**Manideep C**  

**Salesforce Lightning Developer**

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**Professional Summary:**

* **Certified Salesforce Developer and Administrator** around 7+ years of IT experience with over 6+ years of experience in the Salesforce.com CRM platform as both **Administrator** /**Developer** and **Business Analyst** and over 2 years of experience in **Java/J2EE** Technologies.
* Strong experience in **Health Cloud** and **Service Cloud** implementation.
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex.
* Experience in creating **lookup relationships** and **master-detail relationships** on the objects and creation of junction objects to establish connectivity among other objects.
* Hands-on experience in using New **Lightning UI** to bring Salesforce into the responsive UI era of web-based applications.
* Excellent work experience in designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, **Dashboards**, Apex Classes, **Controllers & Triggers**, **Validation Rules**, **Workflow Alerts & Actions**, Pick Lists, Record Types, **Process builder** and various other components as per the client and application requirements.
* Understanding and writing user stories for the implementation of **SOSL**, **SOQL** and **WSDL.**
* Good Experience in **data migration** and **integration** using **Data Loader**, **Import Wizard**.
* Excellent in Administrative tasks like **Creating Profiles**, **Roles**, **Users**, **Permission Sets**, **Email Services**, **Approvals** and Activities.
* Hands on experience in implementing **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**.
* Good knowledge on mobile applications like **Salesforce1** and **Salesforce classic**.
* Hands on experience in using **enterprise integration tools**, extract transformation and load**(ETL),** enterprise information integration tools and enterprise architecture initiatives**(EAI)**.
* In-depth understanding of **CRM** business process that include Forecasting, Campaign Management, **Lead Management**, Order Management, Account Management, **Case Management** and Merging Management.
* Experience with Web and Web application servers (e.g., **Apache**, **Jetty**) and **No-SQL** databases like MongoDB & Cassandra
* Experience in developing mobile applications using **Bootstrap & Heroku** and has good knowledge in **Phone Gap.**
* Experience in developing UI using **Visualforce pages** and providing business logics using **Apex.**
* Experience with environments consisting of Object-Oriented Languages like **C++**, **Java**, **J2EE**, **JSP**, **Servlets** and other Java technologies.
* Experience on **Java Multi-Threading**, **Collection**, **Interfaces**, **Synchronization**, and **Exception Handling**.
* Hands on experience working with **HTML**, **XML**, **CSS**, **jQuery**, **JavaScript, JSON, Angular JS** and **AJAX**.
* Experienced in **Sandbox Management** (Like Refreshing Sandbox, Creating New Sandbox and Migrating code from one sandbox to the other).
* Work well alone and as part of a team with excellent **troubleshooting** mechanisms and highly adaptable to different work environments.
* Hands on experience of Salesforce Web Services **API** like **REST**, **Bulk**&**SOAP**.
* Strong knowledge and working experience in software Development Life Cycle (SDLC) methodologies such as **Agile, Scrum and Waterfall model**
* A quick learner to new concepts and ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.

**Technical Skills:**

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| Salesforce technologies | Apex, **visualforce**, SOQL, SOSL, Email template, formula, Validation rules, **apextrigger**, workflow and approvals, App exchange, **Eclipse**, sales force.com IDE, Apex data loader, web services. **Dashboards**, Analytic Snapshots, Custom Objects**, Lightning** |
| Salesforce Tools | Eclipse, **Force.com, Eclipse IDE plug-in**, Force.com Explorer,  Force.com Data Loader, Force.com Excel connector,  Force.com Platform (Sandbox, and Production) QTP and **Sandbox Testing** |
| Data Migration Tools | Data Analysis, Data Cleansing, Data Normalization, **Data Migration**, Data Loader |
| Databases | **SQL** Server 2005, Oracle, MS Access, **Peoplesoft** |
| Programming Languages | Java, C#, .NET, HTML, **Apex**, **DL/SQL** |
| Configuration Skills | **Workflow**: time-dependent actions, field updates, email alerts, Field Level and Object level security, **rolehierarchies**, sharing models, SFDC Standard Object Configuration: Campaigns, Reports, Dashboards, **FormulaFields** and Cross Object Formula Fields Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench, Documentation Templates, **SalesforceLighting.** |
| Project Management | Waterfall, **Agile** |

**Education:**

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| Bachelor of Engineering | JNTU University of Science |

**CERTIFICATION**

* Salesforce Certified Administrator (ADM 201)
* Salesforce Certified Platform Developer I (DEV 401)

**Professional Experience:**

**Client: Lennar Corporation Sunrise FL**

**Role: Sr. Salesforce Developer Feb 2019 – Present**

**Responsibilities:**

* Salesforce.com Configuration of Health cloud and Service Cloud.
* Analyze the current technical architecture of the current system and identify the fit gaps analysis of the Health Cloud based solution.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects..
* Coordinate all aspects of software **development** life cycle, including documentation, user interface (UI), workflow, development, testing, and deployment, requiring knowledge and experience in translating business requirements into technical designs, coding, integration, and solutions.
* Scheduling Apex jobs for processing large records. Worked on designing and developing **Lightning Community Builder** and developed Lightning Components using **Aura framework**.
* Managing Salesforce integration with current ERP system and third-party providers like **Informatica, Sharepoint, Microsoft Outlook** and various app exchange products like **Live Agent**.
* Created apps, dashboards, lenses, and datasets, edit data and **customize the Analytics** experience.
* Creating unique client-based solutions using **Lightning, Apex (Classes, Triggers, Batch jobs), JavaScript and Visualforce**.
* Build and **customize lightning components** and applications utilizing the styles from Lightning Design System, Bootstrap.
* Created various custom Reports and Dashboards as per the customer requirements. Handling change requests related to heavily customized visual force pages that uses **jQuery & Angular JS**.
* Developed Lightning apps using Lightning Components and made them compatible with **salesforce1 mobile app.**
* Working in a fast-paced **Agile** environment, using **JIRA and HP ALM** for issue tracking and project management.
* Implemented automated survey delivery for Marketing, Customer Support, and Professional Services utilizing Click tools and survey systems.
* Define system architectures, write code, review programs, and engineer applications, leveraging scientific principles to achieve the technical requirements.
* Hands on experience in **Git** and **AutoRabbit**.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Act as primary point of contact for all SFDC users and their related issues.

**Environment:** GIT, Auto Rabbit, Process Builder, SharePoint, Workflow, Process Builder SOAP Web Services, Apex Classes, Apex Triggers, Visual Force pages, SharePoint, Informatica, Lightning, Force.com IDE Validation Rules, Data Loader, Reports and Dashboards.

**Client: Molina Healthcare Plano TX**

**Role: Sr. Salesforce Developer Dec 2017 – Feb 2019**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for **Salesforce implementation** and documented the Business and Software Requirements.
* Worked on **Agile methodologies** where requirements, design, testing, deployment needs to be done as early as possible.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Configured and maintained user security permissions in compliance with organizational needs.
* Marketing Cloud for Marketing, Call Center and Customer Service Operations System Administration
* Designed, and developed the **Custom objects, validation rules**, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Developed complex reusable lightning components for functionalities like lookup, progress steps, table, dynamic binding of data etc. that could be used across all the lightning components.
* Design and development of custom solutions comprising of work in Apex, Visual Force, Salesforce APIs, SOQL, application integration, data migration and in core web technologies including HTML5, JavaScript, angular, jQuery and CSS.
* Worked on Live Text Messaging and integrated it with the Salesforce Apex Classes and triggers to send messages to the customers and service providers about the Appointments.
* Performed Bulk Data Migration from Traditional Applications to Salesforce using Import Wizard, Excel Connector, Data loader, Workbench, Backupify, Apex Data Loader utility and ETL tools.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Apex classes, Apex triggers, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Developed **customer management app** for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal.
* Worked on Configuration of Salesforce mobile app & Security Policies.
* Developed **Lightning App** for agents with enhanced **Lightning Templates** and experienced in modifying Visualforce pages to be supported in Lightning Experience.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Base Lightning Components** and implemented the platform interfaces.
* Enabled **Aura Framework** and added **Aura Attributes/Handlers** for Events/Logic & Interactions.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable** classes on hourly basis.
* Implemented SFDC Integration using **REST/SOAP** Web Service API'S. Integrated the SOAP/REST API based **Web Services** on Demand for extracting the data from external systems.
* Worked with **SOQL & SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on Data loader tools such as SFDC Data import wizard, Apex **Data loader**, Data loader IO, **Workbench**.
* Extracted the salesforce CRM information into **Java Based Applications** using Force.com **API/Java** on Demand to provide integration to perform advanced reporting, analysis and for Quotation process.
* Involved in complex Apex coding like batch jobs, email services, inbound emails, Approval Process through Apex, trigger, emails through apex etc.
* Worked on integrating **Power BI reports into Salesforce** by getting access token to read Power BI App Workspace.
* Worked on **customer portals** and communities’ administration. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, **Permission Sets, Public Groups and Queues.**
* Worked on mobile applications like **Salesforce1** and **Salesforce classic** to provide easy services to end customers.
* Hand’s on experience in **Vlocity’s CPQ** to quickly define and launch services and offers.
* Implemented the Salesforce Push Notification Services to the app in the customized manner.
* Have experience on **Field Service Lightning** to create and manage work orders for any case and track **SLA** compliance**.**
* Used **Field Service Lightning** to instantly book service appointments with intelligent scheduling, jobs are automatically assigned to right resource based on time, skills, location, and any business rules to increase productivity.

**Environment:** Saleforce.com platform, Service Cloud, Sales Cloud, Marketing Cloud, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lookup and Master Detail Relationship, Security Controls, Apttus CPQ, Salesforce1 Mobile, Java Script, **Lightning**, Web Services, Sandbox, Power BI, Azure.

**Client: CBRE Dallas TX May 2015 – Dec 2017**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Identified and Gathered document based on client requirement and the Business Requirements of the project.
* Worked on Sales cloud with Accounts, Contacts, Cases and Solutions to generate towards developing business..
* Enabled **Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions**
* Created **Custom Objects and fields for transactional** and contractual information.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created various Reports and **Report Folders to assist managers** to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* 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.
* Worked on Sales cloud with Accounts, Contacts, Cases and Solutions to generate towards developing business.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Used the sandbox for **testing and migrated the code** to the deployment instance after testing.
* Imported excel based customer information records into Accounts, Contacts and Cases using Data Loader and Import Wizard.
* Worked with Salesforce Senior architect to learn and suggest Solutions for Lightning bugs and work around.
* Experience in Programming with SQL, PL/SQL.
* Remotely handled the project working with 2 Business Analysts and 2 Developers.
* Worked on all salesforce features including knowledge, Custom Lightning Interaction Log. Created templates using CSS, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Followed Scrum Agile methodology for the iterative development of the application.
* Worked extensively with various **Salesforce objects such as Accounts**, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Implemented database tables, middleware designing, client-side web programming and server-side java programming.
* Performed **Apttus CPQ related configuration** for product setup, approval matrices, approval rules, process builders and flows.
* Designed a responsive website using **Bootstrap contents that fit different devices** including mobile, tablet and desktop.
* Experience in developing **email templates** within **Marketing Cloud** to promote new customer relationships with product awareness.
* Conducted in-house trainings on SFDC Configuration & Development. Developed **Test cases** for **Unit Testing** of the Mappings and was involved in the **Integration Testing**.
* Used **Tabular**, **Summary** and **Matrix** reports to create **Standard reports** and **Custom reports**.
* **Troubleshooting** and configuring **Data Loader operations** and running the Data Loader in batch mode.
* Worked on various Salesforce objects like **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Reports** and **Dashboards**.
* Utilized various Testing methodologies for testing application on various levels like system testing and integration.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Exported data from **legacy system** and imported into SFDC through Apex data loader for data migration.
* Created various **Reports (summary reports, matrix reports, pie charts**, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.
* Contributed to creation of Executive and board **update Pixel Perfect Designs** presentations. RedLines, Design Produced globalized wireframes and visual designs for Specifications multi-lingual interface for Australia, Canada, Italian.

**Environment:** Saleforce.com platform, Service Cloud, Marketing Cloud, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lookup and Master Detail Relationship, Security Controls, Apttus CLM, Salesforce1 Mobile, Java Script,**Lightning**, Web Services, Sandbox, Eclipse IDE Plug-in.

**Client: Home Depot Atlanta GA Dec 2013 - May 2015**

**Role: Salesforce Developer**

**Responsibilities**:

* Created templates, Page layouts and defined approval actions on them to automate the processes.
* **Possess hands on experience of CRM processes like Sales automation, Marketing, Customer service and customer support, Business processes and recommended solutions to improve their processes using SFDC**
* Worked on **Agile methodologies** where requirements, design, testing, deployment needs to be done as early as possible.
* Created several workflows by defining rules, approval processes and related actions which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com and other Platform based technologies like **VisualForce**, **Force.com API**, and **Web Services**.
* Experience in using **Oracle**, **SQL Server** and **SQL databases** and familiar with stored procedures triggers and functions using **PL/SQL**.
* Responsible for Testing - unit testing & integration testing using **JUNIT**.
* Designed and Developed the mobile UI screens using **JavaScript**, **AngularJS**, **jQuery**, **JSP**, **Html** and **CSS**.
* Involved in **debugging** and **troubleshooting** the bugs and resolved those issues.
* Administered and monitored the company's Salesforce CRM application.
* Managed **Service Cloud** components including Service Console, Partner portal, Call Center, **CTI integration**, Customer Portal, Live agent, Knowledge Base and Entitlements.
* Experience in developing and maintaining email templates within **Marketing Cloud**.
* Developed and implemented both the **timedependent** and **timeindependentworkflows** as per the requirement.
* Proficient in dealing with functionalities related to sales cloud and service cloud, Marketing cloud, Community Cloud and Custom Cloud.
* Extensively used GitHub, Jenkins for code migration from personal sandbox to Dev.
* Experience in **ETL Methods** for integrating data feeds on Salesforce cloud
* Created **profiles**, **roles** and implemented **objectlevel**, **fieldlevel** and **recordlevelsecurity**.
* Developed and deployed **workflowrules**, **approvalprocesses**, **emailtemplates**, and **assignmentrules**.
* Generated **reports** and **dashboards** based on the user requirements.
* Implemented automated survey delivery for Marketing, Customer Support, and Professional Services utilizing Click tools and survey systems.
* Created and used Email templates in HTML and VisualForce
* Perform **Data Export** on weekly basis for data backup.
* Provide Production Support for CRM system developed on Salesforce.com platform.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visualforce pages** as user interface.
* Developed CustomObjects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.

**Environment:** Saleforce.com platform, Deployments, Force.com Migration Tool, Jenkin, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Lightning Components, Custom Objects, Custom Tabs, CTI integration and Email Services.

**Client: State farm Chicago IL Sep 2012 – Dec 2013**

**Role: SFDC Developer.**

**Responsibilities:**

* Developed and maintained large volume of deadline driven email campaign and assets management of email channel calendar and Direct Mail.
* Responsible for implementing APEX (Salesforce) based **RESTFUL** Services for providing bi-directional integration between Salesforce (Cloud Platform) and Documentum (On-Premises Application).
* Setup the custom Approval Process with Email alerts, Field updates and **Web Services integration**.
* Implemented **Apex Triggers**, **Apex REST** Services and custom **Apex Controllers**.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and recordlevelpermissions to provide shared access among different users.
* Customized the views by using custom Visualforce pages and **Standard Apex Controllers**.
* Involved in developing the web based front end GUI for the fulfillment application using **Bootstrap**, **Big Query**, **jQuery**, **JSF** (Java Server Faces).
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Debug Apex scripts using **Debug Logs** and **System Log Console** to catch Exceptions and execute Governors and Limits.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time **troubleshooting**.
* Worked on SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and actions.

**Environment:** Salesforce Force.com, Service Cloud, REST API, Apex and Visualforce, SOQL, SOSL, Data Loader, Eclipse, Java Server Faces (JSF), Servlets, Directory Server, Documentum Composer.

**Clien: HSBC Jan2012– Sep 2012**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Marketing Cloud for Marketing, Call Center and Customer Service Operations System Administration
* Coordinated and documented organizational infrastructure for project success and to ensure engagement of customers, end users, stakeholders, and Process Management.
* Extensively designed and developed web pages using JSP, HTML5, JavaScript, **AngularJS** and CSS in the front end.
* Deployed the application on **WebSphere** server.
* **PAGE FLOW** is used to drive user interfaces.
* Used JDBC to invoke Triggers, Stored Procedures in Oracle10g.
* Used Web services **(SOAP)** for transmission of large blocks of **XML** data over **HTTP**.
* Developed **RestfulWebservices** for transmission of data in **JSON** format.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Extensively worked on **XML DOM** Parser.
* Used Spring Model View Controller **(MVC)** 2 architecture. Used **JSPs** in front-end, Used XSL/XSLT for transforming common XML format into internal XML format.
* Used **Log4J API** for logging and debugging.Used **JIRA** as bug tracking tool.
* Highly involved in customizing the Salesforce functionalities like workflows, approval process, setting up roles, creating profiles, security controls, data management.
* Debugged the code using **Java debugger** and **Eclipse** and used exception, condition and other break points.
* Involved in installation of Oracle Client, **troubleshoot** and establish the connection to **Oracle database.**

**Environment**: J2EE, Struts, Servlets, EJB, AJAX, HTML, CSS, XML, Ant, JavaScript, Oracle 10G, Eclipse 3.0, WebSphere 5.x, Log4J, Junit, Rational Rose AngularJS.