|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Vikram Mandla**  Salesforce Technical Consultant   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  | Hyderabad, TG, 500050 |  |  |  | | --- | --- | |  | 919-949-495867 |  |  |  | | --- | --- | |  | vicky575@gmail.com | |  |  * 9+ Years of experience in SFDC as Admin & Developer. * 9+ years 'development, administration, configuration, Implementation, and Support of sales force CRM, and Salesforce applications based on Apex Language and Force.com Platform application running in Cloud Computing Environment in Salesforce as a Developer/Administrator. * Versatile at playing multiple roles within an organization from Salesforce.com administrator to developer. * Comprehensive knowledge of Software Development Life Cycle (SDLC), software engineering processes object-oriented design. * Good experience with Administration, Customization, Development and support experience on Salesforce.com Platform. * Implementation and Integration experience using custom objects, Triggers, workflows, Visual Force Pages, and Apex classes, Callouts, Deployments, ANT, Workbench, Force.com IDE. * Proficient in using meta-data migration tools like Eclipse IDE and Salesforce Apex Data Loader. * Experience in passing Mock Objects to the Target domain code to do Unit testing. * Experience building Visual Force Pages, Visual Force Custom Controllers/ Components, Custom Objects, Reports, Dashboards, Tabs, Tags and Components. * Extensive experience using Salesforce.com's Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow. * Experienced in Lightning components development. * A well-organized, goal-oriented, highly motivated, effective team member with excellent analytical, troubleshooting, and problem-solving Skills. * Excellent communication skills demonstrated by ability to work with people of diverse backgrounds; and the ability to work both as a team player and an individual. * Committed to Excellent self-motivator, quick-learner, and team player with good communication skills analytical skills and troubleshooting capabilities. * Worked on knowledge articles and did a POC for Einstein. * Has PD1,Admin and Platform App Builder Certifications  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Skills**   |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | Sales force Development | Very Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | Deployments, Custom Objects, Workflow &Approvals, Apex Language, Apex Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components & Controllers), SSO, ANT, API, Email & desktop integration, Apex Web Services, APEX, Dashboards, Reports, Data Loader, Email to case, Email to salesforce, Lightning Components . | Very Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | ANT | Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | Case Management | Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | CRM | Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | CTI | Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | HTML | Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | JavaScript | Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | Jquery | Average | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | Migration | Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | Sales Cloud | Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | Salesforce CRM | Very Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | Workflow | Very Good | |  |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | System administration | Good | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Work History**   |  |  | | --- | --- | | **2019-10 - Current** | Software Development Engineer  *Align Technologies, Hyderabad, telangana*   * Environment : CRM, APEX, Visualforce and Force.com IDE, Visual Force, SOQL, SOSL, Eclipse, Developer Workbench, Triggers, Apex ,Custom Objects, Custom Tabs, Security controls, Workflow and Approvals and JavaScript, HTML, lightning component and mobile support. * Description: Align is manufacturer of Clear aligners and 3D digital scanners user in Orthodontics. * User will go to doctor in case of checkup and want to change the way the teeth looks then the doctor will suggest to use the Aligners and doctor can do the check the teeth using a scanner. * This involves two parts. * Salesrep approaching the doctor and doctor ordering the aligner for patient (treatment plan will be generated and then proceeds with order). * The SFDC application is primarily used to track the doctors and campaigns and leads and opportunities .complete sales and service cycle is in use for the system and CPQ is being used. * Integrations with SAP and MES also exists. * Responsibilities:. * Manage customers' expectations and experience in a way that results in high customer satisfaction. * Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers. * Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the Salesforce community. * Assist with the design and delivery of product and other technical training. * Define and describe technical best practices. * Complete assigned project responsibilities. * Implements the requirements on Salesforce.com platform and VS code. * Supports, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application. * Supported high level customized visual force pages using extension controllers, custom controllers and standard controllers. * Used workflows to govern data flow across various objects. * Used sandbox mode for testing and migrated the code to the production instance in installments. |  |  |  | | --- | --- | | **2017-03 - 2019-10** | Software Engineer  *EPAM Systems PVT Ltd, Hyderabad, TG*   * Environment : CRM, APEX, Visualforce and Force.com IDE, Visual Force, SOQL, SOSL, Eclipse, Developer Workbench, Triggers, Apex ,Custom Objects, Custom Tabs, Security controls, Workflow and Approvals and JavaScript, HTML, lightning component and mobile support. * Description: Service Corporation International (SCI) is North America's leading provider of death care products and services. * We have 24,000 dedicated employees who provide the finest funeral, cremation, and cemetery services to hundreds of thousands of families each year. * Operating from a network of more than 2,000 funeral homes and cemeteries, the people of SCI assist families with compassion and guidance at difficult times, helping them celebrate the significance of lives that have been lived, and preserving memories that transcend generations, with dignity and honor. * The SFDC application is primarily used to allow SCI sales reps to track and manage Account, Leads & Opportunities from beginning to end. * SFDC is also used to track and manage campaigns for customers. * Responsibilities:. * Manage customers' expectations and experience in a way that results in high customer satisfaction. * Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers. * Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the Salesforce community. * Assist with the design and delivery of product and other technical training. * Define and describe technical best practices. * Complete assigned project responsibilities. * Implements the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. * Supports, developed and deployed ANT deployment, Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application. * Supported high level customized visual force pages using extension controllers, custom controllers and standard controllers. * Used workflows to govern data flow across various objects. * Supports the customer in all the ways on salesforce CRM & Dev including outlook and 365 integration. * Used sandbox mode for testing and migrated the code to the production instance in installments. * Configured Sales Force Automation (SFA) for account management, opportunity management, account and contact management and data quality management. * Portal Implementation as per client requirement. * Future methods and batch class execution. * Orchestrated efficient large-scale software deployments, including testing features and correcting code. * Worked with project managers, developers, quality assurance and customers to resolve technical issues. |  |  |  | | --- | --- | | **2017-03 - 2019-10** | Senior Software Engineer  *EPAM India Pvt. Ltd, Hyderabad*   * Salesforce CRM, Dev, Soap API, CRM usage, Salesforce CRM, APEX, Visualforce and Force.com IDE, Visual Force, SOQL, SOSL, Eclipse, Developer Workbench, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Security controls, JavaScript, HTML. * Description: Migrating from salesforce classic to Lightning. * Application has many clients and it wants everything at one place divided by categories. * This module deals with on boarding of clients. * This has lot of integrations using Rest API. * Each client has stages till he reaches the completion of on board and sharing of client stage with others and pagination and lot. * Responsibilities:. * Implemented the requirements in lightning and apex controller following best practices. * Analyzed and estimated time for migration from classic to Lightning. * Designed the component architecture and followed best practices to achieve the functionality. * Individual contributor and guided one team member with the lightning components. * Worked effectively on test coverage. * Included new features asked by customer like sorting and search using APIs. * Implements the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. * Designed and deployed lightning bundles and designed complex business requirement solutions. |  |  |  | | --- | --- | | **2017-03 - 2019-10** | Senior Software Engineer  *EPAM India Pvt. Ltd, EDMUNDS, Hyderabad*   * Salesforce CRM, APEX, Visualforce and Force.com IDE, Visual Force, SOQL, SOSL, Eclipse, Developer Workbench, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Security controls, Reports, Workflow and Approvals and JavaScript, HTML. * Description: EDM-ODC, Edmunds uses Salesforce platform to manage collaboration with dealers of new/used cars. * Salesforce tracks dealer contacts, on boarding dealer process, billing, and dealer products. * Edmunds salesforce includes E-contract generation that will be sent to Client and has Discount information. * It integrates with other applications for an end-to-end business process. * Responsibilities:. * Developed Visualforce pages and Components, Custom settings and all customization changes (Security, Permission Sets, Workflows & Approval processes, Reports &Dashboards). * Unit testing and deploying the application in Production. * Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. * Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application. * Developed Visual Pages include extra functionality and wrote Apex Classes to provide functionality to the visual pages. * Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers. * Used workflows to govern data flow across various objects. * Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. * Used sandbox mode for testing and migrated the code to the production instance in installments. * Wrote triggers in SOQL to make complex validations possible. * Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics. * Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions. |  |  |  | | --- | --- | | **2015-07 - 2017-01** | Senior Member Technical Staff  *Model N India Pvt. Ltd, Hyderabad, TG*   * Salesforce CRM, APEX, Visualforce and Force.com IDE, Visual Force, SOQL, SOSL, Eclipse, Developer Workbench, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Security controls, Reports, Workflow and Approvals and JavaScript, HTML. * Description: Global Price Management is the Product for revenue management of Pharmacy industry.GPM Deals with countries having govt regulations such as European countries for product pricing. * GPM is a managed package build on force.com to provide the simulation tool for International reference Pricing. * IRP (international reference pricing) will be calculated based on countries which refer to and simulation is a forecasting provided for products of pharmacy industry for span of 5 years. * Responsibilities:. * Developed Visualforce pages and Components, Custom settings and all customization changes (Security, Permission Sets, Workflows & Approval processes, Reports &Dashboards). * Developed a module and worked on implementing the Encryption provided by salesforce. * Worked extensively on apex classes and triggers to achieve the required functionality. * Assisted the team in technical difficulties. * Unit testing and deploying the application in Production. * Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. * Developed Visual Pages include extra functionality and wrote Apex Classes to provide functionality to the visual pages. * Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers. * Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. * Wrote triggers in SOQL to make complex validations possible. * Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions. |  |  |  | | --- | --- | | **2013-09 - 2015-07** | Business Technology Analyst  *Deloitte US-India Pvt. Ltd, Trimble, Hyderabad, TG*   * Salesforce CRM, APEX, Visualforce and Force.com IDE, Visual Force, SOQL, SOSL, Eclipse, Developer Workbench, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Security controls, Reports, Workflow and Approvals and JavaScript, HTML,SOAP API. * Description: Trimble is seeking to improve the effectiveness of its marketing, sales, and support capabilities through the implementation of a standardized CRM / PRM platform. * The CRM / PRM capability will have a front end user interface supported on the Salesforce.com (SFDC) platform. * The back end internal data model will have sections implemented on both the SFDC platform and Oracle's E-Business Suite (Oracle EBS). * A series of integration points have been defined between the SFDC platform and Oracle EBS to allow for a seamless user experience on the front end with complete and accurate back end records on both platforms. * Five key integration points have been defined to allow for information sharing between SFDC and Oracle EBS with regard to quote / order data, tax and shipping calculation, product lists, price lists, customer install base, and service contract lines. * Responsibilities:. * Worked on SOAP API and developed a solution to integrate with ORACLE EBS. * Worked on integration with third party service to eliminate duplicates in project. * Developed Visualforce pages and Components, Custom settings and all customization changes. * Worked extensively on apex classes and triggers to achieve the required functionality. * Assisted the team in technical difficulties. * Unit testing and deploying the application in Production. * Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. * Developed Visual Pages include extra functionality and wrote Apex Classes to provide functionality to the visual pages. * Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers. * Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. * Wrote triggers in SOQL to make complex validations possible. * Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions. |  |  |  | | --- | --- | | **2012-10 - 2013-09** | Consultant L1  *Zensar Technologies, Activision, Hyderabad, TG*   * Activision gamers support. * Environment : Salesforce CRM, APEX, Visualforce and Force.com IDE, Visual Force, SOQL, SOSL, Eclipse, Developer Workbench, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Security controls, Reports, Workflow and Approvals and JavaScript, HTML,Jquery and content version and knowledge articles. * Activision Gamer Support Activision (ATVI) is planning to replace the existing Gamer Support solution from its existing platform (Right Now) to leverage SFDC as the emerging CRM foundation for ATVI, meet gamer support requirements, and reduce support costs to support:. * Case Management. * Knowledge Base article creation and language translation. * Self-Service through a branded Gamer facing portal. * RMA processing and warranty validation. * Web to Case ticket submission. * Twitter and Facebook integration for Case submission Salesforce.com (SFDC) will be the platform for the new Gamer Support solution. * In Contact will integrate with SFDC to enable CTI-based gamer record screen pop. * SFDC will be integrated with CRM DW and UCD will support new gamer updates and record creation. * Responsibilities:. * Worked on Enhancements and knowledge articles. * Worked on bugs and enhancements to ensure delivery quality. * Developed Visualforce pages and Components, Custom settings and all customization changes. * Unit testing and deploying the application in Production. * Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. * Developed Visual force Pages include extra functionality and wrote Apex Classes to provide functionality to the visual pages. * Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers. * Wrote triggers in SOQL to make complex validations possible. * Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions. * Vertex off shore development center Client : P&G. * Project Title : TIE (Trade information exchange). * Environment : Salesforce CRM, APEX, Visualforce and Force.com IDE, Visual Force, SOQL, SOSL, Eclipse, Developer Workbench, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Security controls, Reports, Workflow and Approvals and JavaScript, HTML,Jquery and content version and knowledge articles. * TIE was created to solve problems with orders being cut because they could not be processed due to data discrepancy issues. * The TIE team works to ensure that core data (item attributes, pricing) will match between Wal-Mart and P&G before the actual orders arrive. * For Wal-Mart particularly, which runs a lean and efficient supply chain model - where maintaining a 4-5 day supply of product will still show an acceptable in-stock position on the shelf - a missed order could lead to material stock-outs on shelves before the problems are isolated and corrected. * For example, in the recent past, an order disruption of just a few days for Tide led to many millions of dollars in lost sales at Wal-Mart. * Thus, TIE helps prevent lost sales and eliminates expensive processing costs for researching and resolving dropped order issues (estimated at around $50 per order). * The TIE project is part of the larger CBD simplification '. * Before TIE, 1000s of Wal-Mart orders, well over 10%, failed on the first attempt, a large number indeed. * Several FTEs were tasked with work to research the cause of order failures and to resolve issues. * Responsibilities:. * Developed Visualforce pages and Components, Custom settings and all customization changes (Security, Permission Sets, Workflows & Approval processes, Reports &Dashboards). * Developed a module and worked on implementing the Encryption provided by salesforce. * Worked extensively on apex classes and triggers to achieve the required functionality. * Assisted the team in technical difficulties. * Unit testing and deploying the application in Production. * Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. * Developed Visual Pages include extra functionality and wrote Apex Classes to provide functionality to the visual pages. * Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers. * Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. * Wrote triggers in SOQL to make complex validations possible. * Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions. |  |  |  | | --- | --- | | **2011-01 - 2012-10** | Junior Software Developer  *Veretx Offshore Development Center, Hyderabad, TG*   * Developed code fixes and enhancements for inclusion in future code releases and patches. | |  |  |  |  |  | | --- | --- | --- | --- | |  | **Education**   |  |  | | --- | --- | | **2004-01 - 2008-01** | Bachelor of Technology: Computer science and engineering  *SreeNidhi Institute of Engineering and Technology - Hyderabad* | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Certifications**   |  |  | | --- | --- | |  | Platform Developer 1 |  |  |  | | --- | --- | |  | Certified Admin | | |  |

.