Manisha Raj
Salesforce Developer

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CAREER OBJECTIVE

A resourceful, self-motivated, results driven professional with total 6.5 years' experience and knowledge in Salesforce Industry which includes Admin and Developer Role. Exposure in Sales Cloud, Apex Classes, Apex Trigger, Visual Force, SOQL and LWC. Aiming to leverage my skills to successfully fulfill the Salesforce Developer role at your organization.

PROFESSIONAL EXPERIENCE

01 Company : Capgemini, Gurgaon

Salesforce Developer | May 2018 - Present

- Experience in **Administration, Configuration, Implementation, Lightning and support experinece with Salesforce platform(Sales Cloud).**
- Experience in SFDC development using **Apex classes, Controllers, Triggers, Visual Force & SOQL.**
- Experience in **Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Email Templates and Support Administation.**
- Experience in Automation tools like **Approval process, Process Builder and Flows.**
- Experience in **Asynchronous operations (Future method, Batch class, Test classes)**
- Experience in SFDC Development using **Lightning Application, Components,Tabs,Org-Wide default,Sharing Rules, Report & Dashboad, Assignment rules, Escalation rules Workbench and Data Loader.**
- Experience in **Lightning Process Builder flows**
- Sound Knowledge of **Interface, Collections and DML.**

1.PROJECT OVERVIEW

Project Name: Amadeus Hospitality , USA

Role : Salesforce Development

Project Duration : June 2021 – Current

Roles & Responsibilities:

- Creating Custom Apps, Custom fields, Profiles , Applying Sharing Rules, Handling Page Layouts, Search Layouts and Related list and Defining Field Dependencies, Custom Objects, Validations Rules, Workflows and Approval Processes.
- Designed Visual force pages and using Apex Code created triggers and classes.
- Specifications to include standard/custom object customization creation, custom formula fields and field security, role hierarchy and profile security, custom reports and dashboards, etc.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created automations using flows for sending an email alert.
- Created Visual force Pages, approval processes, Triggers, asynchronous operations and Test classes.
- Used SOQL statements within Governor Limits for data manipulations needs of the application using platform database objects.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component Features.
- Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.

2. PROJECT OVERVIEW

Project Name: ANZ MacDonald, AUS and NZ

Project Duration: May 2018- June 2021

Role : Associate Consultant

Roles & Responsibilities:

- Provided first point of contact support to end users with professionalism, timeliness, and accuracy.
- Tracked calls and documented problems into ServiceCafe software, consults knowledge database to optimize resolutions and follows through on resolution with callers.
- Provide exceptional incident resolution for POS equipment and software, including registers and their components, networking equipment, office computers, using Ultra VNC and RDC.
- Provides all content for assessment and evaluation tools, including, but not limited to assignments, discussion questions, quizzes, projects, and scoring rubrics
- Worked on assigned tickets and Self Service's per day.
- Use Active Directory to manager user accounts, such as permissions, contact information, passwords, and account lockouts.
- Collaborate with colleagues to improve the process of the help desk

02 COMPANY : Promien Consultancy Services (P) Ltd , Noida

Role : Salesforce Consultant

Project Duration:Jul 2016 to May 2018

Roles and Responsibilities :

- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards.
- Good knowledge of Salesforce Sharing & Security model, Salesforce Governor Limits, Order of Execution, Best Practices.
- Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
- Good communication, self-motivated, quick learner and a team player. Leverage technical and business acumen to communicate effectively with client executives and their respective teams.

CERTIFICATIONS

(1) Platform Developer I Certification

(2) Salesforce Certified Administrator (WI21)

(2) AWS Fundamentals: Going Cloud-Native

SKILLS

Languages	APEX,JAVA,SQL (BASIC)
Skills	APEX,Visual Force,SOQL,LWC
Web Technologies	HTML,CSS, Javascript
Technologies	Salesforce (lightning), Force.com Platform
Tools	Apex Data Loader, Workbench

ACADEMIC QUALIFICATIONS

- The Indira Gandhi National Open University (IGNOU), New Delhi – Master in computer Applications - (**MCA**) 3yrs professional course
- MCRP University , Bhopal – Bachelor in computer Application(**BCA**) , Computer Science- 3 yrs Course