**Anusha Mandadi**

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***CERTIFICATIONS***

  

* **Salesforce Certified Administrator (ADM 201)**
* **Salesforce Certified Advanced Administrator (ADM 211)**
* **Salesforce Certified Platform Developer 1(DEV 401)**

*PROFESSIONAL SUMMARY*

* 6+ years of experience with Salesforce.
* Experience working with Sales cloud, Service Cloud, Health Cloud and Community Cloud.
* Experience with Visualforce and Apex development including triggers and components.
* Experience testing configurations, customizations, and integrations of Salesforce Sales/ Service Cloud and Communities.
* Experience in designing of custom objects, custom fields, custom formula fields, validation rules, custom reports, workflows and approval processes for automated alerts, field updates and Email generation according to the application requirements.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, Multi-tier, web-based, and portal-based object-oriented enterprise applications.
* Proficiency in administrative tasks like creating profiles, roles, users, page layouts, email services, Approvals, Workflows, Reports, Dashboards, Tasks and actions.
* knowledge of Salesforce.com developer toolkit including Apex Classes, Lightning and Triggers, Controllers, Visualforce pages, Force.com APIs, Web Services, Migration Tool.
* Maintained security around user accounts, sharing rules, user roles and profiles, field level security, group permissions and license assignment
* Experience in data migration from Excel, MS outlook and Legacy Systems using Data Loader, Salesforce Inspector, Import Wizard other integration tools like Informatics Cloud, Apex Data Loader and Cast Iron.
* Used the sandbox for testing and migrated the code to the deployment instance after testing
* Experience in Installation of Salesforce AppExchange Apps, configuration and maintenance of user security permissions in compliance with organizational needs.
* Developed and created customized reports and dashboards for business needs.
* Good knowledge of Governor limits and experienced in customization of existing code in accordance with the governor limitations.
* Experience building Lightning applications and Lightning components.
* Expertise in declarative tools including workflow rules, process builder, validation rules, formula fields, roll up summary fields, approval processes, assignment rules, data security features, deployment of change sets, & Salesforce sharing model.
* Experience in creating Quote templates, Omni channel and Five9.
* Experience with deployment using third party application like Gearset and Copado.
* Expertise writing test classes & building triggers, batch classes, invokable and future methods.
* Fluent in Salesforce Query and Search Language (SOQL and SOSL).
* Proficient in preparing Business Requirement documents (BRD), Functional Requirement Documents (FRD), User Requirement Document (URD), essential in bridging the gap between Business Management and the Development Teams.
* Experience with Single sign on configuration.
* Deep understanding of software development methodologies, such as agile.
* Ability to be flexible, agile, and work in a fast-paced environment.
* Strong verbal and written communication skills including the ability to share ideas both with the business and internal IT teams.
* Proficiency with Microsoft Office and Adobe.
* Ability to interact with business users, to gather & analyze requirements.
* Self-disciplined, motivated, and eager to learn.

***EDUCATION***

* Master’s in Computer Technology, Eastern Illinois University, Illinois.
* Bachelor’s in Computer Science Engineering, JNTUH, India.

***TECHNICAL SKILLS***

* **Salesforce.com:** Sales Cloud, Service Cloud, Custom Cloud, Marketing Cloud, Community Cloud, Health Cloud, Force.com Chatter, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, S-Controls, Apex Web Services ,Workflows, Approvals, Automation, Validation Rules, Relationships, Record Types, Field Level and Object level security, Page Layouts, Reports & Dashboards, Wave Analytics, Security and Sharing rules, AppExchange , Lightning Process Builder, Apex Data Loader, Salesforce Sandbox configuration, Force.com, process builder, Salesforce Inspector, Workbench, Five9, Omnichannel.
* **Third Party Tools for Salesforce**: Omni channel, Five9, zPaper, Gearset, Copado, GitHub
* **Web Services**: WSDL, SOAP/REST API
* **Design/Development methodologies:** Agile-Scrum, Waterfall.
* **Databases:** Oracle, MySQL, Microsoft Access, SQL Server
* **Operating Systems:** Windows 98/NT/XP/Vista/7, Windows CE, Linux, UNIX.
* **Languages:** Java Script, C, C++, APEX, SQL, Python, Ruby
* **Documentations Tools:** MS Office, MS Project, MS Visio, SnagIt, Excel, Adobe

***EXPERIENCE***

**Salesforce Administrator/ Developer,** Insigma INC, Remote **Oct 2018- Present**

* Performed Salesforce Health cloud administrative tasks such as: create new page layouts, build drop-down lists, build custom objects and related lists, account maintenance, defining fields, configure workflows, knowledge management, and create Reports/Dashboards.
* Worked majorly as release engineer and Production Support.
* Worked completely in lightning environment and worked closely with Technical Program Managers, Product Owners, BSA’s, Developers, Administrators, and Quality Assurance.
* Supported end customer issues using community cloud.
* Worked on continuous code deployments from one org to another. Used Gearset for deployment and GitHub for Code migration between orgs.
* Participated in various stages of SDLC for 10 Production releases.
* Expertise in managing multiple project deployments, development, troubleshooting admin related QA/UAT issues, production deployment, code validation, Pre deployment or post deployment steps and Production support.
* Experience with Excel sheets, word documents and operation like VLOOKUP, CONCAT, Pivot etc
* Supported 300+ users who belong to 4 different business applications working in the same system. Fixed production issues through Service Now Incidents and worked with team members in troubleshooting and performing root-cause analysis for resolving problems that have multiple dependencies or integration related issues.
* Experience working with zPaper, which provides highly customizable document automation solutions in Salesforce.
* Worked with Offshore support team and Release team.
* Served as primary point of contact for various services.
* Documented and maintained knowledge articles, OPS Guides for production support.
* Worked in Agile based development practices and Sprint planning strategies.
* Created new profiles, roles and used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members. Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Worked and coordinated with different vendors like Salesforce.com, zPaper, five9 and Gearset during releases or for production issues.
* Developed several custom reports (summary reports, matrix reports, pie charts and dashboards) to better assist managers and report folders to provide report accessibility to appropriate personnel.
* Proficiency in managing several sandboxes, GitHub repositories, backup orgs/ repos for code and user accesses, based on their roles and projects.
* Good experience configuring Salesforce Single Sign on and other application SSO like Five9, Vo etc in Salesforce. Used other features like SAML settings, identity provider, certificate management etc.
* Worked on various standard objects including Accounts, Contacts, Cases, Reports and Dashboards.
* Experience with Omnichannel
* Installed and configured Five9 in various sandboxes and Production.
* Supported user training/ user understanding on Salesforce application, supported on user access issues.
* Designed, Implemented and deployed the Custom objects, Queues, Public groups, permission sets, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used Data Loader and Salesforce Inspector for Insert, Update and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated value files.
* Worked on Duplicate account merge, contact merge, scheduling the jobs and updating the data in Production through approved process.
* Worked with the QA and UAT teams in the testing phase.
* Implemented Clearview

**Environment:**  Health Cloud, Apex, Visualforce, Workflows, process builder, Batch Execution, Eclipse [force.com](http://force.com/) IDE, JIRA, Developer console, Gearset, zPaper, Omni Channel, Community Cloud, Service cloud, Five9, Github, Clearview.

**Salesforce Engineer,** Omnigo Software, St. Louis, MO **Feb 2018- Oct 2018**

* Worked on migrating the project from another CRM (MS Dynamics) into Salesforce.
* Administrated and monitored the company's Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Worked on Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Worked on **Merging** the Duplicate accounts and contacts.
* Implemented **Duplicate management rule** to avoid creation of duplicate data.
* Created Reports and Dashboards as per the customer requirements.
* Build the **organization's role hierarchy** by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
* Developed various Custom Objects, Tabs, Components, Apex classes and Visual Force Pages and Controllers.
* Worked closely with Business Users in improving their business processes using SFDC.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Used the sandbox for testing; created, managed the packages and migrated them between Sandboxes and Production environments for final implementations.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Dashboards and Reports
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Deleted, Updated, Inserted, Exported and Upserted the data using Salesforce Data loader.
* Created Quote templates and provided user training when required.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Worked In-depth with CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
* Worked on Various user issues and trained them on working with Salesforce.
* Used Copado for the deployments into production
* Worked with users to communicate system changes in advance so they understand the changes and how to use it prior to implementation.
* Created Sharing Rules to provide access for limited users and created Assignment Rules on Leads using Apex Triggers.
* Created Chatter groups and trained users in using the groups.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Synchronized data with **NetSuite**, by using a connector from third party called **Celigo.**

**Environment:** Saleforce.com platform, Sales Cloud, objects, formula fields, workflows, custom views, Pages, Data Loader, Reports, Chatter, Lightning process builder, Dashboards, Custom Objects, Lightning Components, Custom Tabs, Email Services, Quote templates, Copado,

Security Controls, Sandbox data loading.

**Salesforce System Specialist,** Salesforce.com, Hillsboro, OR **Jan 2018-Feb 2018**

* Interacted with various business user groups for gathering the requirements for Sales force implementation and documented the Business and Software Requirements.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* 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, filed updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.

**Environment:** Saleforce.com platform, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services.

**Salesforce Admin/Developer,** EBS Minds  **Jan 2017- Dec 2017**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Created new Apex Triggers, Apex Classes, Batch Classes and Schedule Classes, Email Services According to the Project Requirement.
* Involved in various stages of Software Development Life Cycle (SDLC) including experience in Integration of Sales force with other systems using Apex Web services WSDL, outbound messaging and JIRA.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Worked on Force.com Chatter to provide collaboration features on the applications. Worked on adding Marketing cloud  products, pricing agreements and terms to existing sales flow process.
* Developed complex custom validations for Marketing cloud products at each stage in the quoting process.
* Assisted in deploying force.com applications from AppExchange and integrated them with standard Salesforce application per business needs.
* Involved in Data mapping specifications to create and execute detailed system test plans. Have deployed code from sandboxes to production environment by using ANT migration tool.
* Implemented Object/field level security to hide critical info for specific users
* Experienced in Testing process, ability to develop functional test plans, test scenarios, test cases, test scripts, coordination, escalation, prioritizing the bugs and user acceptance testing
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Migrated constantly from classic to Lightning, to help the sales reps find the information quickly.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* 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. Created Test Classes And Performed UAT Testing.
* Dealing with Customer Acquisition and customer retention and good experience in working with various SFDC implementations covering Sales cloud, Service cloud, Marketing Cloud and Communities.
* Created Approval processes and Email Templates, Letterheads in HTML and visual Force. Worked with the Business group for requirement gathering throughout the planning and implementation. Coordinated with business analysts for the issues requiring business analyst help.
* Have worked on Lightning Components to build custom user interfaces without code. Created Visualforce pages that uses the Lightning Components.
* Worked on integration with external databases. Used Debugger making use of Breakpoints to monitor data movement and troubleshoot.
* Worked on Agile methodology with expertise in scrum practices.

**Environment:** Apex Language, Jitter bit, Visual Force (Pages, Component & Controllers), Data Loader, S-Controls, HTML, CSS, Java Script, AngularJS, jQuery, Bootstrap, Apex Triggers, Web Services, Lightning process builder, smart sheet, one login, drop box, Lightning Components, CTI Toolkit, MS SQL Server, Oracle, ANT migration tool, ETL, Agile methodology, JIRA, Eclipse IDE Plug-in.

**Salesforce Administrator/ Developer,** Promo Solutions, Hyderabad, India **July 2014- Nov 2015**

* Created new Profiles, Roles, Permission sets and performed Data management (Realignment of records as per sales executive relocation)
* Developed and configured various dashboards, custom reports and report folders for different user profiles based on the need in the organization.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers and Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Implemented Case Management Automation to track and solve customer's issues. Implemented Email-to-Case, Web-to-Case to enter generated cases to Case object.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Implemented picklists, dependent picklists, lookups, master detail relationships, validation rules and formula fields to custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
* Developed and maintained documentation on the architecture of the system to maintain training plans, and documentation for users, coordination of new user and on-going training sessions for the organization.
* Followed change control processes using change sets, testing and deploying best practices to careful implementation configuration changes in org. (i.e. Development environments, test environments, and QA Sandboxes).

**Environment:** Saleforce.com platform, Quotes, Role Hierarchies, Sharing Rules, permission sets, Data migration, workflow rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Controls.

**Java Developer,** Promo Solutions, Hyderabad, India  **Dec 2013- Jun 2014**

* Requirement gathering, Gap analysis, workflow design, decision-making rules of required inputs.
* Performed Business analysis and create High-level design and detail design of the entire process.
* Designed and developed backend **Java** Components residing on different machines to exchange information and data using JMS.
* Coding involved writing**Action Classes/Forms/Custom Tag Libraries** and **JSP.**
* Developed the **Java** components to access content from content providers **(via HTTP**) to obtain data of various types **XML**and**HTML**.
* Developed and maintained **GUI**using**JSP, HTML and**Used **JavaScript** for client-side validations.
* Created stored procedures and Triggers using **PL/SQL**. Created tables, Views and other database objects in the Oracle database.
* Involved in debugging and load-testing of the application. Provided production support to the end users and performance tuning.

**Environment:** **JAVA** **J2EE**, JSP, Servlets, XML (DOM and SAX), XSLT, JavaScript, Oracle 8i, JDBC, PL/SQL, Eclipse, Rational Rose.