**Manvitha P  **

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**SUMMARY:**

* Around 8 years of IT experience that includes in various stages of Software Development Life Cycle (SDLC) including design, development, testing, customization, implementation, production support and maintenance of object-oriented enterprise applications.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports and Dashboards.
* Involved on salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lightning design system.
* Designed custom formula fields, field dependencies, validation rules, Workflow rules and approval processes for automated alerts, field updates and email generation according to application requirements.
* Experience in developing Apex Classes, Apex Triggers, CSS, HTML, DHTML and JavaScript.
* Expertise in building Visual Force Pages, Visual Force Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs, Partner Portal and Customer Portal.
* Extensive implementation in customization/configuration tasks like creating Profiles, Roles, Users, Page Layouts, Search layouts, Validation rules, Email Templates, Workflows, Approvals, Reports, Dashboards, SSO and Network settings.
* Experience in Trigger, Test Methods, and writing SOQL and SOSL queries.
* Experience on Sales cloud, Service cloud and Marketing cloud.
* Implement Security/Sharing Rules, Configure permission sets, Field Level Security, Record Level Security, Profile, Roles & Resource monitoring at different Hierarchical Level of the organization.
* Experience in large data migrations using Data Loader, Jitterbit, Informatica on Demand, SAP PI.
* Worked on Client's CPQ Project, Salesforce integration with CPQ application.
* Involved to implemented in using Salesforce.com Administration in Creating Roles, Profiles and Integration of customer and commerce activities with Salesforce web services.
* Working experience in data Migration using Import/Export Wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects.
* Experienced in migrating the standard and custom objects in standard experience to lighting experience.
* Experience using apps of Salesforce like Ring Lead, Marketo, YellowFin, ClickTools.
* Involved in CPQ to manage configuration, pricing, quoting, discounts, incentives, & proposals by using Apttus.
* Experience using Web Services using REST API, SOAP API.
* Experience in working with database such as Oracle, DB2 and MySQL and have sound knowledge in creating Table and writing DDL, DML, SQL queries.
* Knowledge in Bit Bucket and how to push the code in bit bucket using visual studio and using command line also.
* Worked on supporting multiple addteq’s codefatori customers by troubleshooting configuration & administration issues, scheduling and performing upgrades & recommending best practices for maintaining JIRA and Confluence applications.

**CERTIFICATIONS:**

Salesforce.com Certified **Administrator**.

Salesforce.com Certified **Platform Developer I**.

Microsoft Technology Associate in **Database Administration** Fundamentals.

**EDUCATIONS:**

* Bachelors in CS from Sri Raja Rajeswari Engineering College in 2012
* Master’s in information technology from Valparaiso university 2016.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.com** | Apex Language, Apex Classes/Controllers, Apex Triggers, Visual Force Pages/ Components, Apex Web services, Email Templates, User Management, Data Management Domain Management, Workbench, Salescloud, Service cloud. |
| **Force.com Tools** | Apex Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox and Production), Migration Tool, SAAS, PAAS, Service Cloud, Sales cloud, Force.com Eclipse IDE Plug-in, Apttus CPQ. |
| **Custom Integration and Management tools** | Workflows & Approvals, Field updates, Reports, Dashboards, Custom Objects, Settings, Labels and Tabs, AppExchange Package & Custom Application and Sandbox Data Loading, JIRA, Visual Studio, WinSCP, XML Builder, SAP, Microsoft SQL Server. |
| **Web Technologies** | HTML, DHTML, CSS and JavaScript, XML, JSON. |
| **Databases** | Oracle, SQL, SOQL SOSL |
| **Web Services** | SOAP, Restful |
| **Programming Language** | C, Java/J2EE, SQL, C# |

**PROFESSIONAL EXPERIENCES:**

**Client: Honeywell June 2020 – Present**

**Salesforce Lead Developer/Admin**

**Responsibilities:**

* Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, quoting Etc.
* Various Pricing factors like variance volume-based pricing attribute-based pricing has been configured.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Implemented Salesforce.com applications using Agile Scrum Methodology that involves the iterative development methodology and dealt with teams ON and Off-Shore.
* Involved in gathering and documentation requirements and responsible for project documentation and translating functional specification to technical documentation.
* Mentored junior developers on the team to help them completed their assigned development tasks and also help them understand the big picture.
* Managing the Salesforce data with Informatica and SAP. Integration with Third Party Applications (DocuSign, Adobe experience manger).
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Plan and collate the email marketing calendar for the EMEA region, including liaising with the top of funnel team to develop pre and post event support communications
* Integrating salesforce with Adobe experience manger (AEM) to provide user interface.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Created page layouts to organize fields, custom links, related lists, and other components on record pages.
* Created Scheduled and Batch apex jobs to meet business requirements.
* Developed and maintained SFDC analytical reports and dashboards for management review.
* Involved in Configuring Campaign Management and Lead Conversion Process.
* Worked in Salesforce integration with Conga Conductor, Conga composer and Conga Courier for the purpose of produce auto report and Excel document.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Performed data migration into Salesforce application using apex data loader through CSVfiles.
* Enable Aura Framework by adding Aura Attributes and Aura Handlers for events to focus on Logic and Interactions in Lightning Applications.
* Created Apex methods for the Lightning controller and helper methods to perform DML operations on the case records.
* Worked on Single Sign-on SSO to integrate internal enterprise application with Salesforce using SAML configuration settings in SFDC, using identity provider intel expressway cloud 360 along with LDAP server settings.
* Salesforce to salesforce connection for lead creation from professional portal.
* Used Copado, GIT for version control and Service Now for assign the tickets to team. Eclipse IDE and change sets for Integration and deployment.
* Managing Salesforce testing and validation efforts to ensure that the Salesforce configuration and development meets the business requirements and solution design.

Environment: Salesforce.com platform, APTTUS CPQ, Workflow and Approvals, Conga grid/Composer, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, Lightning, JavaScript, REST API, Eclipse IDE Plug-in, Data Loader, workbench, Postman

**Client: PROS, Houston, TX. Period: August 2019 – May 2020.**

**Salesforce implementation Developer/Admin.**

**Responsibilities:**

* Designed and Developed tasks to SDFC (i.e.: analysis, technical requirement design, and coding, testing, implementation of system and application software.)
* Identifying customer business requirement & functional specification documents and incorporating them into the technical design documents at confluence and Microsoft team.
* Familiar with Apptus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with CPQ.
* Communicating with various business team members to gather & document requirements
* Participating in Salesforce.com Application set-up activities and customizing apps to match organizational functional needs
* Integrating Salesforce.com with external systems using rest services for verifying data in external systems
* Monitoring security levels and privileges by customizing Salesforce.com profiles & roles.
* Manage operational requests and troubleshoot issues, working with diverse user groups.
* Created multiple lightning components, added CSS and design parameters that makes the lighting component look and feel better.
* Maintenance of installed Managed Packages in Lightning using Apex, experienced in using Data Migration tool called Data Loader.
* Enabled Aura framework by adding aura attributes and aura handlers for events to focus on logic and interactions in lighting application.
* Created modern enterprise lightning apps, combining lightning application thereby deployed applications from sandbox to production.
* Manage mass imports and export of API data by weekly and manage instance to ensure data integrity.
* Good Knowledge on Setup field service features according to client unique business needs.
* GitHub and continuous integration using Jenkins.
* Understanding on how to create service resources and service crews that represent your field service technicians in field service lighting app and add details about their skills, service territories, and availability.
* Execute and deliver clean system configuration and development, data loads, setting up and managing security and user permissions and liaising with appropriate individuals on Salesforce integrations.

**Environment:** Salesforce.com, CPQ, SQL server, MSRS Report, Data loader, Trigger, Jira, API, workflow approval, Pros Smart CPQ, PPSS, Apex, CI/CD tools, Dashboards, HTML, CSS, Java script, GIT, Structure Tree, Bonita, Confluences, MS Excel Reports, SOAP, REST API.

**Client: UPS, Louisville, KY. Period: Aug 2018 – July 2019**

**Senior Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Involved in Salesforce.com application setup and customization activities to match the functional needs of the organization.
* Configured and customized sales cloud, service cloud, Standard objects like Accounts, Contacts, Opportunities, Products, Opportunity Line Items, Leads, Campaign, Events, Tasks, Cases.
* Created Custom Objects, Tabs, validation rules, Components with respect to business requirements.
* Written customization code using Apex Classes, Visualforce pages, used Visualforce components like Page Block, Command Buttons, Action Support, Action Function.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created multiple Profiles, Roles, Page Layouts, Record Types and configured the Permissions/Permission sets based on the Organization hierarchy requirements.
* Developed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Created workflow rules and defined associated Tasks, time triggered tasks, Email alerts, Field Updates to implement business logic.
* Developed several Custom Reports Dashboards which are used by Business user and Management for reporting and setup analytic snapshot to dump data on regular basis.
* Generated stubs in salesforce from the WSDL of external application.
* Written apex REST web service classes for inbound calls to salesforce.
* Implemented Data Loader through the Command Line Interface to extract the data from database to run at scheduled times.
* Visualforce Pages for lightning experience, alternates for java script codes, sharing visual force pages between classic and lightning.
* Worked on Single Sign-on SSO to integrate internal enterprise application with Salesforce using SAML configuration settings in SFDC, using identity provider intel expressway cloud 360 along with LDAP server settings.
* Configured single Sign-on SSO using SAML with Ping federate identity provider.
* Involved in end to end QA and UAT testing AND validation of CPQ including Products, Pricing, quoting etc.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow. Implemented SAML based SSO for authentication
* Developed Email templates in Text, HTML and Visualforce for setting up email alerts for auto response and data updates.
* Created and developed Datasets, Lenses and Dashboards in Einstein Analytics.
* Worked with Salesforce Sales Analytics and Service Analytics standard application in Einstein analytics.
* Implemented custom Cascading Style Sheets CSS for visual force pages.
* Written Apex Test classes to Unit test Apex classes before Production deployment.
* Deployed applications from sandbox to sandbox/production using ant migration tool, Eclipse and Change Set.

**Environment:** Salesforce.com, Service Cloud, CPQ, Apex Classes, Email Templates, Workflow Approvals, Sharing rules, Einstein Analysis, Reports, Dashboards, Eclipse, Force.com IDE, Salesforce outlook connector, CI/CD tools, Web service, SOAP, REST, HTML, CSS, Java script.

**Client: Mary- kay. Dallas, TX. May 2017 – Aug 2018.**

**Title: Salesforce Administrator and Developer**

**Responsibilities:**

* Worked closely with business partners to realize the full capabilities of Salesforce.com.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used Salesforce Automation-Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Worked with objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Reports, Products, and Cases.
* Created Profiles, Roles and implemented Object and field level security to hide critical information on the profile users.
* Analyzed all the customizations and developments and tried to suggest possible ways for the new enhancements that we get from the Salespeople. Logged in as users of specific profiles and have done the testing of the application.
* Implemented data security features with secure hardware tokens to create a failsafe login authentication process.
* Customized Visual force pages and modified the code for restricting some countries with which they are not willing to do the business.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Extracted the data from salesforce.com application into and csv
* Involved in the Data Transformation activity while transferring the data to the external system using Informatics on Demand and worked on Data Cleansing Tools such as People Import and Demand Tools.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma-separated values CSV files.
* Performed the role of support engineer for the internal users, helped them in getting used to the application, generated reports, and saved them for further access to the users.

**Environment:** Force.com IDE, services cloud, Apex Classes, Apex Triggers, Visual force pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow Approvals, Web Services, Force.com Eclipse Plug-in, Security Controls.

**Client: Cardinal Health, Dublin, OH. Jun 2016– March 2017**

**Senior Salesforce.com Developer/Admin**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Admin in the organization.
* Experienced in deploying the CRM tool Salesforce.com to include business requirement development, dashboard development, report list view development, process flows and documentation.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked on different Integration issues and worked on developing Visualforce Pages and Controller classes.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used Force.com Migration tool to make deployments to different sandbox environments.
* Worked on Web services and XML Parsing and mapping the XML string into the object entities.
* Developed apex REST web services classes for external applications accessing salesforce.com data with restricted access.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Load/Manage the data using Apex Data Loader and excel Connector.
* Using Apex Data Loader and Import Wizard for migrating data into salesforce from external files.
* Done cleaning of data using apex and excel functions.
* Used Force.com Eclipse IDE for developing visual force pages, Controller Classes and Triggers.
* Used the sandbox for testing and deployed code to the instance after testing.

**Environment:** Salesforce.com platform, Apex Script, Visualforce Pages, Controllers, CSS, Workflow Approvals, Custom Objects, Custom Tabs, Security Controls, Page Layouts, HTML, Java Script, Reports, Dashboards, Eclipse IDE Plug-in, Windows Vista.

**Client: Esser oil, Hyderabad October 2013 - Mar 2015**

**Salesforce.com Developer**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Closely worked with Salesforce.com consultants while implementing the solutions for the needs of organization.
* Implemented minor enhancements on standard objects including Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes and Activities.
* Developed Apex Classes Triggers and linked them to manage the workflows developed in the system.
* Designed, developed and deployed Apex Classes Controller Standard, Custom and Extension and Apex Triggers for various functional needs in the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filled updates to implement business logic.
* Created various Custom Reports for standard objects as well as custom objects to give complete detail overview of Account, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.
* Created profiles and implemented Object level, field-level and record-level security.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Developed back-end logic with Core Java using technologies including Collection Framework, Multi-Threading, Exception Handling, Generics and Annotation.
* Developed Business logic with Spring MVC and Hibernate ORM mapping.
* Used multi ways in Hibernate to update data including HQL queries, load or get, SQL, criteria.
* Used Hibernate Cache for query to improve the application performance.
* Implemented customized authentication in Spring Security to verify user-role and secure the user pages, such as login, admin/user operations, trading, portfolio, etc.
* Used Spring IOC for dynamic bean injection and Spring AOP to modularize cross-cutting concerns in aspects.
* Customized RESTful Web Service using Spring RESTful API, sending JSON format data packets between front-end and middle-tier controller.

**Environment:** Saleforce.com CRM, Apex, Visualforce Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex Data Loader, Force.com IDE, Java, Spring MVC, Eclipse, Maven, JavaScript.

**Client: Pfizer, Hyderabad, India June 2012 – July 2013**

**Project: Warehouse Management**

**Role: Java/J2EE Developer**

**Description**: Pfizer-ESI CAL-is Oracle Cloud hosted data aggregation and exchange environment is the first of its kind in the Pharmaceutical industry and it has changed the way clinical data is aggregated, shared, pooled and analyzed. The application is developed in J2EE architecture using EJB’s, JSP, Servlets and Informatica.

**Responsibilities:**

* Developed the web interfaces using JSP.
* Developed business logic codes using Servlets at the back end of the system.
* Involved in developing the database tables to hold lender information
* Responsible for designing the front-end using HTML / Java Servlets.
* Developed JSP’s and Servlets to provide dynamic content to the HTML pages.
* Developed data access components and multilingual screen generator classes.
* Developed JSPs, for client-side validations.
* Used JSP and Servlets for server-side transactions.
* Login authentication is done by JSP by verifying with database security tables.
* Designed and developed Entity beans and Session beans.
* Configured and Deployed EJB’s Entity and Session beans on Web Logic Server
* Developed the interface to automatically forward quote requests to qualified lenders using SMTP.
* Developed test cases to test the business logic.

**Environment:** Java 1.4, Struts 1.x, IBM WebSphere SOAP, UDDI, WSDL, Web services, EJB 2.1, Hibernate 1.x , UML, HTML, XHTML, JSP, JUNIT, XML/XSLT, JavaScript, MySQL, Windows.NET/2000,Servlets, Oracle 8i, PL/SQL, UNIX, SMTP.