HARISH MAGANTI



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669-244-2220 | m.harish0509@gmail.com | **Salesforce** **Developer and Administrator**

**Summary**

* Salesforce University **5x Certified Developer and Administrator** with overall 7 years of experience in IT industry, which includes over 5 years of extensive experience in **Salesforce CRM** and 2 years of experience in developing applications using Java and web Technologies.
* Working on various phases of Software development life cycle (**SDLC**) including involving in Requirement gathering and Analysis, Development, Implementation, Deployment, Maintenance.
* Worked on projects implementation using software development methodologies like **Agile** and **Scrum** Methodologies.
* Professional Experienced in administration, development, configuration, and Implementation of Salesforce.
* Experience with **Salesforce Sales Cloud, Service Cloud, Community Cloud** and **Insurance for Financial Service Cloud**.
* Excellent function and technical Knowledge of CRM business processes like **Campaign Management, Lead Management, Account Management, Case Management, Quote and Forecasting**.
* Extensive experience in creating Custom objects, Custom fields, Page layouts, Validation Rules, Custom Tabs, Report folders, Report extractions to various formats and Email Generation as per the project requirements.
* Strong experience in generating Salesforce **Reports and Dashboards**.
* Experience in implementing the Many-to-many, Look-up, Master-Detail relationships and Automating the business Processes using **Approval Process, Workflows, Process Builder, Lightning Flow Builder**, Escalation Rules and Auto-Response Rules.
* Strong hands on experience with Salesforce Security setup using **Profiles, Permission Sets, OWD, Role Hierarchy** and **Sharing Rules.**
* Experience with **Salesforce CPQ** for subscription, billing, invoicing and can take control of sales process from **Quote to Cash**.
* Worked on **Live Chat Agent Implementation** using **Omni-Channel**.
* Hands on experience in developing custom code using **Apex Classes, Controller, Triggers, Visualforce pages, Lightning components.**
* Experience in working with **Asynchronous Apex like Future, Batch, Schedule and Queueable Apex**.
* Followed best practices in maintaining quality code coverage with **Salesforce Governor Limits** and patterns.
* Worked over complex queries in **SOQL** and **SOSL** across multiple objects within the SFDC Database and also customized queries to avoid governor limits.
* Good experience in developing salesforce **Lightning Apps, Lightning Record pages** and **App Page**.
* Hands on experience in building custom **lightning components** on the **Aura framework and Lightning Web Components** using Controllers, Helpers, Design Attributes, Renderer, Handlers and Events to focus on the logic and Interaction in Lightning Applications.
* Experienced in design, development, testing and maintaining Web Applications using **HTML, CSS, JavaScript, XML, jQuery, JSON, WSDL, SOAP** and Salesforce Lightning Design System.
* Hands on experience in design and development of **SOAP/REST API** Enterprise Integrations between Salesforce and other legacy applications.
* Involved in migrating a project using Integration tool like **MuleSoft**, worked on complete API life cycle design, development and management. Used **Mule ESB, RAML, Data Weave Scripts, splitters and scatter-gathering**.
* Proficient in Data Migration from Traditional Applications to Salesforce Using **Data Loader, Import Wizard, Workbench**, etc.
* Experience in managing Sandbox and Production environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using **ANT migration Tool and Change set**.
* Created and implemented Aha roadmap, **Asana,** **JIRA** workflow optimizing Owners, Queues, Statuses, and Environment.
* Very good exposure towards **Jenkins** and code versioning tools to achieve **CI/CD** within different Salesforce Orgs and experience in **Bitbucket**, **GitHub**, and Jenkins for version control and traceability usage.
* Hands on experience with various app exchange applications such as **Jitterbit, Conga Composer, and Spring CM/DocuSign.**
* Monitoring new salesforce release features and functionality to provide recommendations for process.
* Effectively worked with production team during the launch of the project.

**Skills**

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| **Salesforce Technologies & Integration.** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Service and Sales Cloud Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Workflow & Approvals Process, Dashboards, Custom Objects, Knowledge on Mulesoft Integration tool, Rest and Soap API. |
| **Sales force Tools** | Force.com, Eclipse IDE Plug-in, Visual Studio Code and IntelliJ IDE. |
| **Operating Systems** | Microsoft Windows, Linux, Unix, Mac. |
| **Languages** | C, Java, Apex. |
| **Web Technologies** | HTML, CSS, JavaScript, XML, AJAX, SOAP, JSON, IONIC Framework, Apache Cordova. |
| **Database** | ORACLE SQL, MySQL. |
| **Tools** | Apex Data Loader, Eclipse, Workbench, Force.com Explorer, Mavens mate, Salesforce DX. |
| **SDLC Methodologies** | Waterfall, V-model, Agile and Scrum methodologies. |
| **Others** | Workflows, Approval processes, Triggers, Validation Rules. |

**Experience**

**Salesforce Developer, HealthFirst, September 2019-Current**

**Location**: New York, NY

* Gathered business requirements in User sprint meetings by communicating with business team and implemented in the application.
* Worked on **Agile** methodology, **Scrum** Methodology and **Test-driven** development.
* Worked on complex patient verification system integration with Telehealth and claims management process to retrieve latest customer and medical / insurance data.
* Implemented service cloud capabilities like **case management** for agents to work on cases and meet SLA requirements.
* Implemented Insurance Agent Console to help Sales and Service Agents to provide 360-Degree View of Policyholders with data model in **Financial Services Cloud.**
* Implemented Policy Tab, Live Events, Policies and Claims Component in Policy holder and Configured Lightning flows available for insurance.
* Involved in all aspects of the system configuration and technical/functional capabilities, including all changes and potential implications related to ongoing projects.
* Developed work plan timelines and managed workflows to that pushed project completion rate by 90%.
* Successfully launched custom developed forms product to support out 450+ users from merchandise division.
* Configuring and maintaining the custom objects, record types, fields, page layouts, formulas, data validation rules, process, flows, custom workflows, approval processes, installed packages, etc. Within salesforce.com.
* Designed and created custom reports and dashboard to represent the sales of both Growers and Dealers.
* Developed an automated integration process using **Workflow Rules, Process Builders, Flow Builder validation rules**, **apex classes** to integrate Accounts, Contacts, Offers and Budgets between the customer service and sales divisions for different organizations.
* Worked on **Data Modeling** to Identify the relationships between objects.
* Created dynamic dashboards for growers and dealers based on the territory model and user assignment.
* Assign users to Permission Sets, Public groups, Queues, Profiles and Roles depending business needs.
* Have worked on **Apex classes**, Controller classes and **Apex Triggers** for various functional needs in the application.
* Developed **Apex Batch classes**, **Scheduled Apex jobs**, **Future methods**, Stateful, and **Queueable** Methods for different complex scenarios where synchronous methods were running into governor limits.
* Analyzed complex business requirements and designed solutions using Apex classes, triggers.
* Used **SOQL** and **SOSL** queries within the governor limits for data fetching and manipulation needs of the application.
* Enabled **Queue based routing, Skill-based routing, and External routing** using **Omni-Channel** for **Lightning Experience**.
* Developed **Pre-Chat** and **Offline Support Forms** using **Embedded Service** and **Static Resources** for the lightning web chat in the **Service Cloud**.
* Built and Integrated third party **Computer-Telephony Integration(CTI)** systems with Salesforce Call Center.
* Modify user profiles (Data CRUD, system permissions, record type and page layout access, **visual force** page and apex class access), Update field pick list values.
* Experience in building **Lightning Web Components** and **Events** using Lightning based Components, Lightning UI Components.
* Developed Lightning Web components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Minimized code in JavaScript controllers by adding reusable functions in Helper Component. Updated the apex controller and helper functions regularly making the component context aware as per the business requirement.
* Worked in integrating external web systems with salesforce using the **REST** and **SOAP** based **Apex Web Services to** send/update data from Salesforce to an external order tracking system and making payments are show the related data on the Custom screens of Salesforce.
* Assist with the data quality projects, including developing automated data cleansing routines as well as manual data cleanup.
* Managed the data imports and database de-duping and Used **Data Loader** to insert, update, and bulk import or export of data from Salesforce.com Objects and to read, extract and load data from comma separated values (CSV) files.
* Working with the **Git** and **GitHub** as the version control repository to Push and Pull the requests.
* Involved in **UNIT** **Testing** and **Integration** **Testing** for checking out the 75 percent of the code coverage and deployed the SFDC data using Salesforce.com IDE, Visualforce studio code through **Salesforce DX**.
* Deployed application from Sandbox to Production environments using Change Set and Copado.
* Collaborated with developers to investigate and resolve production issues

**Environment**: Salesforce.com, Apex, LWC (Pages, Component & Controllers), Lightning (components and controllers), API integration, Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Salesforce DX, Data Migration, SOQL, SOSL, AURA.

**Salesforce Admin/Developer, 8K Mile Software Services Inc, February 2019-August 2019**

**Location:** Pleasanton, CA

* Interacted with various business user groups for gathering the requirements for salesforce Implementation and documented the Business and Software Requirements.
* Implemented the salesforce.com applications using the **Agile SCRUM Methodology** (SLDC) that Involves the Iterative development methodology.
* Create and maintain the system documentation and salesforce policies/procedures.
* Configured and set up a custom Salesforce org for 1500+ users from scratch.
* Worked with various salesforce standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
* Designed **Workflow rules**, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Worked on customer portals and community’s administration. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Improved contract and renewal automation using **Quote PDF generator** with dynamic template and generated Revenue recognition status automatically with **Salesforce CPQ.**
* Integrated **Salesforce CPQ** with and CLM applications and automating processes on Salesforce Platform.
* Used Force.com IDE for development of **Visual Force Pages, Apex classes, Triggers** and debugging and analyzing logs.
* Used **SOQL** and **SOSL** for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Utilized Salesforce1 mobile platform to allow uploading pictures relating to service requests and information about competitive products used.
* Worked in migrating the standard and custom objects in standard experience to lightning experience.
* Created multiple lightning components, added CSS and Design Parameters that makes the lighting components look and feel better.
* Leveraged Apex Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Used **REST/SOAP** based Apex Web Services to send/update data from Salesforce to an external order tracking system.
* Performed Apex Callouts from Salesforce to the same external system to get tracking information of an order.
* Managed the development, Integration, and data migration elements using data loader.
* Responsible for setting up new instances of **JIRA**, data import, customization, backup and Utilized Autotask and JIRA for tickets.
* Worked on Workbench and other Integration tools like **Apex Data Loader,** and etc for data migration and analysis.
* Hands on experience with the GitHub to perform the requests.
* Involved in end to end **QAT and UAT testing** to develop the test cases and validation of CPQ including Products, Pricing, Quoting etc.
* Performed detailed technical analysis, design, development, configuration, and Implementation support for the system Integrations and salesforce customizations.
* Provided Production support and Involved in debugging.

**Environment**: Salesforce.com, Apex, Visualforce (Pages, Component & Controllers), API integration, Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL, AURA.

**Salesforce Developer, 7-Eleven Inc, May 2018-January 2019**

**Location**: Irving, Texas

* Collaborated with client stakeholders to define requirements and deliverables.
* Contributed to internal company initiatives and commit to personal improvement and continuous learning objectives.
* Maintained technical and business documentation, operating procedures, and training materials for users and salesforce admins as a new feature are implemented.
* Build custom report types to meet user needs, create permission sets and Modify **Page layouts**.
* **Troubleshooting** users access issues for Apps, objects, custom objects, fields, and record types.
* Salesforce User Management (user set up, profile, hierarchy, etc) and assisted with on-boarding of new Salesforce users.
* Developed **Validation Rules** on various objects and created **Assignment Rules** on Lead object to assign the leads automatically to various group of users.
* Organized sales data to support the teams in accurately reporting on sales forecast, trends, opportunities, win/losses, and competitive activities in the market.
* Modify user profiles (increasing **CRUD**, **FLS**, system permissions, record type and page layout access, visual force page and apex class access), Update field pick list values.
* Developed **APEX classes**, **Visualforce pages** and **APEX triggers** to develop the custom functionality as per the requirement. Worked with **Sales cloud**, and **Service cloud**.
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers**.
* Design, debug, test, and produce quality, scalable and well documented solutions on the salesforce platform using Apex, VisualForce, **JavaScript**, complex workflows, triggers, and data validation.
* Build Salesforce applications using Apex and Visualforce and leverage the full capabilities of the Salesforce platform to support the company’s programs.
* Developed highly interactive UI using Visualforce, JavaScript and JQuery technologies.
* Accomplished developing custom applications using salesforce.com and Integrating salesforce.com platform.
* Developed custom Visual Force pages to automate Approval processes that used Email approvals and parallel Approval steps. Generated custom dashboards and reports to analyze clients and claims.
* Developed the custom logic to invoke the REST API to encrypt and decrypt the barcodes based on the customer email. The decrypted barcodes are scanned, and the physical address is retrieved.
* Involved in created Connected Apps and setting up Remote site settings. Worked on implementing REST API and expose to external System. Assist users with building reports in Salesforce.
* Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com Objects and to read, extract and load data from comma separated values (**CSV**) files.
* Worked on Test methods to include the controllers and Trigger Handlers to ensure all the apex code has coverage and is being pushed to other sandboxes and production environments.
* Migrated meta data among various salesforce environments and other tools such as Snapshot, Data expert, etc. using Change sets.
* Created and executed unit, integration and user acceptance test plans, including use cases and test data.
* Monitored and manages Salesforce releases and feature changes.

**Environment**: Salesforce.com platform, Apex Language, Visualforce (Pages, Component and Controllers), S-Controls, Apex Triggers, Custom objects, Web services, Data loader, Security Controls.

**Salesforce Administrator, Colourmoon Technologies, February 2014-December 2017**

**Location**: Visakhapatnam, India

* Worked with a team of programmers and learnt various phases of a product development life cycle.
* Researched and contributed to build a custom Salesforce application from scratch.
* Worked on various Salesforce.com standard objects like **Case Management**, accounts, Contacts, Content, Reports and Workplaces.
* Designed and developed custom tabs, **validation rules**, approval processes and Auto-Response Rules for automating business logic.
* Participated in process flow analysis and process redesign along with the Project Manager.
* Implemented pick lists, field dependencies, lookups, master-detail relationships, validation and formula fields to the custom objects.
* Designed custom reports and dashboards based on client requirements for different products the application offered.
* Defined **lookup and master-detail relationship** on the object and created junction objects to establish connectivity among objects.
* Coordinated the Database Migration from **SQL Server** which was essential in building an entirely new and updated Salesforce **CRM Application**.
* Worked on a development management tool to handle the requirements of the application.
* Designed and deployed enhancements to Salesforce custom objects, UIs, workflows, Triggers, Alerts formula fields, Page layouts and validation rules within Salesforce using Apex and Force.com.
* Imported accounts and contacts data through Import Wizard, Performed Data Analysis and migrated data to Force platform using **Data Loader**.
* Gained experience in **Unit testing** to perform the test cases.
* Hands on experience with the **GitHub**.
* Performed maintenance checks, bug fixes and resolved production issues under deadlines.

**Environment**: Saleforce.com platform, Apex Data Loader, Custom Objects, Custom Fields, Custom Tabs, Workflows and approvals, SOQL, SOSL, Force.com IDE plug-in for Eclipse V3.6, Sandbox, Classes, Triggers, Reports and Dashboards.

**Java/Web Developer, Pumosoft Technologies, June 2012-January 2014**

**Location:** Kakinada, India

* Handling client change requests and enhancements on an **Agile based development** platform.
* Analysis and Implementation of the New Change Requests generated by Client.
* Designing and implemented new services and plans added to the products of SFR which involved designing interactive web pages and developed the **web services**.
* Design and developed the Web pages using **JSP, HTML, JavaScript and CSS**.
* Configured and deployed the web application using WebSphere Application Server.
* Created tables, triggers, stored procedures, **SQL queries**, joins, integrity constraints and views for multiple databases.
* Used Web Services (JAX-WS using Axis 2.0) for creating rate summary and used **WSDL and SOAP** messages for getting data from different module and used SAX XML parsers for data retrieval.
* Used **Java Messaging Services** (JMS) for reliable and asynchronous exchange of important information such as payment status report. Developed Unit test cases using JUnit.
* Proactive involvement in the local environment set up where entire application is emulated on the local desktop including installation of application server, database etc.
* Implemented persistence classes and **XML** mapping files for Hibernate.
* Developed **SQL** batches for creating, inserting, and updating data in the database tables.

**Education and Training**

**Master of Science**

Computer Science, , Pace University, , New York City, NY December

**Certifications**

* Salesforce Certified Administrator
* Salesforce Certified Advanced Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform App Builder
* Salesforce Certified Sales Cloud Consultant