**Avinash Mannem Graphical user interface, text, application

Description automatically generated**

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**Professional Summary**

* Having 7+ Years of experience with Salesforce CRM, Force.com Platform Development and Administration.
* Experience in configuration and customization of Salesforce Sales, Marketing, Service CRM clouds, and Collaboration
* Good experience in Salesforce Lightning Experience building Lightning web components.
* Experience with Lightning screen flows, and Auto launched flows to guide new users.
* Proficient with customizing using Apex custom, extension, list controller classes, Triggers, Wrapper classes, Dynamic apex, and Design Patterns.
* Good experience in implementing salesforce best practices, design patterns and coding standards in Apex Classes, Triggers, Batch and Visualforce pages.
* Proficient in setup omni-channel for custom chats, the chat console, and embedded services.
* Well experience in integrating salesforce and 3rd party applications for bi-directional sync using native WSDL’s (Enterprise, Partner) and developing Apex REST/SOAP web services.
* Experience in migrating from salesforce classic to Lightning by analyzing existing Visualforce components and converting them to Lightning components using Lightning app builder, SLDS styles and Aura framework.
* Extensive hands-on administration experience in creating/managing apps, Users, Profiles, Role Hierarchy, Log analysis, Reports, Dashboards, Sharing rules, Certificate management.
* Experience working on Community cloud and rollout communities using sites to external customers and internal users.
* Good experience in using IDE's Eclipse, Developer Console, Lightning App Builder, Workbench and MuleSoft Anypoint Studio.
* Hands-on experience with Salesforce CRM Data model, designing new Relationships, Validation rules, Workflows, Approval Process and SSO.
* Good experience in building Tabular, Summary, Matrix, joined type of reports; Pie, Donut, Bar Dashboards and generating Analytic Snapshots for various business teams across various objects.
* Experience with salesforce Sales, Service and Marketing cloud and customized Accounts, Contacts, Opportunities, Products, Price Books, Opportunity LineItem, Leads, Campaigns, Cases, Solutions, Knowledge & Articles, Activities.
* Solid experience in customizing and configuring Web-to-Lead, Web-to-Case, Email-to-Case features and custom Lead conversion process.
* Hands on experience in customizing Service cloud - Case Management, Email-to-Case, Assignment rules, Escalation rules, CTI integration, Service Console and Live agent.
* Strong data analysis/integration/migration experience using Data Loader, Informatica and MuleSoft.
* Knowledge in configuring and deploying applications using Git repository, Jenkins, Force.com ant migration tool.
* Good experience with Object Oriented Programming using Java, J2EE, JSP, Servlet, Struts, Spring framework and web technologies HTML, CSS, Bootstrap, JavaScript and jQuery.

**Salesforce Certifications & Technical Skills**

**Salesforce Certified Platform Developer I (401)**

**Salesforce Certified Platform Developer II (501)**

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| --- | --- |
| **Salesforce.com CRM** | Apex Language - Classes, Triggers, Aura, LWC, Flows, SOQL, SOSL, Batch, Schedule, Web Services (SOAP, REST), WSDL,CPQ, Visualforce Pages, Components, CSS, JavaScript, Reports, Dashboards, SSO, Sales, Marketing, Service and Community cloud, Outlook Connector |
| **IDE** | Eclipse, Force.com IDE, Force.com Explorer, Data Loader, Demand Tool, Workbench, SOAP UI, UML, Rational Rose. |
| **Languages** | Java, J2EE, JDBC, Servlets, JSP, Struts, C/C++, XML, HTML, Java Script, jQuery. |
| **Application Servers** | BEA WebLogic, IBM Web Sphere 5.0, Apache Tomcat 5.0. |
| **RDBMS** | Eclipse, Force.com IDE, Force.com Explorer, Data Loader, Demand Tool, UML. |
| **Source Control Tools** | Git, VSS, CVS, Flosum. |
| **Methodologies** | Agile, Scrum. |
| **Operating Systems** | Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, UNIX, Mac OS |

**Professional Work Experience**

**Principal Financial Group - Des Moines, IA Jan 2020 – Till Now.**

**Salesforce Lightning Developer**

**Responsibilities:**

* Gathering business requirements, designing appropriate solutions, and implementing solutions in Force.com platform, especially in enhancing Salesforce Chatter in highly dynamic agile environment.
* Developed Lightning wed Components with ECMA Script.
* Implemented complex screen flows that includes components rendering and invoking lightning component and render the content dynamically.
* Worked on Lightning Screen Flows to guide users through a business process that is launched from Lightning pages, and quick actions.
* Created modern Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* **Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.**
* Prepared various test cases to test the functionality of the code in accordance with the governor’s limits and achieved 90% code coverage on an average always.
* **Worked with Omni-channel to route work from a salesforce objects, such as cases, leads, or custom objects, to support specialists.**
* Enhanced UI using CSS, HTML, and used JavaScript, jQuery for front-end validation and control page level sections based on the user input.

**Environment:** Saleforce.com CRM, Lightning Web Components, Screen flows, Auto lunched flows, Apex Classes, Aura Components, Lightning App Builder, Custom Component, Custom Objects, Tabs, Page Layouts, Web Services, WSDL, SOAP, REST, Communities, Reports, Dashboards, Sandbox, Jira, Apex Data Loader, VS Code, Flosum.

**Paladina Health—Denver, CO June 2019 – Nov 2019**

**Salesforce Lightning Developer/Administrator**

**Responsibilities:**

* Designed the business requirement collection approach based on the project scope and wrote Functional designs using agile methodology with sprints, & daily standups.
* Implemented Health Cloud Objects and maintaining Electronic Health Reports.
* Managed Health Cloud and the Health Cloud Platform permission set licenses.
* Written SOQL, SOSL queries which are required in the Apex Classes, Triggers, Batch and Schedule classes.
* Designed and developed Apex Classes, Utility framework classes, Apex Triggers and Visualforce pages, Components in the application.
* Written Apex Batch, Schedule class to handle bulk logic on Account Teams, User Activity.
* Designed and performed rollout from Salesforce classic to Lightning, developed Lightning components using Aura framework, Lightning app builder and Lightning Design System for styling.
* Supported the data migration activities for migrating the data from various business centers and business center users using Apex Data Loader.
* Created modern Lightning Apps combining Lightning Design System, Lightning App Builder  and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.

**Environment:** Saleforce.com CRM, Apex Classes, Aura Components, Lightning App Builder, Custom Component, Custom Objects, Tabs, Page Layouts, Web Services, WSDL, SOAP, REST, Communities, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in, Apex Data Loader, VS Code.

**CoBank—Denver, CO Jan 2018 – May 2019**

**Salesforce Lightning Developer/Administrator**

**Responsibilities:**

* Designed the business requirement collection approach based on the project scope and wrote Functional designs using agile methodology with sprints, & daily standups.
* Developed Lightning Apps using Lightning Design System, Lightning App Builder and Lightning Components.
* Strong Salesforce1 Lightning experience with Lightning App builder, Lightning Components, Server/Client controllers and Lightning Design System styles.
* provided a 360 view to Customer service agents about customer policy details and support by implementing KCS methodology.
* Written SOQL, SOSL queries which are required in the Apex Classes, Triggers, Batch and Schedule classes.
* Designed and developed Apex Classes, Utility framework classes, Apex Triggers and Visualforce pages, Components in the application.
* Written Apex Batch, Schedule class to handle bulk logic on Account Teams, User Activity.
* Enhanced UI using CSS, HTML, Visualforce components and used JavaScript, jQuery for front-end validation and control page level sections based on the user input.
* Worked on salesforce1 custom mobile app development for displaying customers account summary.
* Designed and performed rollout from Salesforce classic to Lightning, developed Lightning components using Aura framework, Lightning app builder and Lightning Design System for styling.
* Implemented Custom Settings to store Trigger Activation/Deactivation data and store Last Runtime Datetime of the queries used in Apex Batch class.
* Written code not to hit Governor Limits and implemented salesforce best practices in writing Apex Classes and Triggers.
* Prepared various test cases to test the functionality of the code in accordance to the governor’s limits and achieved 90% code coverage on an average always.
* Configured Cases object for varies business users which includes Email-to-Case, Assignment Rules, Escalation Rules with email alerts, Auto-Response rules and Support Process.
* Designed and configured – Custom Tabs, Objects, Record Types, Picklists, Dependent Picklists, validation rules.
* Performed administration tasks: creating Users, Roles, Profiles, Permission Sets, Sharing Rules, Certificate and Key Management.
* Configured Connected App for OAuth based Authentication of salesforce for external applications.
* Created Email communication templates which are used in Email Alerts in Workflow and Approval process.
* Created Workflow Rules, Approval Process, Process Flows and related actions Tasks, Email Alerts, Field updates and Outbound messages to automate the business process.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).

**Environment:** Saleforce.com CRM, Apex Classes, Visualforce Pages, Custom Component, Custom Objects, Tabs, Page Layouts, Web Services, WSDL, SOAP, REST, Communities, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in, Apex Data Loader, TFS, DocuSign, Conga.

**Ally Financial—Charlotte, NC Nov 2016 – Dec 2017**

**Salesforce Admin/Developer**

**Responsibilities:**

* Designed the business requirement collection approach based on the project scope and wrote Functional designs using agile methodology with sprints, & daily standups.
* Written SOQL, SOSL queries which are required in the Apex Classes, Triggers, Batch and Schedule classes.
* Designed and developed Apex Classes, Utility framework classes, Apex Triggers and Visualforce pages, Components in the application.
* Written Apex Batch, Schedule class to handle bulk logic on Account Teams, User Activity.
* Used components PageBlock, PageBlockTable, PageMessages, ActionRegion, OutputPanel, CommandButton, ActionSupport and ActionFunction in the Visualforce page.
* Enhanced UI using CSS, HTML, Visualforce components and used JavaScript, jQuery for front-end validation and control page level sections based on the user input.
* Worked on salesforce1 custom mobile app development for displaying customers account summary.
* Designed and performed rollout from Salesforce classic to Lightning, developed Lightning components using Aura framework, Lightning app builder and Lightning Design System for styling.
* Developed Apex Restful web service classes for Java, Workday applications to access various sObjects customized data.
* Implemented Custom Settings to store Trigger Activation/Deactivation data and store LastRuntime Datetime of the queries used in Apex Batch class.
* Written code not to hit Governor Limits and implemented salesforce best practices in writing Apex Classes and Triggers.
* Prepared various test cases to test the functionality of the code in accordance to the governor’s limits and achieved 90% code coverage on an average always.
* Configured Cases object for varies business users which includes Email-to-Case, Assignment Rules, Escalation Rules with email alerts, Auto-Response rules and Support Process.
* Designed and configured – Custom Tabs, Objects, Record Types, Picklists, Dependent Picklists, validation rules.
* Performed administration tasks: creating Users, Roles, Profiles, Permission Sets, Sharing Rules, Certificate and Key Management.
* Configured Connected App for OAuth based Authentication of salesforce for external applications.
* Created Email communication templates which are used in Email Alerts in Workflow and Approval process.
* Created Workflow Rules, Approval Process, Process Flows and related actions Tasks, Email Alerts, Field updates and Outbound messages to automate the business process.
* Implemented Single Sign-On (SSO) in multiple Salesforce instances using SAML 2.0.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Involved in Data Mapping and Data Migration from varies database to Salesforce Objects and fields using Informatica On-Demand.
* Deployed the changes from Sandbox to Production using Change Sets, Ant Migration tool/Script, and Eclipse Force.com IDE tools.
* Worked on troubleshooting production issues and fixed the issues within the time frame and moved to production.

**Environment:** Saleforce.com CRM, Apex Classes, Visualforce Pages, Custom Component, Custom Objects, Tabs, Page Layouts, Web Services, WSDL, SOAP, REST, Communities, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in, Informatica, Apex Data Loader, Informatica, Git, Cast Iron.

**Capital Blue Cross—Harrisburg, PA Sep 2015 – Oct 2016**

**Salesforce Administrator**

**Responsibilities:**

* Worked with the business group for requirement gathering, sprint planning and implementation.
* Worked with SOQL, SOSL & relationship queries for query optimization and not to hit governor limitations.
* Written Apex controller classes, Visualforce pages, Components to develop custom business logic.
* Implemented best practices by considering salesforce governor limits and written apex class, triggers within the limits.
* Written front-end validation rules using JavaScript, jQuery, developed custom CSS for org branded look and feel across all VisualForce pages.
* Used JavaScript remoting to call apex methods from java script to reduce VisualForce view state and asynchronous calls.
* Written Apex Soap/Rest web services classes for Outbound /Inbound calls to salesforce.
* Written apex unit test classes for apex classes, triggers, web services and used startTest, stopTest and setMock test methods.
* Used test annotations @isTest, @testSetup and written test classes for web services by implementing WebServiceMock interface.
* Created sites, VisualForce pages with UI similar to application portal and gave access to internal and external users.
* Used Eclipse, Developer console as an IDE for development and Workbench for REST web service testing and data operations.
* Worked on various Salesforce.com Standard Objects including Leads, Accounts, Contacts, Opportunity, Campaign, Cases, Solutions, Events and Tasks.
* Defined Lookup and master-detail relationships on the objects, created junction objects to establish connectivity among objects.
* Developed various custom Objects, Tabs, validation rules, roll-up summary fields and complex formula fields.
* Worked on campaign automation using Marketo to execute and track response from Marketo to salesforce.
* Performed admin activities - creating Profiles, Roles, Permission Set, Sharing rules, Page Layouts, Record Types and configured permissions for each profile in the organization.
* Created workflow rules and defined actions tasks, email alerts, field updates and outbound message.
* Developed custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Migrated data into salesforce using Data Loader, Informatica ETL tools.
* Using Force.com Ant Migration tool to deploy components across various sandbox and production instances.
* Provided the training to the internal users to use the application and develop their own custom reports.

**Environment:** Salesforce.com, Apex Language, Visualforce, Custom Objects, Tabs, Page layouts, Workflows, Approval Processes, Eclipse, Sandbox environment, SOQL, Exacttarget.

**Kaiser Permanente—Atlanta, GA Feb 2014 – April 2015**

**Salesforce Developer**

**Responsibilities:**

* Gathering business requirements, designing appropriate solutions, and implementing solutions in Force.com platform, especially in enhancing Salesforce Chatter in highly dynamic agile environment.
* Designed, implemented and developed the Custom Objects, Page Layouts, Custom Tabs, and Components to suit to the needs of the application.
* Created user Roles, Profiles, Security Controls, Sharing Settings, and Permission Sets as per the business needs.
* Defined One to One, One to Many, Many to Many relationships with the help of Lookup, Master-Detail and Junction Object among the standard and custom objects.
* Used Field-level Security, Profiles and Permission Sets to ensure that protected data is only shared with authorized persons.
* Integrated the Salesforce application with external applications using Web Services by generating the necessary stubs from the WSDL files for extracting the data.
* Configured Cases object for varies business users which includes Assignment Rules, Escalation Rules with email alerts, Auto-Response rules, Support Process, and Email-to-Case.
* Developed custom Business logic using Apex Classes, Visualforce pages. Used Visualforce components like Page Block, Command Buttons, Action support, and Action Function.
* Performed work around for locking down the Case record few days after the Case is closed.
* Implemented Pick Lists, Dependent Pick Lists, Lookup, Junction Objects, Master-Detail Relationships, Validation, and Formula Fields to the custom objects.
* Integrated the Web Services for extracting the data from external systems and used the Full Copy Sandbox for testing to ensure expected behavior and minimum code coverage for the application to be migrated to production.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
* Implemented Single Sign-On (SSO) in multiple Salesforce instances using SAML 2.0 and OAuth 2.0.
* Implemented Test Methods with code coverage of 90%.
* Developed Workflow Rules, and Time Triggered workflows for various business requirements.
* Involved in Data Mapping and Data Migration from varies database to Salesforce.com Objects and fields using Informatica On-Demand.
* Used the Sandbox for testing and migrated the code to Production instance after successful testing.
* Supported the data migration activities for migrating the data from various business centers and business center users using Apex Data Loader.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Worked as Production Support to help end-users in Login issues, Integration Issues, Data Migration, Workflows, Approval Process, Reports and Dashboards accessing, etc.
* Deployed and Configured Chatter Usage Dashboards to keep track and generate reports and dashboards for high ranked users inside organization.
* Deployed and Configured Chatter for Outlook to display chatter feeds from contact in Salesforce.

**Environment:** Salesforce.com, Apex, Visualforce pages, Eclipse IDE, Angular JS, Import Wizard, XML, Controllers, Sharing Rules, Workflows, Approval Process, Email Updates, Web Services API, Data loader, HTML, CSS, JavaScript, jQuery, Salesforce Outlook Connector.

**Education**

**Bachelor of Technology**

Jawaharlal Nehru Technological University. India

**Master’s Degree Electrical and Computer Engineering**

New York Institute of Technology—New York