**MANASA K**

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**PROFESSIONAL EXPERIENCE**

* **8 years** of experience in different roles of a **Software Development Life Cycle** as a **Developer, Administrator** and **Consultant**..
* Strong experience in development and customizations of Salesforce.com applications using **Visualforce, Apex classes, Apex triggers, Page Layouts, Workflows, Approval Process, Sharing Rules, Custom Buttons & links.**
* Strong hands on writing **WSDL, SOAP (web services)** that support the Big Machine BMI/SFDC integration. (BMI Integration on salesforce.com)
* Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Created **integration** with **Apttus CPQ** and **CLM applications** and automating processes on salesforce1 platform.
* Experience in creating rich user interfaces (UI) using **CSS, HTML, JavaScript and AJAX**.
* Good understanding of salesforce Governor limits and experience in overcoming limitations in **Apex classes, Triggers**, **SOQL** and **Batch classes.**
* Hands on experience in writing queries using **SOQL** and **SOSL** in **Apex Classes** and **Triggers.**
* Sound experience in integration of Salesforce.com applications with external systems using - **SOAP** **and REST Web Services.**
* Expertise in **Force.com, Visual-force and Apex.**
* Experience in modifying **visualforce pages** to be supported in **Lightning Experience** and good understanding of **lightning** mode and its features.
* Developed various customized solutions like retail portal, Customer Portal, Inventory Management system, Customized Order Management, Order Processing and Billing applications using **FORCE.COM, Visual-force** **and Apex.**
* Expertise in developing **SOAP** and **REST** **apex web service**s classes and tested using tools like **SOAPUI** and Workbench.
* Experience in salesforce security setup using Profiles, Permission Sets, **OWD**, Role Hierarchy and Sharing Rules.
* Worked on translating several Visual Force pages to **Lightning** framework.
* Sound experience in creating **Custom Apps, Custom Objects, Custom Fields, Applying Sharing Rules, Page Layouts, Search Layouts, Related List** and defining Field Dependencies, Custom buttons.
* Prepared unit test cases using **Apex** Test Classes and to fulfill the 75% of test cases for the development in Salesforce.
* Experience in import/export of data using **Data loader, Informatica cloud** connector from legacy **CRM** database into **Salesforce.Com.**
* Strong experience in generating Reports, Dashboards and analytical snapshots for the management.
* Experience in deployment from Sandbox to Production using deployment tools like **Force.com IDE, Force.com** migration tool and Change Sets.
* Strong work experience in user interface Designing, System Testing, Performance tuning, Go-live support and Post-production support.
* Experience in Object Oriented Languages like **C++, Java, JSP, Servlets** and other **Java** technologies.
* Strong scripting experience in writing build scripts using **Apache** Ant and **Maven.**
* Experience with **RDBMS** implementation and development using **Oracle PL/SQL, SQL Server and MySQL**.
* Good understanding and knowledge of preparing System Design using **UML** methodology with Rational Rose. Preparation of class and sequence diagrams using Rational Rose.

**TECHNICAL SKILL-SET**

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| **Salesforce.com** | Apex, Visualforce, SOQL, SOSL, Apex Triggers, Apex Controllers, Bulk triggers, Salesforce.com, Workflows and Approvals, AppExchange, Email Templates, DocuSign, Wave Analytics, Formulas, Validation Rules, app exchange,Eclipse, Apex Data Loader, SVN, Jenkins, Force.com IDE, web services |
| **Web Technologies** | JavaScript, PHP, Angular JS, XML, HTML, XHTML, XSL, CSS, AJAX, ASP |
| **Force.com tools** | Apex Data Loader, ETL, Data Extraction, Force.com ApexExplorer, Apttus, Force.com Migration Toll and Eclipse IDE PLUG-IN, FORCE.COM Explorer, GIT, Jenkins |
| **Custom Integration and Management tools** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA |
| **Operating Systems** | Windows Family, MS-DOS, UNIX, SOLARIS |
| **Relational DB** | SQL, SOQL, SOSL |

**PROFESSIONAL EXPERIENCE**

**Client: BSBC, Richardson, TX Jan’2019-Till Date**

**Role: Salesforce Consultant**

**Roles & Responsibilities**

* Worked on **Apex Classes, Lightning Components, Visualforce Pages, Apex Triggers**.
* Implemented **Service Cloud** for organization that includes Case management, Entitlement and service contract, Knowledge base, etc
* Configured **Service Cloud** console for internal support agents for case support.
* Customized existing visualforce page to align with **salesforce** new **lightning UI** experience and rollout **Lightning UI** to some users.
* Customizing the **Apttus** product configurator and quote application according to business needs.
* Work on **Apttus** Advanced Workflow approvals, **Apttus** order management, created agreement wizards, validation rules, contract templates.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time **troubleshooting**.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to **read, extract and load** data from **comma separated values (CSV**) files.
* Create and customize visualforce page to enhance the functionality and display information from different objects.
* Experience in developing **Salesforce CRM** App Exchange applications, **Service Cloud** and **Sales Cloud** and financial cloud Functionalities and also good in configuring and administrating **Salesforce CRM** environment.
* Used Force.com migration tool to deplot metadata between local **sandbox** environment,Production and other **Salesforce** organization.
* Enable Event monitoring to get report for audit track users activity.
* Developed various Custom objects,validation rules,Workflow rules and setup business process using process builder.
* Customized **Salesforce CRM** beyond native functionality with Visualforce and Apex code as per the requirements.
* Good experience in working on **Eclipse IDE** with **Force.com Plug-in** for writing business logic in Apex programming language.
* Packaged and Deployed customizations from **Sandbox** to other environments using **Migration Tool - ANT.**
* Provide training and coaching in the use of **CPQ CRM** systems. Identify training and development gaps and create plans to address.
* Experienced in **Lightning** Experience LEX, which includes the **Lightning** Component Framework and involved in building a Lightning component using the **Aura framework**.
* Quote to Cash: **configuring Bundles, Configuration Attributes, Product Rules, Price Rules, Summary Variables, Discount Schedules, Approval Process Management and Rebate Management.**
* Integrate of Application with **Salesforce.com** with using **SOAP** and **REST web services API.**
* Extensive experience in using **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts** and **Actions**, and **Approval Process, Process Builder** in **Salesforce.com**
* Configured product and pricing setup using **CPQ/Product consoles** which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
* Worked on **Apttus Advanced Workflow approvals**, **Apttus** order management, created agreement wizards, validation rules, contract templates
* Provide training and coaching in the use of **CPQ CRM** systems. Identify training and development gaps and create plans to address.
* Worked on **Apttus** support project to solve ongoing bugs/issues/enhancement on another project.
* Worked on Various objects Related to **APTTUS Configuration & Pricing management**, like: **Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.**

**Environment:** Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Lightning, Custom Objects, Custom Tabs, Email Services, Apttus CPQ, Web services, DocuSign, Visual Force, SalesForce.com Data Loader, Security Controls, Sandbox, Eclipse IDE Plug-in, Dashboards, Data Migration Tool ,ANT.

**Client: Kemper Corporation, Chicago, IL April’2017- Dec’2018**

**Role: Sr. Salesforce Developer/Administrator**

**Roles & Responsibilities:**

* Developed several **Lightning** **Components, Global Actions, Process Builders** and object specific actions.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in **Lightning App builder**.
* Tested Apps by appending multiple components to a **Lightning** **Application** thereby deployed Applications from **Sandbox** to Production.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning** Applications.
* Enhanced in Communities by adding new fields, field sets using **Salesforce Lightning.**
* Developing complex apex classes and triggers based on business requrements.
* Experience working across various **SFDC** implementations that are covering **Sales cloud, Service Cloud** and **Apttus CPQ.**
* Implemented custom and standard territory management for **salesforce.com** instances.
* Implemented Targeting Tool for sales team.
* Worked on **Web-Service** Callouts for creating and updating data in **Oracle EBS.**
* Worked with **Dynamic Apex** to access sObjects and Field describe information, Execute Dynamic **SOQL** and **SOSL**.
* Implemented visualforce pages with custom controller,standard controller, controller extension and
* standard set controller.
* Created Custom **Visualforce** components and attributes to override the look and feel of standard **Visualforce** components.
* Written **SOQL** queries against **force.com API**. Used **AJAX** to get the data from the server asynchronously by using **JSON** objects.
* Used **SOQL & SOSL** with in Governor Limits for data manipulation needs of the application using **Force.com** Explorer.
* Developed various **Lightning** Components and Apex classes to achieve a fully functional lightning-based functionality to create mass opportunities from mass accounts with a few clicks.
* Implemented **CPQ** System to improve user experience in the Quoting process using **Salesforce.**
* Implemented Approval Processes to ensure proper authorization in the high-stakes environment of capital management.
* Experience in using CRM fusion demand tools for importing huge amount of data into salesforce.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Used Field-level Security, Profiles and Audit Trail Setup to ensure that protected data is only shared with authorized persons as per Federal regulations.
* Implemented **Docusign App Exchange** Application.
* Deployed and Configured Chatter Usage Dashboards to keep track and generate reports and dashboards for high ranked users inside organization.

**Environment:** Apex, Apttus CPQ, HTML, CSS, JavaScript, JQuery, Visual-Force Pages, Custom settings, REST API, Components and Controllers, XML, Task Ray Management Tool, Conga, Data Loader, Force.com, Maven, ServiceNow Tool, Force.com IDE, Sublime text.

**Client: The Warranty Group, Chicago, IL Mar’2016- April’2017**

**Role: Sr. Salesforce Developer/Administrator**

**Roles & Responsibilities**

* Interacted with different business teams and developing teams to acquire the requirements and documentation of business and technology requirements.
* Developed Custom objects, Custom fields, Tabs, Record types as per the requirements of the organization. Salesforce developer
* Automated business logics in the organization using **Validation Rules, Workflow Rules** and **Apex Triggers.**
* Created and configured Page layouts and search layouts to organize fields, custom links, related lists and other components in detail and edit pages of records.
* Created complex workflow rules and defined related tasks, email alerts, and field updates.
* Enhanced the security by configuring profiles, organization wide defaults, sharing rules and roles.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Developed apex controllers and extensions along with Visualforce pages for better **UI** and functioning.
* Created various **Reports** (Summary Reports, Matrix Reports, Pie Charts, Dashboards and Graphics) and Report Folders to better utilize **Sales force** as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Used **Data Loader** for Insert, Update, Bulk Import or export of data from **Salesforce .com** sObjects used it to read, extract, and load data from comma separated values **(CSV) files.**
* Used Salesforce.com developer toolkit including **Apex Classes, Controllers** and **Triggers, Visualforce, Force.com IDE,** **Migration Tool, Web Services API.**
* Create/setup **Sandbox** for user testing and migrate code from development org to other **Sandbox** and production orgs, and vice versa using **Force.com IDE.**
* Analyzed the existing system and migrated into **Salesforce.**
* Freezing of requirements based on Business team inputs, detailed analysis of the application in collaboration with the client Business team.
* Preparing **Data Model** and get it reviews with client technical architects.
* Creating the objects and developing the **UI** based on client requirement using the declarative approach of Salesforce.com
* Involved in **BSR** (Business System Requirements) meetings and requirements specifications, documenting the functional and non-functional requirements and was part of designing key solutions needed for project's progress.
* Implementing the security and sharing rules.
* Hands on experience on **Batch/Real** Time Data migration tasks.
* Defining **Validation rules, Work flows** and **Approval** process based on the client requirements.
* By using **Apex Data** Loader importing data into **Salesforce cloud.**
* Generating **Reports** and **Dashboards**.
* Creating users to check whether the security model defined is working properly or not.
* Perform the unit testing in the UI to ensure that the code developed has no bugs both technically and functionally
* Interacting with the Client team and resolving the issues.

**Environment**: Apex, Visual force, Apex Classes, Apex triggers, Visual force, Pages, Batch Apex, Schedule Apex, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.

**Client: Brown-Forman, Louisville, KY Dec’2014- Feb’2016**

**Role: Salesforce Administrator/Developer**

**Roles & Responsibilities:**

* Developed a comprehensive **CRM** strategy, defining Salesforce as the standard tool in both **Sales Cloud** and **Service Cloud.**
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers, visualforce pages, components** for various functional needs in the application.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com based on **REST API.**
* Providing the best solutions for the gathered requirements & functional support for existing and future business processes on the **Salesforce.com**
* Created Task routing using **Apex controller** in such a way that ensure the sales team follows up on every task within due hours.
* Implemeted **Single Sign-On** project.
* Administrated and monitored the company's Salesforce CRM applications.
* Involved integration of their legacy system with **Salesforce CRM** through **Web-Services** based on **BULK API.**
* Worked on InsideSales and Demand tools **App-Exchange** applications to make Salesforce.com instance effective.
* Written **Apex** **Test Classes** for unit testing to ensure at least 75% of code coverage is met.
* Installed and configured Marketo **AppExchange** app to automate and measure demand generation campaigns that generate more high-quality leads.
* Recognized **SF.com** usage problems and produced optimal solutions.
* Managed with vendor partners and formulated optimal solutions for integration.
* Used the **Sandbox** for testing and migrated the code to the deployment instance after testing.
* Execution of **Test Cases**. Review of Test Cases/Test Documents/UE Documents and preparing Test Report.
* Implemented **Service Cloud** for customer support that includes Case management, Entitlement and service contract, Knowledge base, etc.
* Configured Service Cloud console for internal support agents for case support.

**Environment:** JavaScript, JQuery, Visual Force Pages, Custom settings, REST API, Components and Controllers, XML, Task Ray Management Tool, Conga, Data Loader, Force.com,Maven,Service Now Tool, Force.com IDE, Sublime text.

**Client: Knack Systems, India Sept.’2012-Nov’2014**

**Roles & Responsibilities as a Salesforce Administrator**

* Worked with **Visual force Pages, Custom Controllers**, **Extension Controllers, Apex Coding, Apex Classes** and **Apex Triggers.**
* Automated Sharing rules whenever there is a new change in Sales teams instead of using an **Apex trigger.**
* Developed various **Custom Objects, Tabs, Entity-Relationship Data model, Validation rules, Components** and **Visual force Pages.**
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Used web technologies like **HTML, XML, CSS, JSP, JQuery, JavaScript, WSDL,** and **SOAP.**
* Used **Force.com IDE** to create, modify, test, and to deploy **Force.com** Application.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.

**Environment**: Force.com IDE, Apex data loader,Saleforce.com platform, Data Loader, Workbench, Ant Migration Tool, SQL Server, Eclipse IDE, Excel.

**Roles & Responsibilities as a Java Programmer**

* Worked on setting up the application environment in the development region and developed the configuration files
* Involved in interaction with Business analysts, technical architects to identify the functional and requirement gaps.
* Development of cash management reporting components using **Java, JDBC** and **JAXP.**
* Used multithreading to improve performance in generating the reports in **Java**.
* Development of cash management alert components using **Java, JDBC** and **JAXP.**
* Development of interactive user interfaces for viewing, editing, copying, sharing and deleting the reports and alerts using **JSP, HTML, DHTML, JavaScript, CSS** and **AJAX.**
* Extensively involved in writing the **SQL** queries to fetch data from database for reports.
* Used **JavaScript** and **AJAX** for performing client side validation and implemented server side validating business rules in **Java**.
* Examined the **Oracle 9i** database tables, stored procedures and views used in the project as part of testing using **PL/SQL** Developer tool.
* Involved in integration testing and Documentation.

**Environment:** Java, Servlets, JSP, JAXP, XML, JavaScript, AJAX, CSS, Oracle 9i, Tomcat 5.1.

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***‘Thank you’***