

Manu Singhal

3x Salesforce Certified/Prince 2 Project Manager

manucomp66@gmail.com | +919212308238

F-1 Plot 410, Niti Khand 1, Indirapuram, Ghaziabad, Uttar Pradesh - 201010

Professional Highlights

- More than 14 years of experience in IT software development industry.
- More than 7 years of experience in Salesforce CRM application, implementation, configuration and administration using Salesforce.com Platform.
- 7 years of experience in Progress 4GL/OpenEdge.

SDFC Skill Set

-
- Experienced with Administration, Configuration, and Support experience on Salesforce.com.
 - As a team manager worked on impact analysis and feasibility of new requirements/changes.
 - Experienced in developing Project Scope, Business Requirements and Functional Requirements with internal team and clients.
 - Implemented several Sales and Service Cloud standard packages including sandbox environment maintenance.
 - Hands on experience in SFDC Customization by creating Custom Objects, Custom Fields, Custom Page Layouts, Custom Reports, Custom Apps and Custom Tabs
 - Proficient in creating objects on Relationships, Look-ups, Dependent Picklists, Role-based Page Layouts, Validation Rules, Field dependency, Record Types and Formula fields according to application requirements.
 - Worked on enhancements to SFDC application required by business users from time to time.
 - Created Sharing rules for user groups and day to day permission to the users.
 - Strong requirements gathering experience and preparing documents like Functional and Technical design document.
 - Created custom objects and its related Reports / Dashboards to hide data access from other profiles across the organization in both classic and lightning.
 - Developed process enhancements through automations including Workflow, Approval Processes
 - Experience in writing SOQL and SOSL.
 - Experience in efficiently and effectively working with business partners, senior management (Business Heads, Project Heads, Managers and other stakeholders).
 - Worked on data migration tools such as Data Loader.
 - Experienced using Salesforce Lightning UI, Lightning App Builder, CPQ, Communities building and b2c commerce cloud

Managed Package Experience

-
- CPQ
 - FSL (Field Service Lightning)
 - Conga
 - SF Maps
 - CloudAlly
-

Certifications

- Salesforce Certified Administrator
 - Salesforce Certified Sales cloud consultant
 - Salesforce Certified Service cloud consultant
 - Prince 2
 - Data Protection Act
 - Information Security
 - Treating customer fairly
 - Health and Safety
 - Diversification Training
-

**Salesforce
Optimization
Manager**
Aug 21 – Present

Maverick Digital (Media Monks)
Description: Sales and Service cloud Implementation and support
Responsibilities: Designing and following SDLC, Database design to use standard objects and modules of Salesforce and creating the new custom objects, Analysis, Solution design. Supported team to understand the requirements. CPQ, Sales and Service cloud implementation. Gathering client's requirements and converting them into salesforce technical and functional solutions, providing on-time delivery with good quality.

**SF Admin /
Architect**
May 20 – Aug 21

Berk One - USA
Team Size: 2
Description: They are using CRM for their internal use.
Responsibilities: Designing and following SDLC, Database design to use standard objects and modules of Salesforce and creating the new custom objects, Analysis, Solution design. Supported team to understand the requirements. CPQ implementation.

**SF Project
Manager/Architect**
July16 – May 20

Echo India Managed Services Pvt Ltd, Noida
Product: Aptumo
Team Size: 24
Description: Aptumo is the upgraded version of RapidXtra billing system based on Salesforce CRM package. Its software as a service (SaaS) technology is cloud-based, easily scalable and quick to deploy.
Responsibilities: Designing and following SDLC, Work Allocation to the team, Database design to use standard objects and modules of Salesforce and creating the new custom objects, Analysis, Solution design. Supported team to understand the requirements. Responsible for technical design using requirement specifications and use cases/stories by collaborating with the product management. Supporting the team in fixing the issues raised.

Work History

Team Leader
Aug13 – Feb16

Echo India Managed Services Pvt Ltd, Noida
Product: RapidXtra
Environment: Progress OpenEdge (Ver. 10.1B, 11.7 – GUI, OA)
Role: Team Leader
Team Size: 20
Description: Rapid extra is a water billing product developed and managed by Echo Managed Services. It handles several types of plans available in the UK Market. The system is robust, and the strength of this system is the billing module.

Responsibilities: Analyzing the root cause of the issue, release handling, organizing and providing training to trainees, handling interviews for new resources.

**Progress
Consultant
Jul08 – Aug 13**

JK Technosoft, Noida

Product: Hartlink

Client: Capita Hartshead

Environment: Progress OpenEdge (Ver. 10.1B - GUI)

Role: Progress Consultant (onsite, offshore)

Team Size: 18

Description: Hartlink by Capita is a pension and annuity management system for the UK State as well as Private Pensions. Hartlink internally developed, multi-scheme, multi-employer pension's administration software system that can cater for the administration of a large number of different schemes' benefit structures. Through Hartlink, Capita Hartshead can provide pension schemes with an organized, maintainable, accurate and accountable system of record keeping and case control. For those schemes seeking to outsource their administration services, Hartlink is an invaluable asset to any scheme.

Responsibilities: Team handling, Client Interaction, Solving queries directly from client. From the beginning performed an important role in data migration and interfaces. Also designed two crucial modules required by the client.

**Software Developer
Dec07 – Jun08**

JK Technosoft, Noida

Product: IFAST

Client: IFDS, Canada

Environment: Progress V10.1B (CHUI)

Role: Software Developer

Team Size: 10

Description: International Financial Data Services, (IFDS) Canada is the solutions company and partner the investment industry turns to for accurate and reliable shareholder and unit holder servicing. They have developed a Unit Holder Accounting System (iFAST) with a wide variety of record-keeping, back office and operational business processes in Progress ChUI version. They are currently in the process of upgrading the application to cater to the ever-growing business needs.

Responsibilities : Analysis, Coding, Unit Testing, Client communication.

Other Work Experience

-
- Worked with HCL BPO as a Product Specialist from Oct 06 to June 07.
 - Worked with Falcon Infosys as a Technical Trainer from Sep'05 to Sept'06.
 - Worked with Tangent Software Systems as a Technical Trainer and System Administrator from July'03 to Sep'05.
 - Worked in Union Bank of India as a Database Management Technician for 3 mon

Skills & Domains

-
- Rapid Xtra - Water Billing System
 - CFS Lamda L&P (Hartlink) – Defined Contribution L&P System
 - Prudential L&P (Hartlink) – Defined Contribution L&P System
 - CFS Calc DB (Hartlink) – Defined Benefit Pension System
 - IFast – Financial Management System Functional Expertise
 - Pension and Financial Management

Tools

- OE-BPM
 - MS Project
 - MS Visio
 - JIRA
 - HP-ALM
 - Round Table
 - Progress Savvion
 - Selenium
-

Education

Punjab University Master of Computer Applications
2004 – 2007

Achievements

- Long Service Award in Echo Managed Services
 - Awarded as a star of the year in JKT for 2012 – 2013.
 - Awarded two times as a star of the quarter in JKT.
 - Participated in COFAS (an international computer contest) in CMS Lucknow as computer programmer representing St. Paul's for two years.
 - Participated in COFAS in computer quiz.
 - A certified junior ranger.
 - A member of organizing committee of seminars.
 - Representative of all academic activities
-