Manoj Ashok Hanse

Salesforce Consultant + Developer | Telecom Engineer

Career Moto & Summary

Gaining industry knowledge & experience while working dedicatedly & devotionally towards enhancing technical as well as communication skills that will eventually adding value to both Company & self-development, paving path for future progress parallelly.

7.5 yrs of Experience In *IT / Telecom & Salesforce Administration, Development + Consultation*	*Salesforce Administration / Development & Consultation* *Network Infrastructure Monitoring/Planning Network operation Center*
Skills:	Salesforce Administration + Development + Consultation, Network Monitoring, Network planning
Network Management	[CCNA | Cisco | Routing | Switching | Configuration| Troubleshooting], Monitoring, L1 Troubleshooting
Programming	Apex, Visualforce, Java, C#, PHP, C, JSP, SQL, Servlets.
Servers	RHEL 6, Apache Tomcat 6.0, Java Sun Application Server, IIS 4.0, IIS 6.0. XAMPP
Operating Systems	Redhat EnterpriseLinux 7/6, Windows 7, XP, Ubuntu
Databases	SQL 2005, SQL 2008, PL/PgSQL, MS Access, MySQL

Education

BSc (Computer Science) from Pune University (2003-2007), GPA 6.0 /60%, First Class

Industry Certifications

7x Salesforce Certified

1. Salesforce Certified Community Cloud Consultant

2. Salesforce Certified Service Cloud Consultant

3. Salesforce Certified Sales Cloud Consultant

4. Salesforce Certified Platform Developer

5. Salesforce Certified App – Builder

6. Salesforce Certified Advanced System Administrator

7. Salesforce certified System Administrator

8. RedHat Certified Engineer (RHCE)

9. Red Hat Certified System Administrator

10. Certified Ethical Hacker

Work Experience

Company 7:

Persistent Systems, (Senior Salesforce Team Lead + Developer), June 2019 – Nov 2020

Technology	Salesforce Health Cloud, Corepoint Integration Engine, REST API, HL7 v2, v3. FHIR etc.
Salesforce	Salesforce, Salesforce Lightning Development, Lightning Component Development, Apex Development, Salesforce Community, Community Cloud, Sales Cloud, Service Cloud etc.

Company Website: https://www.persistent.com

<div align="center">

Company 6:

</div>

Vodafone Shared Services India (Magna InfoTech Payroll), (December 2018 to June2019)

Designation	Salesforce Developer + Salesforce L3 Engineer
Technology	Salesforce Lightning + Classic, Sales Cloud, Service Cloud
Clients / Projects	Vodafone Global Business Solutions.
Responsibilities	Supporting Vodafone Salesforce Users with Salesforce Queries & Issues regarding Development and Administration. Bug & Defect tracking. Developing Lightning Components. Writing Apex classes (Controller code, Test Classes), Build Lightning UI, Incident Tracking (Remedy), Working on Sprints (Releases), Supporting Internal Business process. Data Loader Administration tasks like (Adding, deleting, Modifying, Exporting Records.). Deploying Metadata from Sandbox to Production.

<div align="center">

Company Website: www.Vodafone.in

Company 5

</div>

Cloudalyze Solutions LLC, (Cloud Consultant) January 2017 – September 2017

Designation	Salesforce Cloud Consultant
Technology	Salesforce CRM, Service Cloud, Sales Cloud, Community Cloud
Clients / Projects	NanaWall (Building Material)_____(Jan '17 – Sep '17) Patelco (Finance Credit Union)_____(Jan '17 – Sep '17)
Responsibilities	Project Requirement Gathering & Completion on time. Salesforce Administration + Customization, Apex + VisualForce Development, Reports & Dashboards, Data Import – Export, DataLoader, creating workflow & process builder, Building Triggers etc. (Lightning [Administration] + Classic UI)

<div align="center">

Company Website: www.cloudalyze.com

</div>

Company 4

Cognizant Technology Solutions (*Salesforce Admin cum Developer*) July'15 – Dec'16.

Project / Client	Salesforce.com
Profile	Salesforce Administrator cum Developer
Technology	Cloud Computing, CRM, Administration, Development.
Regions supported	APAC, EMEA, AMER
Tasks	To support Salesforce customers all round the world regarding issues related to Salesforce CRM (Configuration + development). (Lightning [Administration] + Classic UI) Salesforce Automation (Workflow + Process Builder), User Management, Reports & Dashboards, Community Management, User Management, Page Layouts, Territory Management, Forecasting, Email Administration etc.

Company Website: www.cognizant.com/ Client: www.salesforce.com

Company 3

TATA Consultancy Services (TCS)   Senior process Executive (Apr 2014 to Oct 2014)

Project / Client	TeliaSonera (Sweden)
Process	Telecom (Sweden)
Sub-process	Deployment (Capacity and Migration.)
Tools used	Nice (Amdocs), Hera (BMC), Telsims, IPT NMS (SDH), Citrix Kartfonster, Natfraga,etc.
Profile	Configuration and Activation of circuits. Creating backbone circuits. Connection (new) and Disconnection (old). Assigning task to sub-contractors. Creating and testing network loopbacks.
Onsite experience	Have been to Sweden for onsite job.

Company Website: http://www.tcs.com/

<div align="center">Company 2</div>

AVAYA _India Pvt. Ltd_   Customer Support Engineer (January 2012 to October 2012)

Ticketing (Fault Logging)	Logging, Updating and closing faults relating to Avaya's Products like Media Access Servers, Gateways, VoIP phones etc.
Escalating	Communicating with L2 and L3 engineers for ticket updates.
Support	24X7 support for Avaya Global Clients (NA, EMEA and APAC regions)
Tools used	Tools used: Matrix by Wipro, Remedy by BMC and Siebel.
L1 Troubleshooting	Trouble shooting Voip issues @ L1 level

<div align="center">Company Website: http://www3.avaya.com/in/</div>

<div align="center">Company 1</div>

_Tech__Mahindra_   Jr. Technical Associate…. (June 2008 to March 2009)

Client / Project	COVAD (US Telecom & ISP)
Network /Alarm Monitoring	Monitoring Alarms on network devices like Samsung and Nokia DSLAMS. Taking ownership & resolving alarms.
Ticketing Incident Management	P1, P2, P3 Incidents logging and updating related to maintenance, Outage and faults on network devices.
Support	Handling Business Heads and Clients of COVAD and providing them status, Reports. Updates. Contacting CO Techs and assigning duties, L1 Voice B2B (24X7) support.
Tools used	IBM Netcool (Alarm Monitoring), MARS (Ticketing & Incident Management, Putty (Logging into Routers, switches)

<div align="center">Company Website: http://www.techmahindra.com/</div>

Extra Qualifications: Courses & Trainings

1) A+ certification	from CMS, Akurdi (Pune).	2005
2) CCNA	from HCL Chichwad (Pune).	2009
3) Core Java	from KarRox Deccan (Pune).	2005-06
4) Advance java	from NIIT Chichwad (Pune).	2009
5) Voice and Accent Certification	from GTT (Pune).	2009
6) Diploma in software Testing (DST)	from Seed InfoTech (Pune).	2012
7) CEH Certification	from Arizona InfoTech (Pune).	2013
8) RHCSA & RHCE	from Certification Guru (Pune)	2013

Hobbies & Extra Curriculum Activities

| Won prizes in Drawing competitions | Speech Competitions | participated in Sports|
| C Programming competition (inter college Level).

Hobbies: Games (Football, cricket, chess, carrom), Listening to Music, Watching Movies. Programming, Reading Open source Articles& Magazines

Personal Details

Address:

City: Pune
State: Maharashtra
Country: India
Zip Code: 411017

Nationality: Indian.

Email id: manojhanse@gmail.com

Alt-email: manoj_hanse@yahoo.co.in

Phone/mobile no.: +91-9890620309.

Alternate mob. no.: +91-9766027146.

Thank You for Going through my Resume