Siva Kumar Mangati

**Salesforce Techno Functional Consultant**

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# profle

* Technically competent with an experience of **5.7** Years in developing and customizing Salesforce CRM applications such as Sales, Service, Community and Marketing Clouds.
* Expertise in solution design, estimation, development, debugging, maintenance and Support Viz. adhering to best practices in the industry.
* Experience in LWC, Visualforce, Apex Classes, Apex Triggers, Scheduler Apex, Batch Apex, and Apex Web services and Integration with External Systems.
* Experience in developing salesforce Lightning Apps, Components, Controllers and Events.
* Implemented automated business process by using Workflows, Approval Processes and Process Builder for automated alerts and field updates according to requirements.
* Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization.
* Experience in writing efficient SOQL and SOSL for Querying and Searching Data in SFDC.
* Implemented Salesforce to SAP Integration Quote management in **Sales Cloud** with SAP Hybris using REST and SOAP API.
* Implemented Claim Management system using **Service cloud** which involves Cases, Auto-Response Rules, Escalation Rules and Web-to-Case and Email to Case.
* Implemented Customer Community and Partner Community using **Community Cloud** for Internal Customers and Distributors.
* Hands on experience in Marketing Cloud Email Studio, Journey Builder, and Automation Studio, Contact Builder and Salesforce Marketing Cloud Connector Integration.
* Experienced in Sandbox Management (Creating New Sandbox, Refreshing Sandbox, and Migrating code from one sandbox to the other and production)

# Certifications

Salesforce certified:

* JavaScript Developer I
* Platform Developer I and II
* Administrator and App Builder
* Sales Cloud Consultant and CPQ Specialist.
* Service Cloud and Community Cloud Consultant.

# Education

* Honored Masters in Computer Science and Engineering (CSE) from JNTUA with distinction.

# Experience

**Bonfiglioli Transmissions Pvt Ltd** Chennai

Techno-Functional Consultant - Salesforce CRM Nov 2016 – Till date

**HTC Global Services** Chennai

Salesforce Developer Jun 2015 – Nov 2016

# TECHNICAL EXPERTISE

**Salesforce**:
Lightning Apps and Components, LWC, Apex Custom Controllers, Apex Triggers, Visualforce Pages, Apex Web Services, SOQL, SOSL, Process Builder, Workflow & Approvals and Changesets.

* Service Cloud: Service Console, Escation Rules, Email to Case and Live Agent.
* Community Cloud: Customer and Partner Community.
* Merketing Cloud: Email Studio, Journey Builder, Contact Builder and Automation Studio.

**Data migration skills and Tools:**
VS Code, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete and Workbench.

**Customizing and Programming Skills:**
LWC, Apex, HTML, Java Script, SOAP API, REST API, bulk API and AURA Framework.

# project – Vi

**Project Name** -Salesforce Integration with SAP Hybris CPQ

**Cloud System** - Sales Cloud

**Tools**  - Developer Console, VS Code.

**Role ­**- Salesforce Technical Lead Consultant

**Period** -Apr 2020 – Till date

**Description**

 Salesforce to SAP Hybris CPQ Integration is a solution for various processes involved in Salesforce Quote to SAP Quotation Module. Hybris is a one stop CPQ solution for sales reps, disctributors and e-commerce to manage quotations in Bonfiglioli. Opportunitiy, Quote and line items in salesforce are tightly integrated (Bi-derectional Sync) with quotation module in SAP.

Responsibilities

* Responsible for requirement gathering from HQ and coordinate with Hybris Consultants.
* Created Webservices and shared WSDL to integrate with Hybris using SOAP API.
* Responsible for migrating one to one quotation process to one to many quotes.
* Developed various interfaces, Apex classes, Controller classes and apex triggers.
* Quotation process is migrated from Opportunity to Quotes in salesforce.
* Custom Quote PDF is developed based on the requirements from Business.
* Opportunity Stage management is automated with Quote Status in Quote.
* Quote Approval from Customer is developed using Email Services.
* Responsible for handling requirements from HQ/Business and provide solutions.

# project - V

**Project Name** -Customer Service and Claims Management

**Cloud System** - Service and Community Clouds.

**Period** -Jun 2019 – Dec 2020

**Description**

 Customer Service is an Internal Application for Bonfiglioli to handle case management process from one branch to another branch. Service Agent uses Lightning Service Console and Customers who raise cases uses Customer Community Application to handle cases. Claims Management is handled by integrating Cases with SAP Claims module to manage customer claims.

Responsibilities

* Responsible for getting requirements from HQ and end user and design the solution.
* Customized Service Console, Web-to-case, Email to case and Live Agent.
* Created Auto-response rule and Escalations rules based on the requirement.
* Customized community based on the requirement for customers.

# project – IV

**Project Name** -Delegation of Authority (DOA)

**Tools**  - Developer Console, VS Code.

**Cloud System** - Sales Cloud.

**Period** -Aug 2017 – Dec 2018

**Description**

 Sales reps use CRM all over the world in all braches in Bonfiglioli, Delegation of Authority in opportunity process will block sales rep and ensure to provide proper discounts during the sales process which will effect revenue of the company.

Responsibilities.

* Performed detailed analysis of business and technical requirements and designed solution
* Designed, developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Handled Complex approval process to manage approvals from different levels of managers.

# project - III

**Project Name** -Bonfiglioli Sales Application

**Cloud System** - Sales cloud.

**Tools**  - Developer Console, Data Loader and VS Code.

**Role ­**- Salesforce Consultant.

**Period** -Nov 2016 – July 2017.

**Description**

 Bonfiglioli Sales Application is an Application which is primariy used by Sales Reps and Management primarity to create Leads, Accounts and Opportunities to Manage Quotations. Accounts is Integrated with SAP Customer Module and Opportunities are Integrated with Quotation Module in SAP using Mosaico CPQ (Bonfiglioli Internal CPQ).

Responsibilities

* Head Salesforce Administrator and Lead Developer for 500 Users in the Organization.
* Involved in various integrations like SAP to Salesforce Integration, Salesforce to Team center integration, Salesforce to Mosaico Integration and Salesforce to BO Integrations.
* Migrated around 500 Users from Salesforce Classic to Lightning Experience.
* Worked on Opportunity Flux to manage Stage Management Regression Process.
* Implemented salesforce CRM roll-out for all branches in Bonfiglioli.
* Handled many Change Requests to customize the sales application based on the specific branch requirement.

# project - II

**Project Name** -Salesforce to SAP Integration

**Cloud System** - Sales cloud.

**Tools**  - Developer Console, Data Loader and Eclipse IDE.

**Role ­**- Salesforce Developer.

**Period** -Dec 2015 – Oct 2016.

**Description**

 Salesforce to SAP Integration is an effort to efficiently sync data across Salesforce CRM and SAP System. It is designed to replace E-Connector (Integration data mapping framework developed for Client) as it needs frequent maintanence and support. Java Application deployed in Amazon Web Services (AWS) acts as a bridge to connect Salesforce and SAP.

Responsibilities

* Designed, developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Designed, developed and Deployed Java Application in AWS.
* Developed XML/JSON parser in both Apex and Java.
* A Health-Check tool is developed to monitor Integration Services Status to notify users.

# project - I

**Project Name** -Enterprise Connector (E-Connector)

**Cloud System** - Sales cloud.

**Tools**  - Developer Console, Data Loader and Eclipse IDE.

**Role ­**- Salesforce Developer.

**Period** -July 2015 – Nov 2015.

**Description**

 E-Connector is an integration data mapping framework between Salesforce and SAP system. E-Connector is built to integrate between Salesforce.com CRM and SAP system. Whenever a customer or vendor is created in salesforce, that data is passed as a XML SOAP message to WSO2 (Service Processor) which is deployed in Amazon Web Services (AWS). Messages are queued, parsed and then sent to SAP System via Java Connector (JCo).

Responsibilities

* Created Request and Response handler to create and parse XML.
* Involved in creating XML in salesforce and sending to WSO2 using HTTP callout.
* Handled deployments for Salesforce UAT and production Organization.