

Iyyappan Mani

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SALESFORCE
CERTIFIED

Administrator

SALESFORCE
CERTIFIED

Platform Developer I

SALESFORCE
CERTIFIED

Service Cloud
Consultant

SALESFORCE
CERTIFIED

CPQ Specialist

Objective:

Seeking technical lead position to utilize my functional experiences from previous roles to adapt Salesforce eco system.

Professional Summary:

- Good in declarative for user interface, business logic and data model.
- Extensive experience of using **declarative features** like validation rules, assignment, escalation, workflows, approval processes, sharing rules, flow & process builder automation for satisfying complex business process.
- Familiar in **Data modeling** for objects, fields, relationship, page layout and record type.
- Solid understanding of **Security Management** for app, objects, fields and records.
- Good understanding of SDLC, STLC, Devops and agile Scrum process.
- Understanding of **tools** like Data import wizard, Data loader, VS code and workbench.
- Knowledge on HTML, JavaScript, SOQL and SOSL.
- Exposure with Apex Trigger, Apex Class, Asynchronous Apex.
- Exposure in Lightning Aura Components and Lightning Web components.
- Good exposure of implementing Integrations APIs like SOAP and REST APIs.

Project Details:

Project Management Application:

Description: This is a Project Management Application. Using this application a company can manage the lifecycle of their projects; they can create Client & Project records and maintain the relationship between them. The project manager has the authority to create and track new Requirements and assign task to the employees. The release object can be used to send a mail to the manager and the client to inform them about the release of the new feature of project.

Role: Salesforce Developer

Responsibility:

1. Design and development of Schema
2. Creating data model objects and field
3. Creating Business Process Automation
4. Developing Apex Class, Asynchronous Apex and Apex Trigger

Certifications:

- Salesforce Certified Administrator
- Salesforce CPQ Specialist
- Salesforce Certified Platform Developer I
- Salesforce Certified Service Cloud Consultant
- Copado Certified Administrator
- Copado Certified Developer

Professional History**Accenture Solutions Private Ltd**

Process Analyst

Oct 2014 to Aug 2019

Pitney Bowes-Mailing Business, Function – Sales order processing and Leasing

- Experienced in various Process like master data, sales order processing and leasing, team and client handling activities.
- Good understanding of order management process.
- Handled client requirements and deliverable on time and maintained good rapport with client for noiseless delivery and improved customer satisfaction.
- Assist team members with complex query & provide coaching feedback to user based on the findings through investigation.
- Involved in knowledge transfer for quote creation and overlap process which is crucial in leasing and implemented without any quality issues.
- Proactively handled the Salesforce cases and task volume with available capacity.
- Excellent in Quote creation for upgrade leases with expected activation date.
- Deep understanding of Credit Approval processed and ensured that leasing policy and customer requirement are fulfilled with quality and turnaround time
- Experienced in Set up billing run with ensuring billing plan with payment method & offer period and terminate old lease & activate new lease.
- Extensively experience in credit note for overlap process which is key to take decision for new business during negotiation.
- Received appreciation for process improvement in quote creation, credit note, billing process and provided cost savings €60k through upstream process change idea.
- Experienced to use Citrix, DFM, Siebel, SAP and Salesforce applications.

Tata Consultancy Services Ltd

Process Associate

Feb 2012 to Sep 2014

Telstra -Telecom business, Function-Sales order processing

- Experience into Data Analysis, Quality check and Order management in operations.
- Understand Customer request through front office and order processed from customer account creation and fulfill sales order each customer and system requirement.
- Solid in Order processing with cross-verifying back end system, supporting application as per standard operations procedure to clear error in order.
- Experienced in varies process such as Customer Connect, Error Provisioning and BOE.
- Understand and analyze each customer request, find the proper resolution to fix and complete request on time.
- Familiar in Siebel CRM and legacy applications.

Exela Technologies (formerly Source HOV)

Processor

*Mar 2010 to Feb 2012***McGraw-Hill Higher Education - e-publishing business, Function-Quality controller**

- As a quality controller, analyzing the educational sites for the content accuracy, links and media assets functionality and various Operating Systems for compatibility.
- Experienced in Pre-analysis to ensure pre-requisite are available and predict the TAT which is increased the customer satisfaction.
- Common error template has prepared for error reporting which is helpful for development team to locate and fix the reported errors.
- Coordinate with team for planning and working on daily deliverable.
- Ability to interact at multiple levels in the organization and lead cross-departmental team projects required.

Healthy Homecare Marketing (P) Ltd

Business Development Executive

*Nov 2008 - Feb 2010***Rainbow cleaning system – Manufacturing and Sales Business, Function – Sales**

- Successfully positioned new high value Vacuum cleaner as essential equipment
- Train the executive to sell effectively and share our experience to motivate them
- Generate leads through cold calling, tele-sales and campaigns.
- Products will be deliver based on the purchase order
- Make sure that payment has been collected on time and service has been given periodically to amaze the customer.
- Ability to planning for transport and daily product deliverable.
- Maintain the stock information and daily activities about staff's
- Reinforced product benefits single-handle while training staff in groups.

Academic Detail:

Bachelor of Computer Application from SRM Arts and Science College 2004 – 2007

Community Group & Networking Details:

- Member of Salesforce administrator & developer group Chennai.
- Member of Journey2Salesforce program.

Additional responsibilities:

- **Client Data Protection & Business Excellence** - Created awareness about client data protection and business excellence through email and session.
- **Corporate Social Responsibility** - Passionate to organize and participate as volunteer in women empowerment, child development and eco -friendly activities.
- **Team POC Activities** – Attendance, Productivity, Checklist compliance, Skill matrix & training plan, event participation and score card.

Profile Reference:LinkedIn: <https://www.linkedin.com/in/iyyappan-mani-79099147/>Trailhead: <https://trailblazer.me/id/iyyappanmani>