

# MANASA DHARMENDRAN

## Salesforce Developer



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07022030132

## SUMMARY

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Certified Salesforce Developer with 3 years of experience, who want to be a part of an organization offering a challenging and innovative work environment that would enrich and hone my skills and thus help me achieve excellence in every endeavor I undertake and to create win-win condition.

## WORK EXPERIENCE

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Accenture Services Private Limited, Bellandur, Karnataka.

- **Salesforce Developer**  
From Jan 2018 to Present
- **Functional Tester**  
From Feb 2017 to Dec 2017
- **SAP Security & Monitoring**  
From December 2015 to Jan 2017

## KEY RESULT AREAS

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- Experience working with **Sales cloud** and **Service cloud**.
- Worked with business analyst for preparing **technical document** based on the user requirements.
- Experience in **Salesforce Customization** using Lightning Web Components, Apex classes, Triggers and processing large data using Apex Batch classes.
- Implemented the Object Model-Custom/Standard Objects, Record Types, Relationships, Formula Fields, Rollup Summary Fields, Security (Sharing Rules, OWD), Page Layouts, Custom Tabs, Reports and Dashboards.
- Created and maintained Users, Roles, Profiles, Permission Set, Public Groups, Queues.

- Created Process Builder, workflow rules, Approval process and defined related tasks, time triggered tasks, email alerts, field updates etc. to implement business logic.
- Developed **Test classes** and maintained the proper code coverage to deploy into the production boxes.
- Worked on **Case Management** and automated using Queues, Assignment Rules, Auto Response Rules and Escalation Rules.
- Created **Customer Channels** like Web to case, Email to Case and even done with the advance channels like live agent and Communities.
- Used Data Loader to bulk load data into Salesforce.com from other databases and CSV files.
- Hands on experience in writing queries using **SOQL** and **SOSL** in Apex Classes and Triggers.
- Experience in working with **Agile software development lifecycle**.
- Performed regular **quality assurance checks** along with internal testing team during the different phases of the development life cycle.
- Developed and maintained dashboard using **Salesforce Einstein Analytics**.
- Knowledge of **HTML & CSS**.

## CERTIFICATIONS

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**Salesforce Certified Platform Developer I**



**Salesforce Certified Administrator & Platform App Builder**



**Salesforce Certified Service Cloud Consultant**

## CORE COMPETENCIES

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- Ability to make people understand and convince them.
- Being tenacious and not giving up because something is difficult.
- Ability to approach a problem with fresh outlook to come up with solid recommendations for resolving it.
- Strong investigation & analytical skills always fascinated by the power of data.
- Awesome with people and codes.
- Ability to work as a Part of a team, Quick learner and has good communication skills.

## EDUCATION

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### B.E Computer Science & Engineering

Anna University, Chennai

2011-2015

### Senior Secondary

Bethany St. John's EHSS, Kunnampulam

2009-2015

### SSLC

Bethany St. John's EHSS, Kunnampulam

2008-2009

## ABOUT ME

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**DOB:** 22-10-1992

**Hometown:** Thrissur, Kerala, India.

**About:** Dreamer. Believer. Achiever

**Languages known:** English, Malayalam and Tamil.

**Skype ID:** manasadharman

**LinkedIn:** [www.linkedin.com/in/manasa-dharmendran-640129b5](http://www.linkedin.com/in/manasa-dharmendran-640129b5)