MANISHA SRIRAMOJU

• Salesforce Administrator and Developer •

ABOUT ME

Salesforce Professional with 2.6 years of experience in Salesforce Development and Administration with knowledge of Platform Development, Apex Programming, Visualforce, Sales and Service Cloud. Certified Professional with proven ability to effectively manage Salesforce Platform.

EDUCATION

2014 - 2018 • Hyderabad Institute of Technology and Management, Hyderabad – (Bachelor of Technology, Electronics and Communications Engineering)

EXPERIENCE

2020 - present

Infosys Limited - Senior Systems Engineer
• Worked as a Salesforce Developer for multinational client involving Development, management and maintenance of Salesforce Orgs, Communities.
• Worked in Agile Environment and performed work sprints as per Business needs.
• Coordinating with Multiple dependent teams such as Oracle CBS, NxGen for Integration related issues with Salesforce.

2018 - 2019

Infosys Limited - Systems Engineer
• Worked as a Salesforce Developer for multinational client on Configuration of Salesforce.com application to incorporate various standard functionalities like Leads, Accounts etc.
• Creation and customization of various Triggers, Controllers, Escalation rules, Assignment rules, Validation rules, Visualforce Pages.
• Regular client interactions and coordination related to solving glitches and enhancement.

SKILLS

Apex Programming and Visualforce

Apex Triggers

Salesforce Lightning

Email to Case Premium

Salesforce Sales & Service Cloud

Salesforce Administration

Case Flags, Case Merge

Experience in Salesforce Workbench

Salesforce Dataloader

Skilled in SQL/SOQL

CERTIFICATIONS

Salesforce Platform Developer - 1

Salesforce Sales Cloud Consultant

Salesforce Certified Administrator ADM-201

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PROJECTS

UK Based Retail Firm
• Worked in Agile Environment, performed sprint tasks and provided effective solutions to the changing demands of Business.
• Configured and customized Salesforce Communities based on Business requirement.
• Developed Apex classes, Controllers, Lightning Components, VisualForce Pages.
• Setting up Salesforce Sandbox Environments with B2B Commerce Configuration.
• Setting up various Configuration modules, Custom settings, Cache management.
• Configured Google Analytics + Google Tag Manager with Salesforce Communities and CloudCraze.
• Configured Salesforce with CloudCraze to create ecommerce storefronts.
• Configured custom themes for customer storefronts.
• Worked on Product configuration, Prices, generation of quotes, Sales Campaigns, Order Management, cross-channel marketing.

US Based Security Systems Company
• Configuration of Salesforce.com application to incorporate various standard functionality like Leads, Accounts, Contact, Activity, Campaign, Products and Territory Management etc. were done.
• Creation and customization of various objects, fields, record types, Workflow and Approval Processes, Triggers, Controllers, Escalation rules, Assignment rules, Validation rules, Visualforce Pages, Custom fields, Email Services, and Sharing rules were done as per business needs of the client.
• Regular client interactions and coordination related to solving glitches and enhancement.
• Coordinating with Multiple dependent teams such as Oracle CBS, NxGen for Integration related issues with Salesforce.
• Worked on record types, page layouts and approval process.
• Created and customized reports and dashboards
• Created Custom settings, workflows and process builders.
• Worked on the security profiles/roles and configuration