**Sharmila M   **

**Email :** [sharmila.manivannan93@gmail.com](mailto:sharmila.manivannan93@gmail.com) **Phone: +91 9965205700**

PROFESSIONAL SUMMARY:

* 4+ years of experience in implementing CRM solutions on Salesforce Platform.
* Good Knowledge in developing **Apex Trigger, Apex Class** and **Test Classes**.
* Good Knowledge in Creating **Roles**, **Profiles**, **Validation Rules**, **Email Services**, **Workflow Rules** and **Actions**, **Process builder** and **Approval Workflow** for implementing complex business process automations.
* Good Experience in Security Controls and Settings which include security such as sharing rules at object, field, and record level for different users at different levels of organization.
* Working knowledge of sales process including Leads, Accounts, Contacts, Opportunities, Products, Price Books, Quotes, and Campaigns
* Knowledge about Service and Case management process, Auto Response rules, Assignment Rules and Escalation Rules
* Developed and implemented dashboards to show pipeline and vertical penetrations
* Hands on Experience in Deployment using **change set** and **Jenkins**.
* Experience in customizing Force.com UI using **Visual Force** and Page builder technology - Page layouts, Search Layouts, Custom links, Custom Buttons etc.
* Experience with SDLC and Agile methodology. Proven ability to deliver high-quality, reliable code implemented on schedule
* Excellent communication and interpersonal skills with abilities in resolving complex issues.

**CERTIFICATIONS:**

* Salesforce Certified **Platform App Builder** (License Number: 16757031)
* Salesforce Certified **Administrator** (License Number: 17559631)
* Salesforce certified **Einstein Analytics & Discovery Consultant** (License Number: 20967621)

EXPERIENCE DETAILS :

* Working as Programmer Analyst in Cognizant Technology Solutions from April 29th to till now.
* Worked as Software Engineer in Meta Soft Tech Systems from October 2016 to April 2019.

PROJECTS SUMMARY :

**Bayer Crop Science**

**Description:**

Bayer is a Life Science company with a more than 150-year history and core competencies in the areas of health care and agriculture.

**Responsibilities (Salesforce Administrator and Technical support)**

* Maintains multiple user profiles, role hierarchy, security, and sharing rules, and Building reports, dashboards, and workflows
* Maintaining and customizing Sales Cloud and Service Cloud apps.

**Microchip (November 2017 – April 2019)**

**Description:**

‘Microchip Technology Inc.’ is a leading provider of microcontroller and analog semiconductors, providing low-risk product development, lower total system cost and faster time to market for thousands of diverse customer applications worldwide. Headquartered in Chandler, Arizona, Microchip offers outstanding technical support along with dependable delivery and quality.

**Responsibilities (Salesforce Developer, Salesforce Administrator)**

* Designed and configured lightning components and Lightning App builder
* Designed, Developed and deployed custom objects and fields. Manage user security profiles within the functional area and maintain multiple user roles.
* To enhance the functionality of the TSS by using Apex code, VF pages and configuration.
* Created Test classes to ensure code coverage.

**Bills.com (July 2017 – November 2017)**

**Description:**

Bills.com is a US-based web site providing financial planning tools and financial services for individuals. Topics include credit card, insurance, debt relief, mortgage loan, student loan and various other consumer lending products.

**Responsibilities (Salesforce Developer and Salesforce Administrator)**

• Developed customizations, including writing validation rules, assignment rules, several workflows

rules, etc.

• Implemented new enhancements including creation of workflows, email alerts and templates.

• Developed Apex Code to map the fields from Lead to Account, Account and Prospect on Lead

Conversion.

• Developed Apex Trigger, Apex Class and test classes.

**Alliance Defending Freedom (February 2017 – June 2017)**

**Description:**

Alliance Defending Freedom is an alliance-building legal organization that advocates for the right of people to freely live out their faith. ADF was launched in 1994 by a large group of Christian ministry leaders with one mission in mind: to keep the doors open for the Gospel by advocating for religious liberty, the sanctity of life, and marriage and family.

**Responsibilities (Salesforce Developer and Salesforce Administrator)**

• Developed customizations, including writing validation rules, assignment rules, several workflows

rules, etc.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| SFDC Technologies and Tools | Salesforce CRM, Force.com platform, Apex (Classes/Controllers, Triggers) Salesforce Configurations, Salesforce Lightning (Aura components) |
| Tools | JIRA, Source Tree |
| Programming Languages | C, C++, Core Java |
| Web | HTML |
|  |  |

**ACADEMIC DETAILS:**

**Bachelor of Computer Application,** Bishop Heber College, Trichy.

**PERSONAL DETAILS :**

Father Name : Manivannan P

Date of Birth : 07-06-1993

Gender : Female

Marital Status : Single

Nationality : Indian

Languages known : English, Tamil, Telugu

Permanent Address : 120 Ragavendra Garden,

3rd Cross, T.V.Kovil, Trichy-620005

Present Address : 120 Ragavendra Garden,

3rd Cross, T.V.Kovil, Trichy-620005