**Mani Jha**

mani.jha@gmail.com

Contact No: 415-755-8113

**Salesforce Architect and Delivery Manager at Accenture**

**Summary**

* Mani has more than 15 years of experience out of which over a decade worked in Salesforce.com.
* Experience in working with key stakeholders, senior level managers, business users, and developers across multiple disciplines.
* Led conversations with clients’ Enterprise Architects and Business Stakeholders to bring in the industry best practices for application Performance, Development Processes, Security and Governance, in order to further the customer vision of their Salesforce platform usage.
* Designed Case Management System for Amazon, including complex integration with their in-house services at AWS.
* Played key role advising on architecture functions such as Security, Performance, Development Process, and Application Governance.
* Expertise in Apex, Triggers, LWC, VF pages, and in custom solutions.
* Integration experience using SFDC and other external systems.
* Extensively worked on Sales and Service cloud including Opportunity Management, Renewal Management, Case Management etc.
* Mani also has supervisory role, peak size team at onsite: 10 resources, reports to Mani
* Mani had driven the lightning assessment for the client. (classic to lightning conversion).
* Mani was one of the key resources, who drafted the road map for DevOps in SFDC.
* Responsible for sending status reports to client senior executives.

Certified Salesforce.com Sharing and Visibility Designer, PD1 and App Builder.

Certified Scrum Master.

Certified DocuSign Administrator.

Technology/Methodology experience: Salesforce.com configuration, Lightning Web Component, Visualforce pages, Apex, batch jobs, Web Services, Ant, JavaScript, Agile etc.

Past experience: Java, JDBC, EJB, Spring, Hibernate, Oracle, WebLogic, Web Sphere, JBoss Application servers, Maven etc.

**Selected Job Experience**

Organization: Accenture June 2007 – Till Date

Current Role: Application Delivery Manager/Solution Architect

Recent Project Specific Tasks:

* Successfully designed, developed and delivered Salesforce sales cloud and service cloud at Amazon, Workday and Autodesk.
* Developed complex integration using Apex and Web Services between Salesforce and their in-house AWS applications.
* Developed Trigger framework and best practice documents for the developers.
* Designed the Case Management System for Amazon logistics.
* Developed email to case for different scenarios and used Amazon simple email services.
* Enhancing the platform by improving the existing code base.
* Developed the roadmap for DevOps for Salesforce group.
* Enhanced the performance of existing lead management system for bulk processing.
* Created road map for classic to lightning migration for different clients.
* Developed proof of concept in lightning web component to redesign and reimaging of existing classic applications.
* Transformed various vf page applications to out of box solution and reduced manual work by proposing automation of operations.
* Managing/supervising other developers and help then on technical front, code review and design review.

Other Technical and Operational Activities:

* Developed Lead Management, Opportunity Management system using Apex and batch jobs
* Developed custom assignment rules by using Apex and custom meta data.
* Developed process builder and published the guidelines when not to use process builder.
* Extensively worked on different kind of data migration using data loader, Informatica directly or through staging tables.
* Developed various lightning web components.
* Project’s main POC for release management activities.
* Coordinate for UAT with business stakeholders.
* Responsible for coordination between different teams.
* Scrum master for a long time in different projects.

Organization: **Accenture India Delivery Center**  June 2007 – Dec 2012

Projects: United Health, Avaya, Computer Associates, Scripps Network

Role : Associate Manager.

Organizations: **Infosys and R-systems International**  Oct 2004 - May 2005

**Education & Work Authorization**

* Master in Computer Applications (MCA).
* **US Work Authorization:** Green Card