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**PROFESSIONAL SUMMARY:**

* Over all 8+ years of experience in the Salesforce.com CRM Platform, both as Developer and Administrator.
* Extensive experience in application design, customization, development, support on Salesforce.com, Force.co platform and Web based application using Apex.
* Experience in SFDC Development in implementing Apex Classes, Controllers & Triggers and Visual Force.
* Hands on experience in developing Salesforce Lightening apps, Components, Controllers and Events.
* Experienced in creating Lightening pages inside Lightening Community Builder.
* Experience in working with client specific solutions likeSalesforce.com Sandbox deployments, Force.com IDE, Eclipse IDE, SOQL, SOSL and various production environments.
* Good Experience in Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions.
* Experience with Service Cloud including: Service Console, Customer Portal, Case Feed, Knowledge Base and Entitlements.
* Ability to configure Product, Price book, Quotes and Proposal, Approval Process and other key Apttus functionalities.
* Ability to efficiently analyze and interpret data using Salesforce and well versed in Administration setup such as manages users and data management.
* Hands on experience using Demand Tools for data management.
* Implementation experience on using Apex Language (Classes, Controllers & Triggers), Visual Force pages, Custom Apps, Custom tabs, Custom Objects, Custom Fields, relationships, Page layouts, validations, workflow rules, S-Controls, Reports, Analytical Snapshots and Dashboards.
* Experience in working with agile methodology/ Scrum and SDLC.
* Experienced in creating public groups, different types of reports, dashboards and Experienced in creating public, private and unlisted Chatter Groups to collaborate with other team members while working in a team.
* Experience in Jitter Bit Data Loader for Insert, Update and Bulk import and export of data from Salesforce objects.
* Hands on experience implementing Security/Sharing rules, configured Permission Sets, Field level Security, Record level Security, Profiles, Roles and resource monitoring at different hierarchical level of Organization.
* Worked on Heroku Deployments while integrating with different environments.
* Experience in writing Apex Test classes to achieve 75% code coverage before deploying the code to production.
* Created Test Scenarios and Cases on Sandbox Environment, created packages and moved to Production Environment.
* Understanding of the SFDC data model, building custom objects from schema builder and managing fields, building master - detail and lookup relationships according to the requirement.
* Good knowledge on security & sharing settings and delegated administration
* Knowledge of WSDL, SOAP API, REST API, callouts, Batch and Schedule Apex Programs.
* Experience in all stages of Software Development Life Cycles (SDLC) like requirement analysis, architecture and design, development, testing and post implementation revisions.
* Excellent Communication and Problem-solving skills and ability to think out of box delegate effectively and motivate team members and help them to achieve on-time project completion.
* A team player with effective interpersonal and communication skills, adapt at building productive relationships and building rapport with a diverse set of individuals.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, VF pages (Visual force Pages) / Components, Apex Web Services, Apex Custom Controllers and Extension, Agile Methodology, Service Cloud Console, Salesforce.com, Salesforce CRM, customizations like Workflow Approvals, Dashboards, Custom Objects, Record Type, Role Hierarchy, Validation, Quotes, Formulae, Page layouts.  |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production). |
| **Languages** | C++, C#, Java, JavaScript, SQL, Apex. |
| **Databases** | Oracle 11g/10g/9i, MS SQL Server, MYSQL, DB2  |
| **Web Technologies** | JavaScript, HTML, XHTML, XML, WSDL, AJAX,  |
| **GUI and Tools** | Eclipse, Force.com IDE, Apex Data Loader |

**EDUCATION:**

**PROFESSIONAL EXPERIENCE:**

**Client: GE Building, Schenectady, NY Jan 2018 - Present**

**Role: Sr. Salesforce Developer/Admin**

MUFG (Mitsubishi UFJ Financial Group) is one of the world's leading financial groups.Through close partnerships among our group companies, the Group aims to be the world's most trusted financial group, flexibly responding to all of the financial needs of its customers, serving society, and fostering shared and sustainable growth for a better world.

**Responsibilities:**

* Responsible for gathering requirements from key users.
* Implemented the process covering Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management etc.
* Integrated Apex with External services by making callouts that used SOAP and WSDL.
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL and SOQL queries, locking statements, Transactional control and Exception statements to invoke Apex triggers.
* Worked with Anonymous Blocks that could be compiled and executed using System Log Console, Force.com IDE and Web Services API call.
* Worked with components, functions and global variables to embed links to default actions for creating new Accounts, Contacts and other standard objects.
* Worked with Global variables and expression language syntax to manipulate data types for conditionally executing operations.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Worked with Methods to insert and update records without re-directing users to a new record.
* Worked with Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested Visual force pages.
* Worked with Visual force components to customize captions, headers and footers of a table and to embed a standard list view of an object's records.
* Worked with Visual force List Controllers to act on a set of records with pagination and iterate over a list of records to produce output in a list.
* Laid the groundwork for the Force.com platform by creating custom objects, fields, tabs and filled object data using Data Loader.
* Modified simple workflows to incorporate Email Alerts and Field Updates.
* Scheduled retrieval of report data to be used with Analytic Snapshots.
* Worked with Formula fields for calculation, related object display, integration and data realization.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Defined permissions for Profiles and Administrative permissions to grant/deny users access to platform features.
* Setup Audit Trail to gather information about client usage.

**Environment:**Salesforce.com CRM Application Platform, Apex Language, Visual Force,Lightning, S-Controls, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.

**Client: Medpro, Fort Wayne, IN Sep 2016 – Dec 2017**

**Role: Sr. Salesforce Developer/Admin**

As a technology company in the global payments business, we operate the world’s fastest payments processing network, connecting consumers, financial institutions, merchants, governments and businesses in more than 210 countries and territories. Mastercard’s products and solutions make everyday commerce activities – such as shopping, traveling, running a business and managing finances – easier, more secure and more efficient for everyone.

**Responsibilities:**

* Performed the role of Salesforce.com Developer and Administrator in the organization.
* Excellent Analytical skills in understanding the business process and translating business requirements into system functionality requirements in technical terms.
* Designed and developed Visual Force Pages to meet various functional needs.
* Migrated data using Apex Data loader to centralize data and processes across different divisions that were previously using decentralized systems / databases.
* Used Apex classes and Visual force page to customize partner portal and make it convenient for the customers to review and renew the licenses for the purchased products.
* Worked on Sales cloud with Accounts, Contacts, Cases and Solutions to generate towards developing business.
* Using Service cloud worked on Customer Service Automation with our partners.
* Worked on Marketing Cloud module
* Expertise in Service Cloud console with exposure to CTI adapters and Mobile App Integrations.
* Used Community cloud to build deeper relationship with customers to provide better service and assist them through online.
* Created web to lead forms, assigned tasks, and managed workflows for managing Marketing app.
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Used Force.com Eclipse IDE for developing Visual Force pages, Controller classes and Triggers.
* Created workflow rules to send auto response emails, email alerts, field updates, and other tasks.
* Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visual force Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Configured Customer & Seller Communities.
* Developed Custom Visualforce.com Pages for communities.
* Good knowledge on Community cloud module.
* Designed various HTML Email templates.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application using Force.com IDE.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created custom VF pages to leverage the functionality of displaying the information from different objects and update them on the same page.
* Worked and created SSO with SAML 2.0 environment.
* Developed VF pages for customizing the UI for partner users
* Worked with Methods to insert and update records without re-directing users to a new record Worked with Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested Visual force pages.
* Used Translation Workbench on SFDC in-order to translate the custom labels, validation rules and email templates in different languages.
* Developed a custom application with Force.com to manage territory, account, and quota assignments, and integrated it with an internal commissions system using Informatics on cloud.
* Experience in automate process for the quote to cash by connecting and synchronized front and back office application using the visual process designer using the Jitter Bit Harmony cloud integration.
* Used Force.com to develop the Agile Vision application that is available on the AppExchange to help third parties manage their agile projects and increase productivity.
* Modified Opportunity and Pipeline by customizing various stages to help prospect better and enabled forecasting.
* Imported excel based customer information records into Accounts, Contacts and Cases using Data Loader and Import Wizard.
* Worked on Data Migration which includes data extraction, de-duplication, standardization and validation and import into Salesforce.
* Performed Ad hoc analysis.
* Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and added them to the archive.
* Developed portals using force.com sites, these portals can be reached to the customers by Google search and pay per click ads.
* Enhanced Force.com sites with JavaScript classes to cookie the campaign details and affiliate details on the browser.
* After development changes are done for each task, follow-up with QA team for testing. Updated the changes accordingly if needed.
* Document the configuration and development changes and follow the plan during the release process

**Environment:**Saleforce.com platform, Force.com API, Workflow & Approvals, Lightning,Reports, Custom Objects, Custom Tabs, Email Services, Web services, Visual Force, Salesforce.com Data Loader, Security Controls, HTML, XML, CSS, Java Script, Sandbox, Eclipse IDE Plug-in, Dashboards, Analytical Snapshot and Data Migration, GitHub.

**Client: Centene Corporation, St. Louis, MO. Jan 2015 – Aug 2016**

**Role: Salesforce Developer**

Centene Corporation, a Fortune 500 company, is a diversified, multi-national healthcare enterprise that provides a portfolio of services to government sponsored healthcare programs, focusing on under-insured and uninsured individuals. Many receive benefits provided under Medicaid, including the State Children's Health Insurance Program (CHIP), as well as Aged, Blind or Disabled (ABD), Foster Care and Long Term Care (LTC), in addition to other state-sponsored/hybrid programs, and Medicare (Special Needs Plans).

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Experience working with Sales and Marketing teams to understand the business process to gather requirements for the Salesforce customization.
* Created a .Net custom handler to insert customer data in Marketing Cloud by using Soap API.
* Assist client with staging and deploying email campaign with in Marketing Cloud.
* Performed Ad hoc analysis to create reports.
* Created Wave Analytics dashboard that aids in the ability to evaluate sales territory capacity.
* Worked on synchronizing CRM systems, migrating from legacy CRM, and broadcast ERP data into our CRM systems in Mule soft API.
* Created multiple projects to insert, retrieve and update the data from Marketing Cloud.
* Used Demand Tools for data management.
* Created policies, realms, rules and responses to protect the applications and configure them to work under the SSO environment.
* Worked on Exact target/Marketing Cloud.
* Involved in developing Salesforce Lightening Apps, Components, Controllers and Events.
* Involved on creating Lightening pages using Aura, implemented lightening Controllers, Components using Lightening Design System for Lightening Community Builder
* Worked on external objects in Salesforce which is another feature introduced with Lightening Components.
* Experience in developing custom applications like writing the Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Worked on Account, Opportunity, and other Sales cloud objects in Solution design.
* Implemented Wave Analytics to measure KPIs.
* Created trigger on case and solution object to perform some business requirements on Service cloud.
* Have strong Implementation and Integration experience with Source control systems.
* Performing the Risk Analysis and Cost Assessment for the Project implementation.
* Work with sales, marketing, and other stakeholders to develop lead scoring criteria withinSalesforce.com to validate a lead's quality before handing it off to sales.
* Work with marketing stakeholders to create lead nurture programs that will create greater velocity through the sales pipeline. Assist marketing stakeholders with customer contact strategies to deepen the customer relationship and increase sales opportunities and then execute on these campaigns.
* Have strong understanding of technology change management specifically on Waterfall to Agile.
* Closely worked with Salesforce.com consultants while implementing the solutions for the needs of organization.
* Applied Quote to cash techniques for our customer.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Good experience in Integrating Salesforce.com with other internal/external applications using SOAP and REST based web services.
* Prioritize and manage projects and initiatives in accordance with the requirements of business needs.
* Customized tabs for among different business user’s groups and business centers.
* We have provided solutions and support for Single sign on SSO, ensuring compliance with international security standards like SAML 2.0.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created integration with Apttus CPQ and CLM applications and automating processes on Salesforce1 platform.
* Wrote Recommendation and constraint rules in Apttus.
* Worked on Apttus Proposal Generation.
* Ability to configure Product, Price book, Quotes and Proposal, Approval Process and other key Apttus functionalities.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* UI Development within Salesforce which was implemented in Visual Force pages.
* Experienced in Products standard object and Product Development by using Apex triggers and batch classes.
* Developed S-controls to manage sales plan call sheets within Salesforce, capturing prep data and call activity.
* Deployed applications from sandbox to sandbox/production using ANT migration tool, Eclipse and Change set.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Worked as a Business Analyst for full-cycle projects, to complete consulting projects on time, and deliver outstanding consulting services to Salesforce.com clients.
* Experience in analyzing the business process, identifying and proposing the solutions for an effective customer experience, implementing and configuration of end-end new and existing Salesforce apps.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Administrated and monitored the company’s Salesforce CRM application.

**Environment:**Saleforce.com platform, Force.com API, Marketing Cloud, Visual Force, Salesforce.com HTML, XML, CSS, Java Script, Sandbox, Eclipse IDE Plug-in, Dashboards, Apttus CPQ Analytical Snapshot and Data Migration, GitHub, Wave Analytics, Test methods.

**Client: Target, Minneapolis, MN. Oct 2012 – Oct 2014**

**Role: Salesforce Developer/Admin**

Minneapolis-based Target Corporation (NYSE: TGT) serves guests at over 1,800 stores and at Target.com. Since 1946, Target has given five percent of its profit to communities, which today equals millions of dollars a week. For more information, visit Target.com/Pressroom.

**Responsibilities:**

* Reviewed the Business requirements of the project and interaction with client and project team members including Gap Analysis.
* Worked on various Salesforce.com Standard objects like Accounts, opportunities, Contact, Leads, Events, Tasks, Cases, Reports and Dashboards
* Designed and Developed Custom Objects, Custom Tabs, Page Layouts, Entity-Relationship Data model, validation rules, workflow Rules, Email Alerts, Auto Response Rules.
* Created Formula fields, Cross Object formulas, Roll-up Summary fields and Dependent pick lists
* Created Queues, Public Groups and Email Templates.
* Created various profiles, and configured the permissions based on the Organizational Hierarchy
* Created profiles, given permissions to role Hierarchies, OWD and permission sets.
* Deployed and developed custom business logic using the Apex classes, Triggers, Objects, Components, Visual force Pages from Sandbox to Production Environments.
* Developed Visual force Components like Page block, Command Buttons, Action Support, Action Function
* Worked with Lead management, Account Management, and Opportunity Management
* Worked on Third party CRM tools like Dupe Blocker.
* Integrated Web Services by generation the necessary stubs from the WSDL files for extracting the data from the applications by using Web Services
* Created Test Scenarios and Cases on Sandbox Environment, created packages and moved to Production Environment.
* Communicated project status and escalate issues to management and provide feedback for important technical publications procedures, standards and methodologies.

**Environment:**Salesforce.com platform, Apex Language, Visual force, Salesforce.com Data Loader, Dupe Blocker, AppExchange Windows XP

**Client: Virstusa, Hyderabad, India** **Jun 2011 – Sep 2012**

**Role: SFDC Administrator**

**Responsibilities:**

* Participated in daily scrum stand-ups with onsite and offshore teams.
* Conducted Impact Analysis, reviewing all the objects and their relationships to the accounts, contacts and to-be-converted child objects to evaluate the scale of the impact.
* Lead the data analysis to identify all the data conforming and not conforming to initial introduction from the customer, to identify relevant approaches.
* Conducted KT sessions with the offshore team on daily bases, as well as consultations with the SME and the business users to discuss any identified issues or exceptions in data or mapping processes between SFDC and IC.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Performed data mapping between the two source systems, identified and resolved the gaps in data.
* Supported the data migration activities for migrating the data from various business centers and business center users.
* Created new objects and fields in SFDC Developer Sandbox to accommodate test data, export/import of data using Data Loader, created Users for the development team as well as new Profiles with various permissions, Users and Group, Sharing Rules for UAT purposes.

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