

**Mani**

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**Professional Summary**

* **7+**Years of IT experience in Software Development Life Cycle SDLC which involves requirement gathering, analysis, design and development of applications using **Salesforce.com CRM, Force.com platform**
* **5+** years of experience in Salesforce.com development, **Sales cloud, Service cloud, Apex Classes, Apex Triggers, Visualforce pages, Integration, SOQL, SOSL** and **Force.com API**.
* Experience working on **Sales Cloud,Salesforce CPQ and Salesforce Lightning**
* **Salesforce.com Certified Force.com Administrator [ADM-201](4564718)**
* **Salesforce.com Certified Platform Developer 1(6045948)**
* **Salesforce CPQ Specialist**
* Experience working with salesforce CPQ Objects and configuring **Product Catalogs,Bundles,Price rules, Product rules,Quoting** etc
* Experience Configuring **Advanced Approvals, Approval rules,Approvers** etc
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.
* Hands-on experience with **apex programming language, apex triggers, apex scheduler, batch apex, apex classes.**
* Experience in customizing Data model of Salesforce.com CRM using **workflows, triggers, validation rules, and approval processes**.
* Extensive experience in designing of custom **objects**, custom **fields**, Picklists, Page layouts, Workflows, custom **Tabs**, reports, design of **Visual Force Pages**, Dashboards, and Email generation according to application requirements.
* Experience working with **Data Loader** to import/Export data to/from salesforce
* Experience with **Zuora** to perform custom integrations with salesforce
* Proficiency in administrative tasks like creating **profiles**, **roles**, users, page layouts, email services, approvals, reports, dashboards, tasks and actions.
* Experience in complete security model by using profiles**, permission sets, organization wide settings,** owner based sharing rules, criteria based sharing rules, manual sharing, account teams, opportunity teams.
* Experience in working with client specific solutions like Force.com IDE, **Eclipse** IDE, **SOQL, SOSL** and various production environments.
* Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions-based on the organizational hierarchy.
* Working Knowledge in generating reports, customized reports & analyzing the data in Sales force.
* Possesses strong interpersonal skills, the ability to interact with people at all levels, and strong communication and presentation skills.

**Education:**

* Bachelor of Technology, Pondicherry University

**Technical skills:**

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| **Salesforce Technologies** | Apex, VisualForce, Triggers, SOQL, SOSL, SalesForce CPQ,Workflow & Approvals, Formulas, Validation Rules, Email Templates, Roles & Profiles, Dashboards, Reports, SFA, Force.com IDE, Eclipse, Apex Data Loader |
| **Salesforce Tools & Integration** | Force.com Eclipse IDE Plug-in,Force.com Data Loader, Apex Data Loader, Apex Explorer |
| **Languages** | Apex, C, C++, Java,J2EE, SQL |
| **Operating Systems** | Windows 98/NT/XP/Vista/Windows 7 and Unix |
| **Documentation Tools** | MS Office, Microsoft Visio |
| **Web Technologies** | HTML, CSS, XML, Java Script |
| **Database** | PL/SQL and MS Access |

**Professional experience:**

**Client: Zscaler, CA Dec 21 – Till date**

**Role: Salesforce CPQ Support/developer(Remote)**

**Responsibilities:**

* Provided CPQ Support as the main point of contact for any CPQ related issues.
* Involved in development where Products/Price rules/Product rules are created/modified. Creation of new SKUs/Products and their look up data as provided by the business with various custom objects included.
* Analyze new products provided by business and build Product rules/Price rules/ Approval rules as needed.
* Act as Salesforce Admin as well when needed based on the issues raised during support.
* Understanding the custom development that was already designed to make sure the right logic is conveyed to the customer and debugging the issues and provide better solution.
* Daily Sync up calls with a group of Business Analysts and CPQ Managers to discuss the issues/development related. and involved in hypercare support whenever new Project gets released
* Data imports/ Data updates from Salesforce Inspector/Data loader.

**Client: Cloudforia, CA Aug 20 –Nov 2021**

**Role: Salesforce CPQ Developer(Remote)**

**Responsibilities:**

* Involved in Requirement gathering sessions along with architects to understand the business requirements.
* Experience working with different customers to implement Salesforce CPQ as per their business needs.
* Created users, Permission sets, Profiles, custom fields, page layouts, Email Alerts, Validation Rules and Process

builders.

* Configured Product bundles with features, Product Options, Price books, Look up Queries,Product Rules and Price

Rules,Discount Schedules.

* Worked on Advanced Approvals,Approval rules, assigning dynamic approvers, Visualforce Email Templates and Conga templates.
* Experience working with CPQ Quote Templates for sending it to customers.
* Experience working with Order/Split Order functionality along with generating Contracts for Subscription

Products.

* Automated renewals based on business needs.
* Experience in writing test scripts for End users and deployments using Change sets/Copado

**Client: Vieo Solutions, GA June 2017 – June 2021**

**Role: Salesforce CPQ Developer(Remote)**

**Responsibilities:**

* Involved in understanding Existing Applications, Reviewing Requirements, Preparation of technical documentation and Prioritizing the Tasks per Business Requirements.
* Involved in requirement gathering sessions on implementation of Salesforce CPQ when migrating from ERP Systems.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Experience working on Salesforce CPQ objects like Opportunities, Products, Quotes, Contract and Subscriptions.
* Configured Product bundles with features, Product Options, Price books, Look up Queries,Product Rules and Price

Rules.

* Experience working with CPQ Quote Templates for sending it to customers.
* Experience working with Order/Split Order functionality along with generating Contracts for Subscription

Products.

* Automated renewals based on business needs.
* Worked with various Salesforce.com objects like Accounts, Contacts, Products, Opportunities and created custom objects based on Business need.
* Experience on custom development which includes Triggers, classes for custom controllers and controller extensions, schedulable apex classes, batch apex etc., according to the functional needs of the application.
* Worked on Salesforce Communities.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Implemented Test Classes to get the maximum code coverage which is more than 75%
* Use Sandbox for testing and migrated the code to the deployment instance after testing.
* Worked on Dynamic Apex to access Objects & Fields to describe information, execute SOQL & DML queries.
* Designed various Webpages in Visual Force for capturing the user information
* Performed self and internal Code review and code analysis to improve application performance.

**Environment**: Salesforce.com, Salesforce CPQ, Apex, Visualforce (Pages, Component & Controllers), Communities, HTML, Java Script, Workflow & Approvals, JQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL.

**Client: Med Solutions Inc., Franklin, TN Jan 16 –May 17**

**Role: Salesforce Admin/developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Design Requirement documents and functional document for the development team.
* Configured and customized sales cloud, service cloud, Standard objects like Accounts, Contacts, Opportunities, Products, Opportunity LineItems, Leads, Campaign, Events, Tasks, Cases.
* Deployed Apex using Force.com IDE, Force.com Migration Tool.
* Implemented Classes, Interfaces, Keywords and Annotations.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
* Worked with Dynamic Apex to access objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and Visualforce, which support most critical processes and workflows at Hilton.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions
* Add methods that can be called from Visualforce pages to Controller Extensions.
* Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components.
* Analysis of external systems to create integrations fit to the client's needs.
* Used third party applications like marketo for integrations
* Created Visualforce pages that could be rendered as PDF's, build dashboard components and define email templates.
* Implemented Visualforce pages with public-facing websites by using Force.com Sites.
* Specify timers that send Ajax update requests to Force.com according to a specified time interval.
* Used Visualforce in development mode to change the behavior and appearance of Visualforce components.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Worked with Approval processes that used Email Approvals and Parallel Approval steps.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Implemented relationship fields for proper data loading.
* Implemented Web to case and Email to case features to raise cases from the customer service portal.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Developed Apex classes and Triggers for various functional needs in the application.
* Involved in Data Migration Activities to handle bulk loads using APEX Data Loader.
* Developed Visual Force Pages to customize the view and functionality of the page that were required by the Organization.

**Environment**: Salesforce.com Platform, Workflow and Approvals, Reports, Apex Language, Data Loader, Sites, HTML, Eclipse IDE plug-in, Custom Objects, Custom Tabs, Web Services, Visualforce Pages, CSS, Security Controls, Java Script.

**Client: Osair Software Technologies, Hyderabad, India Sep 11 - Jul 12**

**Role: Java Developer**

**Responsibilities:**

* Interacting with client to define Business Requirements and scope of the project.
* Designed and developed the User Interface screens using **HTML, CSS**
* Compiling and Running and Software.
* Executing **Test cases and Fixing bugs** through Unit Testing.
* Generating daily progress reports.
* Extensive designing and development of **JSP and XML.**
* Wrote SQL queries to insert and update database.
* Developed applications that connect using Web Services to download data from external data providers.
* Develop, maintain and enhance Core java based **multi-threading** proprietary Capital model application.
* Implemented the project using **JSP and Servlets** based tag libraries.
* Developed application by using **Servlets and JSPs.**
* Developed **POJO** classes and written the code for controllers to control the flow of the application.

**Environment:** Java 1.4, JDBC, Servlets, Struts 1.2, JSP, Oracle 9i, PL/SQL, Java Script, XML, Weblogic 8, Eclipse, UML, MS Visio, Rational Rose, Solaris, SSIS, SSRS, Web services, REST, OOPS, SOAP, WSDL, JUnit.

**Client: IIC Technologies, Hyderabad, India Oct 10 - Aug 11**

**Role: Java developer**

**Responsibilities:**

* Involved in the requirements, analysis, design and development of the application.
* Created Hibernate ORM and created mappings.
* Used agile, waterfall software development methodologies, which help to develop project plans.
* Designed UI Screens using Struts, JSF, JSP, Servlets, CSS, DHTML and HTML.
* Involved in unit, system and regression testing.
* Worked on defect fixes of business functionality at back application, which is on Java1.6.
* Worked with data structures as part of application.
* Involved in configuring JDBC connection pooling to access the database server.
* Responsible for development, testing, delivery and support of end-to-end implementation.
* Involved in bug fixing of development and Production issues.
* Coordinated all the IT projects successfully by resolving release interdependencies and planning release.
* Provide support to the onshore team during different test phases from time to time.
* Customized build to meet requirement of delivering products to a variety of platforms. Responsible for all software source code, change control, configuration management, and build and deployment process throughout the enterprise.
* Develop and support utilities used with the software configuration management tools. Deployment of source control capabilities to live environments, including maintaining source and data branches in version control, and debugging issues related to deployment.

**Environment:** Java, JSP, Servlets, JDBC, WSAD, Html, Cvs, Tomcat, XML, UML/Rational Rose, PL/SQL, JavaScript, Linux, Sun Solaris, Oracle, SSIS, SSRS, Stored Procedures, Windows, My SQL.