**Manikanth Reddy**

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**Professional Summary**

* Overall 7+ years of professional IT experience with 5 years of experience as Salesforce Developer and Administrator.
* Hands on experience in SFDC Development using the APEX classes, Apex Batches, Triggers, Components, Reports, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-in.
* Good understanding of lightning components and adding them to Visual Force pages and lightning experience page layouts.
* Experience working with lightning web components (LWC)
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Configured, implemented administrated and maintained the salesforce.com platform.
* Proficiency in performing administrative and development related tasks like consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Users, Custom Reports, Workflows, Email Services and Templates, Approvals, REST and Salesforce API’s, Reports, Dashboards, Tasks and Actions, Entity Relationship Diagrams, and Page Layouts.
* Expertise in implementation using Apex Language, Visualforce pages, Classes, Triggers, Controllers, Web Services, Tabs, Components, Custom Objects, Reports, Dashboards and Analytical Snapshots.
* Experienced in JSP, HTML, CSS and a part of presentation layer using JavaScript.
* Experience with SOQL, SOSL, Relationships and Lookups.
* Thorough knowledge in the Security and Sharing model which is used to finely control the user’s access to different data.
* Hands on experience of Apex Data Loader, Data Import Wizard and Data Manipulation Language for Data Migration and Integration services.
* Experience with Workflow Issues, restart Workflows, reset data fields, test and fix the Validation rules.
* Worked on migration of Siebel to Salesforce using Data Loader, Cast Iron and Informatica ETL tool.
* Used JIRA Agile for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.
* Used Workbench for query timing and loading data into Salesforce org.
* Provided customer with best practice solutions as related to Salesforce CRM.
* Experience in gathering Business user requirements, designing diagrams such as Class, Activity and sequence diagrams, creating Use cases as per user requirements and in addition to creating Business Requirements Document (BRD).
* Worked on projects which had globalized APPs with all the custom translations loaded into Salesforce.
* An effective team player with excellent problem solving and interpersonal skills.
* Work well alone and as part of team with excellent troubleshooting mechanisms and highly adaptable to different work environments.

**Certifications and Technical Skills**

**Certified Salesforce Platform Developer 1**

**Certified Salesforce Administrator**

**Copado Certified Administrator**

Technical Skills:

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| --- | --- |
| Salesforce Development | Apex Language, Apex Trigger, Apex Class & Apex Web Services, Lightning component Framework, Aura UI Framework, Visual Force (Page, Component & Controllers), SOQL, SOSL, HTML, Java Script, XML. |
| Salesforce Administration | Manage Users, Roles, Profiles, Validation Rules, Workflow Rules, Approval Process, Process Builder, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Reports, Dashboards, Portals (Customer and partner), Sharing Settings, Communication Templates, Sandbox Refreshments, Deployments (Change sets). |
| Salesforce Clouds | Sales, Service and Community. |
| Languages | Java, Apex, XML, HTML, JavaScript, CSS, Bootstrap. |
| Tools/Utilities | Eclipse, Force.com IDE, Sublime Text 3, Workbench, SOQL Explorer, ANT Migration tool, Copado change Management, JIRA, Fisheye, Crucible, Source Tree, Bit bucket, Mavensmate, GIT Hub and Service Now. |
| Databases | MS SQL Server 200x, Oracle 11g. |
| Other Tools | MS Office Suite, MS Excel, MS Visio, MS TFS, JIRA, VersonOne, GitHub-tools, Bitbucket. |
| Operating Systems | Windows XP/Vista/2003/7/10, Linux, Unix. |

**Professional Experience**

**Client: Allegis Group, Hanover, MD September 2018 – Present**

**Role: Salesforce Developer**

**Responsibilities:**

* Translate functional requirements into technical design and develop robust solutions for each planned release.
* Developed and made enhancements to the Apex Classes, Apex Triggers for various functional needs in the application.
* Developed a custom compact layout to accommodate more Quick Action Buttons using Lightning Web Component.
* Implemented and Developed REST Web Services to Automate User Provisioning from Peoplesoft to Salesforce.
* Implemented custom salesforce automation with Triggers and apex classes to manage user history and association with Partners.
* Implemented integration between two salesforce instances by using REST API service and custom metadata to sync opportunity deal data and other child related salesforce custom objects dynamically with reusable configuration setup.
* Developed a Retention Case functionality to create a case when a user’s current assignment is going to end in 90 days using Apex Batch and Schedule class.
* Built and enhanced two communities for Opco’s EASi and Aerotek Canada.
* Expanded the existing communities to EMAE and Canada regions by adding French translation using custom labels and translation workbench.
* Developed a custom Case Assignment rule using Apex and Custom Metadata.
* Developed a functionality to auto fill Addresses using Google API.
* Enhanced existing lightning forms further to meet company’s UI requirements for better user experience and efficiency.
* Contribute to overall code quality by performing design and code reviews for fellow developers.
* Performed basic and extended unit tests for releases (internal and salesforce releases)
* Performed release migration tasks and environment setup/management
* Helped with triaging and fixing defects for the planned releases and production.
* Worked on integrating salesforce with 3rd party system using web services and app exchange apps
* Experience integrating Salesforce with multiple data sources
* Experience with implementation and deployment of high data volume.

**Environment:** Communities, Sales Cloud, Visualforce (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Lightning components, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, JavaScript, Eclipse IDE Plug-in Salesforce Developer, Visual Studio Code.

**Client: Morningstar, Inc. Chicago, IL January 2018 – August 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Developed various custom objects, tabs, components and Visualforce pages.
* Customized page layouts for standard/custom objects and assigned record types.
* Created Validation Rules, Workflow Rules to Automate Process, Email alerts, Field updates and Time-Dependent actions.
* Developed on Email to Case functionality for EMEA region.
* Implemented omni-channel configuration for automated Case routing.
* Worked on lightning Components for creating custom pages for lookup screens.
* Analyzed Visualforce pages and made changes to work efficiently in both Classic and Lightning UI.
* Developed and configured various custom reports and report folders for different user profiles based on the need in the organization.
* Designed, and developed Apex classes, Controller and triggers for various functional needs in the application.
* Designed various web pages in Visualforce for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to Migrating data to salesforce using Data Loader and checking for the correctness of the data.
* Provided level 3 production support (involving appropriate functional teams when needed).
* Packaged and Deployed customizations from Sandbox to other environments using change sets.
* Help users with Chatter teams/groups and follow application as well. Provided ongoing maintenance and administration services including periodic data cleansing, custom objects, workflows.

**Environment:** Visualforce (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Lightning components, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, Java Script, Eclipse IDE Plug-in Salesforce Developer

**Client: Medical Transportation Management Inc., St. Louis, MO April 2016 – Dec 2017**

**Role:** **Salesforce Developer**

**Responsibilities:**

* Develop timely and innovative solutions, with optimal use of technology and resources
* Implemented Salesforce Lightning Design System for Custom Community (Napili template) and worked on integrating with Salesforce OOB functionality.
* Worked on developing both Internal and external community pages in salesforce using lightning app builder.
* Built custom Lightning components and configure drag and drop components using community builder for Custom napili Template.
* Customized the look and feel of community templates using custom fonts and custom themes depending on the company’s CSS styling structure.
* Implemented custom search functionality on Lightning components rather than OOB search bar using lodash JavaScript library.
* Developed custom Lightning app for company’s internal application and developed custom lightning record pages and assigned page layouts to associated profiles and permission sets.
* Fixed issues with custom Lightning Event Management app on styles & controllers for in-built apps.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
* Developed numerous triggers and reusable Apex trigger handlers that will act on different custom objects.
* Worked on implementing Record based sharing using Organization Wide Defaults, Sharing Rules and Manual Sharing.
* Worked Salesforce Sale Cloud on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities
* Performed customization on Sales, Marketing cloud objects Leads, Accounts, Contacts, Opportunities, Opportunity Splits, Quotes, Campaign, and Campaign Members. Coordinating with functional team Defect fixes and managing defects in MS Team foundation server.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Worked on integrating SFDC with ETL tools like Informatica and Data Loader.
* Worked with cross – functional team with both internal and external services team on setting company’s code quality and quality control standards.
* Implementing version control system using tools like Source tree, GIT hub and Mavensmate.
* Deliver software solutions that are both stable and meet security standards
* Provide software solutions that meet client and business deadlines
* Work with Business Analysts, Product Owners and other Business partners to ensure fulfillment of application needs.
* Utilize teamwork to select the most cost effective and resilient solution

**Environment**: Sales Cloud, Community Cloud, Agile, Salesforce.com platform, Lightning, Apex Language, Visual Force (Pages, Component & Controllers), CPQ, JavaScript, Eclipse IDE Plug-in, Sublime, Oracle, DB2, SQL/PLSQL, Java, Windows.

**Client: Yellow Pages, Glendale, CA Sep 2015 – March 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed Apex Classes, Apex Triggers for various functional needs in the application.
* Built APIs with Salesforce.com Apex SOAP/REST Services.
* Designed Visual force Pages with html along with custom controllers and controller extensions.
* Created Visualforce Pages to provide UI to the custom objects.
* Created **Visualforce pages** to provide customer status to sales team and executive team based on different geographical location filters.
* Used Salesforce.one for managing navigation and built custom Visualforce components with J Query Mobile and AngularJS.
* Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Used Force.com Web services API and outbound messaging for implementing web services through WSDL in the application for access to data from External systems and websites.
* Created Web Services for handling requests and API and SaaS based applications using REST and SOAP-based web services (SOA).
* Worked closely with sales team and business analyst and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Designed SQL database tables, views, stored procedures, triggers and functions.
* Developed Salesforce.com ETL processes using Cast Iron, Informatica, Java and Salesforce Web Services Java API.
* Worked on Data Migration from Databases to Salesforce Using Apex Data Loader.
* Experience in handling administration, customization, configuration, mapping, data migration and integration of Salesforce.com applications.
* Single handed implementation and maintenance of the Continuous Deployment and Code Repository setup.
* Proficient in building Lightning components using Controllers, Handlers and using these components in Visual force pages and integration using Lightning Out.
* Generated SOSL and SOQL statements to search the information.
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Worked on ETL tool Informatica to migrate the information from another database.
* Defects fix, reporting and defect management in Jira.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, JIRA, GitHub, Workflow, Flows, Reports, Workbench, Security Controls, Force.com IDE.

**Client:** **ShoreTel, Hyderabad, India. March 2013 –Apr 2015.**

**Role: Java Developer**

**Responsibilities:**

* Implemented the application using Spring Framework which is based on Model View Controller design pattern.
* Designed and implemented a Cassandra NoSQL based database and associated RESTful web service that persists high-volume user profile data.
* Apache Kafka is used to allow a single cluster to serve as the central data backbone to offer strong durability and fault-tolerance guarantees.
* Design and develop the processes using multithreading to make it asynchronous.
* Wrote authentication and authorization classes and manage it in the front controller for all the users according to their entitlements.
* Implemented Spring Framework based RESTful web services.
* Wrote J Unit test cases to test the Optimization Module and created functions, sub queries and stored procedures using PL/SQL.
* Implemented caching techniques, wrote POJO classes for storing data and DAO's to retrieve the data and did other database configurations.
* Developed Java Beans, which will communicate with the middleware (EJB'S) and supplies the data to the web interfaces.
* Designed and developed UI Search and results screens for legal Professionals and legal Organizations using JSF my Faces, Ice Faces, JSP.
* Worked closely with the testing team in creating new test cases and created the use cases for the module before the testing phase.
* Integrate with various back-end systems using REST. Integrated business layer using Hibernate with Spring DAO.
* Implemented integration techniques using Apache Camel and Apache Active MQ technologies.
* Developed light weight user interfaces to display the live cash balances on web page using HTML, JavaScript, Angular.js and JDBC technologies at backend.
* Involved in interacting with business users for requirements.
* Written all applications in Eclipse (IDE) Environment.

**Environment:** Core Java, J2EE, Apache Camel, Apache Kafka, REST, Servlets, Spring, Hibernate, Tomcat, Eclipse IDE, Web Sphere Application Server, XML, XPath, XSD, Business Objects XI 3.1(Universe, Web Intelligence), Teradata, XSLT, JSF, JDBC, JavaScript, Angular js, HTML, CSS, Cassandra, CVS, Maven, AJAX, Log4j, Junit.