live Agent, Sharing rules, XML, Informatica on Demand, Force.com IDE, Chatter, HTML, CSS, JavaScript.

**Client: Michigan Schools and Government Credit Union, Clinton Township, MI May 2013 – Mar 2014**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed the role of Salesforce.com Developer and administrator.
* Performed detailed analysis of business and technical requirements and interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Managed and participated in all phases of the project, including Project Plans, Documentation, and Configuration.
* Created Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Generated different Reports like standard, custom, tabular, summary and matrix to meet business requirements.
* Developed Visualforce Pages using Visualforce Components, Style Sheets, JavaScript and JQuery to include custom user interface and wrote Apex Classes to provide functionality to the visual pages.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
* Developed Apex Classes, Triggers, batch apex, custom email templates, custom visual force components, rest apex services, asynchronous jobs, callouts etc.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Implemented Scheduling dashboards and run time dashboards and worked on Custom Reports.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Refreshed the sandbox to copy the data from production to sandbox.
* Provided Post-implementation support to assist end users in creating Reports, Dashboards and certain Administrative tasks including creating and maintaining user profiles and privileges.
* Involved with Salesforce.com Premier Support and handled the support cases.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.

**Environment:**Salesforce.com platform, Visual Force (Pages, Component & Controllers), Visual Work flows, Apex Language, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Henry Schein, Melville, NY July 2012 – April 2013**

**Role: Salesforce Developer**

**Responsibilities:**

* Agile Development Methodology was followed for the implementation
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Administered and configured User Profiles, Roles, Permissions, Validation Rules, Security Controls, Public Groups, and Permission Sets.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual force Pages to suit to the needs of the application.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Created Visualforce Pages and implemented in to Sites.
* Used Salesforce Automation (SFA) for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
* Used SOQL & SOSL statements within custom controllers, extensions and triggers.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com subjects.
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles.
* Created custom page layouts to organize fields, custom links, related lists, and Custom Buttons.
* Automated workflow to keep applications moving quickly through the approval process.
* Customized information on accounts, contacts, and opportunities and tracked related tasks and activities.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Involved in installing and configuring Managed Packages.
* Conducted User Acceptance Test (UAT) and User training of the Salesforce.com.

**Environment**: Salesforce.com CRM, Force.com platform, Apex Classes, Chatter**,** Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls**,** Eclipse IDE, Cast Iron, Windows.

**Client: Asplundh, Willow Grove, PA Nov 2010 – July 2012**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization
* Agile SCRUM Methodology was followed for the implementation
* Implemented Inside sales telephonic plug-in application implementation
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Implemented Apex Data loader “Command Line Interface (CLI)” to automate the data loading process for the sand box refresh activity.
* Designed various WebPages in Visual Force for customers to select a variety of services offered by the org and integrate them with the pricing team.
* Designed, and developed Apex Classes, extensions and Apex Triggers for various functional needs in the application.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com.
* Used Sandbox for testing and Eclipse and Deployment Chain Set for code deployment and worked with SVN

**Environment:** Saleforce.com platform, Force.com IDE, Apex, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Inside sales telephonic plug-in, Doc E-sign, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Pro.

**In10se Technologies, Bangalore, India June 2009 – Sep 2010**

**Role: Business Analyst/Pl-SQL Developer**

**Responsibilities:**

* Responsible for collecting requirements from the business users and developing technical specifications from it.
* Preparing and talking to business owners about enhancements and modification of problems.
* Prepared the technical and functional test plans for the procedures created
* Also responsible for unit testing, SIT,UAT and their respective documentation
* Tested the original and optimized codes thoroughly for failures before exporting to other environments
* Responsible for trouble shooting backend production problems and provided production support.
* Extensively worked in Oracle SQL, PL/SQL, SQL\*plus, SQL\*Loader, Query performance tuning, created DDL scripts, Created database objects like Tables, Views indexes, Synonyms and Sequences.
* Developed various Business Object 6.5 Reports and Universes. Used context and loops in many complex universes.
* Used partitioning and sub partitioning of tables to improve performance.
* Developed Shell Scripts and SQL control flies to load data through SQL Loader.
* Developed complex SQL queries using various joins and developed various dynamic SQL’s throughout the projects.
* Created various UNIX Shell Scripts for scheduling various data cleansing scripts and loading process. Maintained the batch processes using Unix Shell Scripts.
* Turning of SQL Queries, Procedures, Functions and Packages using EXPLAIN PLAN and TKPROF.
* Used bulk collect feature to improve performance.
* Analyzed and computed statistics to improve response time for queries.
* Involved in performance tuning of complex queries.
* Test case/data preparation, execution and verification of the test results

**Environment:** HP-Unix, Oracle 10g, Business Objects 6.5, Shell Scripting, UNIX, **SQL, PL/SQL,** SQL Loader.

**In10se Technologies, Hyderabad,India Oct 2007 – May 2009**

**Role: Pl-SQL Developer**

**Responsibilities:**

* Actively involved in interacting with front-end Java developers, and gathered User Requirement and Online System Specification.
* Created new logical and physical database design to support multi-year conferences for the tables of employees, histories, skills, experience and payroll.
* Created Database Objects like Tables, Stored Procedures, Views, Triggers, Rules, Defaults, user defined data types and functions in SQL Server.
* Extensively worked with Dynamic SQL, Composite data types & Global Temporary Tables.
* Developed user documentation for all the application modules. Also responsible for writing test plan documents and unit testing for the application modules.
* Created stored procedures and functions to support efficient data storage and manipulation.
* Created/ reallocated database objects on appropriate File groups to ease maintenance and improve data access performance.
* Implemented security by creating User logins, Roles and granting Users access to the database according to their role.
* Used UTL\_JOB to automate the PLSQL procedures and packages.
* Developed Master Detail reports in Reports 6i to meet the requirements of end users within the system.
* Performed SQL and PL/SQL tuning and Application tuning using various tools like TKPROF, AUTOTRACE and DBMS\_SQLTUNE.
* Developed scenarios for Unit, Integration testing to ensure that all the components work correctly when integrated.

**Environment:Oracle 9i,** SQL Server 2000, Windows 2003, UNIX, **SQL, PL/SQL,** SQL Loader, Erwin and SQL Navigator.