Kishore Manne

Email: nagakishoresfdc@gmail.com

Phone: 8712555239

- Over 5.7 years of experience on Salesforce Li Platform as a Developer.

- Extensive experience with the Salesforce.com development life cycle, application design

  patterns, Integration patterns and deployment planning.

- Extensive Experience working on the Salesforce Products Sales Cloud, Service Cloud, Community Cloud & Developing Custom Applications on Salesforce Platform.

- Experience working in Agile methodology, Scrum methodology, Waterfall model and

  Test-driven development.

- Experience in Building Lightning Web Components.

- Experience in using Dev Hub, Scratch Orgs, Salesforce CLI and Lightning Component Library.

- Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.

- Experience in using Lightning Data services to Load, Save, Create and delete a record without using Apex Code.

- Experience working in Agile Methodology.

- Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with Visualforce (Pages, Components, Controllers) MVC architecture and Apex (Classes, Controllers &Triggers).

- Extensive experience in designing validation rules, custom objects, custom fields, customizing page layouts, workflow alerts & actions, pick lists, approval processes, record types, custom tabs, Reports, Dashboards, and email generation according to application requirements.

- Experienced in data cleansing and mapping data from source to target salesforce.com.

- 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.

- Migrated data from Legacy Systems to Salesforce CRM using data loader.

- Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.

- Experience in security settings like Organization Wide Defaults, Sharing Rules and Role Hierarchy.

- Sound understanding of SOQL and SOSL for Querying and Searching Data for Force.com platform.

- Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.

- Experience in Implementing Batch Apex and Schedule Apex.

- Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.

- Proficient in implementing business flows using the Declarative framework via Workflow Rules and Approval Processes.

- Experience in designed entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and business logic.

- Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.

Certifications:

1) Salesforce Certified Platform Developer I

2) Salesforce Certified Administrator

Educational Qualification

BBA FROM Acharya Nagarjuna University

Work Experience

- Working as a Senior Consultant in Nggawe Nirman Technologies from March 2023 to June 2023

- Working as a Senior Consultant in Mphasis from September 2017 to Present.

Projects Handled

Role: Salesforce Lightning Developer

Client: Hyundai Motors

Description: Hyundai Motor Company manufactures, sells, and exports passenger cars, trucks, and commercial vehicles. The Company also sells various auto parts and operates auto repair service centers throughout South Korea. Hyundai Motor provides financial services through its subsidiaries. Hyundai Motors has selected Salesforce Sales Cloud for automating their Sales Process,CRM,Sales Engagement while replacing Legacy Applications, and integrating with the existing systems being used.

RESPONSIBILITIES:

• Developed Lightning Web Components for various User Interface requirements of Business.

• Used Salesforce Lightning Inspector to debug the lightning components during the development process.

• Developer Visualforce Email Templates for Various notification requirements.

• Developed Triggers and Classes for automating Business Processes.

• Developed Flows to send out email alerts and Field Updates.

• Created Custom objects, Custom Fields, Formula Fields, Rollup Summary Fields, Custom Page layouts, Custom tabs and Custom Buttons for Various Business Requirements.

• Defined Field Dependencies, Lookup Filters and Record Types for Various Business Requirements.

• Defined Validation Rules to validate the Data.

• Configured Approval Process for automating Approvals.

• Defined Security using Profiles, Permission Sets, Field Level Security, OWD and Sharing Rules.

• Created Reports, Charts and Dashboard for various business needs.

• Used Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.

• Developed Schedule Apex and Batch Apex to Schedule and Process Large Volumes of Data.

• Used future methods and Queueable Classes for processing the code asynchronously.

• Integrated Salesforce with External Systems using SOAP API & REST API.

• Developed Test Classes to generate code coverage for Classes, Controllers and Triggers.

• Deployed Components from Sandbox to Sandbox and Sandbox to Production using Change Sets and Flosum.

Role: Salesforce Lightning Developer

Client: Fedex

Description: FedEx provides customers and businesses worldwide with a broad portfolio of transportation, e-commerce and business services. They offer integrated business applications through operating companies competing collectively and managed collaboratively, under the respected FedEx brand. FedEx uses Salesforce to manage their customer data, sales opportunities, and more. By using Salesforce, FedEx is able to keep track of their customer interactions and data in one central location. This helped FedEx to better understand their customers' needs and wants, and ultimately provides a better customer experience. Due to automation of FedEx sales and marketing processes using salesforce crm,Fedex saved a lot of time and money.

RESPONSIBILITIES:

• Built Lightning Aura and Lightning Web Components for User Interfaces.

• Involved in creating Test methods to make sure complete code coverage of apex class and triggers.

• Automated Business Processes by writing Apex Triggers.

• Developed Business Process Automations using Process Builder and Flows.

• Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.

• Developed Apex Classes, Apex Triggers, Workflows and Approval Processes for various functional needs in the application.

• Created various Visualforce templates for sending Email notifications.

• Designed, and deployed the Custom objects, Custom tabs, 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 SObjects.

• Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

• Designed and developed salesforce.com Standard Objects, Custom Objects, Apex Classes to support Visualforce pages development.

• Developer Schedule Apex and Batch Apex to Process Large Volumes of Data on a Recurring basis.

• Developed Visualforce Email Templates for Sending Notifications.

• Used Change Sets and Flosum Application to migrate metadata components from Sandbox to Sandbox and Production Environments.

• Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards. Worked on REST API Integration.

• Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas.

• Used the Sandbox for testing the developed App after migrating some test data from client application.

• Used Salesforce Developer Console to execute apex codes and SOQL Queries to verify Salesforce data.

Role: Salesforce Lightning Developer

Client: Merchants Fleet

Description: Merchants Fleet Management provides businesses and government entities financing and management services for vehicle fleets. They help organizations remain compliant with state and federal regulations and assist in controlling and containing expenses related to vehicle operations to optimize total cost of ownership. Merchants Fleet Management needed to have greater insights into their sales pipeline. Merchants struggled to get their sales executives to fill out all of the needed sales pipeline information. The Sales Cloud Lightning implementation helped configure their workspace to ensure all information is captured from their sales reps a result of Sales Cloud Implementation Sales Reps are now able to track the sales stage and opportunity pipelines much more effectively.They are having Greater visibility into the Deals to close the deals more faster.

RESPONSIBILITIES:

• Communicated with executives to gather clear business requirements and designed theoretical workflows based on requirements.

• Developed Lightning Aura and Web Components for various business requirements.

• Created Custom objects, Custom fields, page layouts, role hierarchy, record types based on the business requirements.

• Worked on profile, roles, field level security, field accessibility, permission sets and sharing settings.

• Created sharing rules for sharing data to a specified set of users.

• Modified page layouts and maintained field level security as required.

• Replaced logics of validation rules and a workflow process for various custom and standard objects.

• Created APEX Classes, Controller Classes and APEX Triggers for various functional needs.

• Developed Unit test class for Apex class and worked for improving code coverage.

• Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

• Created custom Dashboards for manager's homepage and gave access to dashboard for authorized people for individual divisions.

• Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects.

• Deployed components from Sandbox to Sandbox to Production using change sets.

• Used the Sandbox for testing the developed App after migrating some test data from client application.

• Used Salesforce Developer Console to execute apex codes and SOQL Queries to verify Salesforce data.

• Provided ongoing salesforce.com maintenance support and administration services

Role: Salesforce CPQ Developer

Client: Hewlett - Packard

Description: Hewlett - Packard Limited provides computer products and technologies. It provides products, technologies, software, solutions, and services to individual consumers and small- and medium-sized businesses (SMBs) as well as to the government, health, and education sectors worldwide. HP uses Salesforce CRM for its direct selling staff, partners, and services to integrate sales processes for HP's own sales reps and its channel partners.

Responsibilities:

• Implemented Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts, Lead-to-Cash business processes.

• Created product and service configuration, complex pricing rules, Product bundle structures, constraint rules and options.

• Created pricing using list, cost/markup, percent total, block, price rules, calculator plugins, filter rules, system and user discounts.

• Implemented Approval Process using Advanced Approvals, Approval Rules, Conditions and variables.

• Created Discount Schedules, Multi-Dimensional Quotes, Quote Templates, Multiple Orders from Single Quote.

• Coordinated with Legal, Business Operations, Orders and Finance teams to execute customer engagements and process purchase orders.

• Created Lightning Web Components, Aura Components and Visualforce Pages for developing Dynamic User Interfaces.

• Experience in using the decorators in LWC.

• Experience in using Lightning Message Service, Custom Events and @api Decorator for

Communication between the Components.

• Experience in using Wire Decorator to read the data.

• Experience in Using Lightning Data Services to View, Create, Update, and delete records.

• Used Salesforce Lightning Inspector to debug the lightning components during the development process.

• Involved in creating Test methods to make sure complete code coverage of apex class and triggers.

• Involved in creating Visualforce email templates for Various notification requirements.

• Developed Triggers for Various Business requirements.

• Created processes using Process builder to send out email alerts and Field Updates.

• Designed, developed, and deployed the Custom Apps, Custom objects, Custom Fields, Custom

buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs

of the application.

• Developed Apex Classes, Apex Triggers, Workflows and Approval Processes for various functional

needs in the application.

• Designed, and deployed the Custom objects, Custom tabs, 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 Objects.

• Developed Schedule Apex Class , Batch Apex Class, Future Methods and Queueable Apex to define asynchronous processes.

• Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom

formulas.

• Used the Sandbox for testing the developed App after migrating some test data from client application.

Role: Salesforce Lightning Developer

Client: CBRE

Description: CBRE Group, Inc. is the world's largest commercial real estate services firm, with approximately 34,000 employees across more than 300 offices worldwide. Brokers at CBRE Group were using ACT to manage companies and contacts and an Excel spreadsheet to manage properties and leases. Brokers had a tough time following up on upcoming lease expirations, and cumbersome reporting which did not deliver a good property match to customer preferences. CBRE wanted an application that could help them close more deals, and provide better service to their tenant and property representative business lines. We have Implemented Sales Cloud for CBRE and Developed a Custom proprietary Tenant Representative Application called Broker Base. After implementing the Sales Cloud and Broker Base Custom Application, Brokers from CBRE are now able to make Salesforce their one-stop shop to manage both clients and leases. The ability to see all of the Customer's leases, including details like their property address, square footage, lease expiration date, saves them time and provides information that can quickly be sent to prospects. Brokers can run reports on upcoming expiring leases and query properties that fit a client's criteria. Using Sales Cloud, CBRE reduced sales cycles by an average of 60 days, a 30% increase in close rates and pipeline value increases of over 200%.

Responsibilities:

• Understand business requirements and translate them into design specification document.

• Communicated with executives to gather clear business requirements and designed theoretical workflows based on requirements.

• Developed Lightning Aura Components for Various Business Requirements.

• Created Custom objects, Custom fields, page layouts, role hierarchy, record types based on the business requirements.

• Worked on profile, roles, field level security, field accessibility, permission sets and sharing settings.

• Created sharing rules for sharing data to a specified set of users.

• Modified page layouts and maintained field level security as required.

• Replaced logics of validation rules and a workflow process for various custom and standard

objects.

• Created campaigns, mass e-mailers, survey data collection and contact management.

• Created APEX Classes, Controller Classes and APEX Triggers for various functional needs.

• Customized financial reports, Forecasts and Dashboards to the executive office.

• Administrator for different salesforce.com CRM application for sales cloud and service cloud

.• Developed and deployed workflows for opportunities and products management.

• Developed Unit test class for Apex class and worked for improving code coverage.

• Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

• Created custom Dashboards for manager's homepage and gave access to dashboard for authorized people for individual divisions.

• Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects.

• Used Data Loader to read, extract and load data from comma separated values (CSV) files.

• Deployed components from Sandbox to Production using change sets.

Role: Support Engineer

Client: Wells Fargo

Description: Wells Fargo & Company is a diversified banking & financial services company with operations around the world with $1.3 trillion in assets, providing banking, insurance, investments, mortgage and consumer finance through more than 10,000 stores, over 12,000 ATMs and the internet across North America and internationally. Wells Fargo is the fourth largest bank in the U.S. by assets and the largest bank by market capitalization. Wells Fargo is the second largest bank in deposits, home mortgage servicing, and debit cards. Salesforce helps Wells Fargo run its business better across banking, mortgage, investing, credit card, plus personal, small business, and commercial financial services. Between them these businesses use 43 Salesforce orgs.

Responsibilities:

• Created and managed users, roles, public groups and implemented additional role hierarchies, sharing rules and record level permissions to manage sharing access among different users.

• Defined Master-Detail and Lookup relationships on the objects and created junction objects to establish connectivity among objects.

• Implemented minor enhancements on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.

• Added new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.

• Created and deployed several reports for different user profiles based on the need in the organization.

• Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.

• Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.

• Configured Profiled-based IP address restrictions, Organization-wide IP address restrictions and Profile-based login hour restrictions.

• Designed various HTML Email templates.

• Developed and deployed Apex Classes and Apex Triggers to accomplish different business needs not supported by the Declarative Framework.

• Provided user support and bug fixing activities as per the SLA.