

**Manasa R**

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**SUMMARY :**

* Qualified IT Professional with 8 years of IT experience in the software Industry, Skilled in Salesforce CRM, In - depth Analysis of Business Processes, AGILE Methodology, SCRUM and SPRINT Techniques.
* Interacted with various Business user groups and partners for Requirement gathering for Salesforce.com implementation and documented the Business and Software Requirements.
* Experience in Designing and developing technical solutions for multiple Salesforce projects.
* Analyse & document business requirements, business workflows, developing file mapping and technical specification and working with business partners/stakeholders to determine details and priority of requirements.
* Analysed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Analysed the business processes for the three divisions in the organization that are using salesforce.
* Experience with both Sales Cloud and Service Cloud that provides Sales force Customer Support and Customer Management.
* Worked closely with Sales force architects and Product owners on sales force implementation for various projects.
* Ability to write Functional specs, develop Use cases and deliver business critical initiatives.
* Created, managed and collaborated the meeting notes, blog posts, project documents in Confluence.
* Involved in project planning and deliverables, monitored issues, communicate status/business impact to leadership.
* Well versed and experienced in troubleshooting, coding & testing issues reported by Internal QA team, Business partners and customers.
* Used Agile (SCRUM) methodologies for development.
* Ability to work independently, distributed teams and can coordinate on-site/Off-shore team setting to deliver high quality results.

**TECHNICAL SKILLS:**

**Platforms:** Salesforce.com

**Programming Languages:** Apex, Core Java

**Technology:** Salesforce.com CRM, Force.com

**Design Scripting:** HTML, Visual Force, CSS, Java Script, SLDS and Lightning.

**Tools:** Import Wizard, Data loader, Workbench, ANT,MS Office, Confluence.

**Methodologies:** Agile – Scrum

**Certifications:**

* **Salesforce Certified Admin**
* **Salesforce Certified Platform Developer I**

**https://trailhead.salesforce.com/credentials/verification (Verify with Name)**

**EDUCATION:**

**Post-Graduation: JNTU University .JPNCE Engineering College 2012**

**PROFESSIONAL EXPERIENCE**

**Thrivent, Appleton, WI JAN 2019 - Till Now**

**Role: Salesforce/BA Consultant**

**Responsibilities:**

* Responsibilities include leading business requirement definition, translation of business requirements into SFDC terminology, and Service Cloud solution design review to ensure business requirement fulfillment.
* Take a leading role in creation and execution of test cases, status and retrospective meetings with members of the Project management team as well as the Development and Deployment team.
* Responsible for requirement gathering from business and developing User stories for the dev team.
* Worked on creating issues like epic stories, tasks, bugs and new projects.
* Created, managed and collaborated the meeting notes, blog posts, project documents in Confluence.
* Fully involved in planning, tracking and releasing the deliverables.
* Worked closely with Business Stakeholders and Product Owners for prioritizing user stories.
* Take a leading role in creation and execution of test cases, status and retrospective meetings with members of the Project management team as well as Development and Deployment team.
* Prepare test cases, test scripts for Navigational test, Functionality testing, UAT and GUI testing.
* Actively did requirement analysis for the end-to-end project by exploring all possible use cases.
* Worked on User Security, Data Security, workflow rules, validation rules, Formula Fields and various customizations activities.
* Interacted regularly with business / technical users using appropriate vocabulary to ensure they are well informed of the progress throughout the project.
* Worked closely with Lead Salesforce Admin to confirm all the required privileges granted pre-deployment and necessary user provisioning done post-deployment.
* Proposed and implemented enhancements to the deployed project to give the client better ROI.

**Environment:** Saleforce.com, Force.com Explorer, Workflow & Approvals, Custom Objects.

**DXC TECHNOLOGIES FEB 2016 - OCT 2018**

**Project Name: Manufacturing, Supplier Integrated System**

**Role: Salesforce Developer**

**Technology: Salesforce configuration and development**

**Description:**  Assessing the Existing SAP system and Helping to build the same functionality by leveraging the Force.com Platform and Out of the Box Salesforce Functionality, Integrations with the Legacy system.

**Responsibilities:**

* Developed custom objects, custom fields, Field dependencies and Validations.
* Developed triggers and classes on various objects for business logic according to requirement.
* Designed and developed APEX program for various functional needs in the application.
* Designed various Web Pages in Visualforce, Embedding Lightning Components in Visual Force
* Implemented workflow rules and approval process.
* Developed **Lightning Components**, Salesforce Lightning design systems (SLDS).

**Environment:** Saleforce.com, Force.com Explorer, Lightning Components, Apex Triggers, Visualforce Pages & Apex Controllers, Salesforce.com Data Loader, Workflow & Approvals, Custom Objects.

**IBM India Pvt Ltd MAR 2014 – JAN 2016**

**Project Name: Financial services and Insurance Company**

**Role: Salesforce Administrator and developer**

**Technology: Salesforce configuration and development**

**ROLES & RESPONSIBILITIES:**

* Involved in SFDC Application Setup activities and customized the apps to match the functional needs of the organization.
* Expertise in Creating Roles, Profiles, Reports and Custom Objects
* Developed various Triggers, Custom buttons and Links, Visualforce Pages, Visualforce components, Apex Classes and other customizations.
* Data Migration from existing systems to SFDC using Apex Data Loader.
* Explore on new emerging technologies
* Involved in organizing project meetings throughout project life cycle.
* Implemented Test Classes to cover positive and negative use cases for Classes and Triggers and achieved close to 100% coverage.

**Environment:** Salesforce.com, Force.com Explorer, Apex, Visualforce, Lead Management and Case Management, Salesforce.com Data Loader.

**IBM India Pvt Ltd Sept 2012 - Feb 2014**

**Project Name: Westfield Insurance (Sep 2012 – Feb 2014)**

**Role: Application Developer**

**Technology: Mainframes, DB2.**