**Manjusha K**

**Salesforce.com Admin**

**Employee Details**gongatimanjusha123@gmail.com +91-9550931439

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| *Professional Summary* |

* Having 2+ years of experience in IT industry and relevant experience in Salesforce.
* Salesforce , Salesforce CPQ ,**Salesforce Billing** - End to End Configuration and Customization.
* Having Good knowledge on Salesforce Configuration.
* Hands on experience across end to end process set up - Administration, Configuration, Implementation.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like **custom objects, creating the relationships/ junction objects like Master-Child, Lookups and Pages**.
* Formed effective liaison between Client and technical teams in translation business requirements into design.
* Proficient in performing detailed analysis of business and gathering technical requirements.
* Analysis of requirements for new project and impact analysis.
* Proficient in **Data Migration** from Traditional Applications to Salesforce.com using **Data Loader** Utility**.**
* Role of Business Analyst in preparing **functional and technical** design documents.

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| **SFDC Technologies** | Standard objects, Custom Object, Relationships, Validation Rules Workflow & Approvals, Data Loader, Security, Reports, Dashboards and Force.com IDE. |
| **Tools & Technologies** |  Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Web Designing Tools** | HTML, CSS. |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Linux. |

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| *Professional Experience* |

* Currently working as Salesforce Functional Consultant in **A5 Solutions** from Sep-2018to till date.

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| *Education*  |

* Degree in BSC Computers with 85% from DAW Degree College, Yogi vemana University, In the year2014

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| *Certifications* |

* Certified sales force Administrator and Salesforce CPQ

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| *Projects* |

**Client :** Abacus**(Europe)**

**Tool : Salesforce CPQ/Salesforce Billing**

**Role : Salesforce Admin**

**Started** : **AUG-2019--Till**

**Client Details:** The abacus, also called a counting frame, is a calculating tool that was in use in the ancient Near East, Europe, China, and Russia, centuries before the adoption of the written Hindu–Arabic numeral system. The exact origin of the abacus is still unknown.

**Position of Responsibility:** Business Analyst, Client Engagement, Requirement Gathering, Developer/Admin

* Worked on various salesforce.com standard objects like **Price List, Proposal, Category, Pricelist item, Accounts, Contacts, Opportunity, Cases, Reports and Dashboards.**
* Created different **Process Builder and Approvals** for various campaign processes.
* Designed, and developed the **Custom objects, Validation rules, Page layouts, Custom tabs** to suit to the needs of the application.
* Implementing the End to End Salesforce process (Lead-to-Cash).
* Implement Record types in Account, MDQ products architecture, pricing, and product rules.
* Created Page Layouts, Search Layouts to organize fields, custom links, related lists, and other
* components on a record detail and edit pages.
* Implemented various price rules to meet business requirements.
* Worked on Quote template to generate the quotes.
* Implemented Configuration attribute and custom actions for the different products list and
* category.
* Using Process builder automated the Order generation and Invoice generation.
* Documentation of the entire flow from the Lead to Cash Process

**Environment:** Quotes/Proposal, Pricing rules, Quote to Cash, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs and Security Controls.

**Client** : Leafly.Canada.

**Tool : Salesforce CPQ/Salesforce Billing**

**Role : Salesforce Admin**

Started : NOV-2018 – JUN-2019

Leafly is the largest cannabis website in the world, with more than 15 million monthly visitors and 40 million page views across its website and mobile applications. Leafly allows users to rate and review different strains of cannabis and cannabis dispensaries.

* Participated in **Data migration** from external systems to sales force using Data Loader.
* Worked on various salesforce.com standard objects like **Leads, Accounts, Contacts, Opportunity, Cases, Reports and Dashboards.**
* Created different **Workflow rules and Approvals** for various campaign processes.
* Designed, and developed the **Custom objects, Validation rules, Page layouts, Custom tabs** to suit to the needs of the application.
* Developed and configured various **Reports** for different user profiles based on the need in the organization.
* Worked on creating Users and Security level.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Implementing the End to End Salesforce process (Lead-to-Cash).
* Implement Record types in Account, MDQ products architecture, pricing, and product rules.
* Created Page Layouts, Search Layouts to organize fields, custom links, related lists, and other
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