

PERSONAL INFORMATION



Seeking a quality IT environment in Salesforce CRM to use my analytical and design skills for organizational growth and also carve out niche for both personal and professional growth

- Name: Manjunatha KN
- Gender: Male | | Date of Birth: 14/08/1985 | Nationality: Indian
- Address: Bangalore, India
- Contact Number: (+91) 8904527630
- E-mail: manjunath4salesforce@gmail.com
- LinkedIn: <https://www.linkedin.com/in/manjunath-kn-094761204/>
- Skype: naksh.manju
- Language: German A1, English, Hindi

Salesforce Consultant | Solution Provider | Technical Lead

CAREER SNAPSHOT

- An accomplished professional with 9+ years of demonstrated experience currently acting as a Software Technical Lead, Salesforce consultant and Solution Provider in Cognizant Technological Solution.
- Leading a team of eight members, support them in understanding complete requirement gathering, analysis, design, implementation, process and finalizing the technical approach of salesforce functionalities.
- Managing project estimate, Scrum planning and schedule releases.
- Experience in consultant, implementation, administration and configurations of Salesforce CRM.
- Experience in Salesforce Lightning UI, Classic UI, Force.com, SOQL, AURA framework, Data Loader.
- Certified in salesforce administrator, platform developer 1, App Builder, Sales cloud consultant, Copado Administrator, Copado Developer and Flosum professional.
- Received 27+ appreciation mails from the high-level management.

EDUCATION:

- Master of Computer Applications in M.S. Ramaiah Institute of Technology, Bangalore in the year 2009.
- Bachelor of Science in National college, Bangalore in the year 2006.

CERTIFICATIONS:

- Salesforce Certified Administrator.
- Salesforce Certified Platform Builder.
- Salesforce Certified App Builder.
- Salesforce Certified Sales Cloud Consultant.
- Copado Certified Administrator.
- Copado Certified Developer.
- Flosum Certified Professional.

TECHNICAL SKILLS

- ★ Expertise in Salesforce Consultant, Configuration, Administrator, Implementation, CRM.
- ★ Expertise in Data loader, SOQL, Aura framework, lighting UI, Classic UI, Oracle, MS SQL databases.
- ★ Strong Experience in Classic UI, Lighting UI, Migration Tools, SOQL, SFDC tools and Technologies
- ★ Strong Experience in UNIX, Informatica ETL data warehousing, ORACLE and PL SQL programming language.

GROWTH PATH

Organization	Designation	Duration
Cognizant Technological Solution	Salesforce Consultant and Software Technical Lead	June 2018- Present
Photon Infotech, Bangalore	Module Lead	Aug 2017 - May 2018
Tek Systems, Bangalore (India)	Senior Salesforce Administrator	Aug 2014- Nov 2016
Tekflair consultants private limited, Chennai	Senior Salesforce Administrator	Aug 2013- Jan 2014
Manthan Software Services Private Limited	Software Developer	Oct 2011- May 2013

PROFESSIONAL EXPERIENCE

Project Number 1:

Title	Cartoday 2.0
Domain	Healthcare
Client	J n J
Role	Salesforce Consultant, Data Loader and Solution provider
Technologies and Tools	Lighting UI, Migration Tools, SOQL, SFDC tools and Technologies, Process Builder, Workflow and Approvals, Reports, Dashboards.
Organization	Cognizant Technological Solution

As a Salesforce Consultant and Administrator:

Responsibilities:

- ☞ Strong experience as a salesforce Consultant and Administrator.
- ☞ Managing project estimate, Scrum planning and schedule releases.
- ☞ Leading a team of eight members, support them in understanding complete business requirements, functionality, design, implementation and finalizing the technical approach of salesforce functionalities.
- ☞ Strong experience in end-to-end solution starting from project initial phase to till production phase that includes complete requirement gathering, design, implementation, code review, testing and migration.
- ☞ Develop Lighting Components and configured lighting record pages using App Builder.
- ☞ Worked on Profiles, Objects, Permission sets, Fields, Page Layouts, Validation rules, Record types, Sharing Rules.
- ☞ Created Workflow rules, Process Builder, Email Templates, Approval Process.
- ☞ Developed Apex Triggers.
- ☞ Developed the Dashboards and Reports.
- ☞ Analyzed valuated detailed business, technical requirements and keep up to date with system, analytical and technical developments.
- ☞ Designed and deployed Custom tabs, validation rules, Approval Processes and Auto Response Rules for automating business logic.
- ☞ Implemented picklists, dependent picklists, lookups, master-detail relationships, validation and formula fields to the custom objects.
- ☞ Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- ☞ Work effectively with onshore and Offshore teams to ensure goals and objectives are met.
- ☞ Experience with multiple types of analysis: current state operating model, data reconciliation, quality review, workflow analysis, process improvement, strategic vision and functional requirements.
- ☞ Contribution to continuous improvement of business services and deliveries.

Project Number 2:

Title	Merck
Domain	Healthcare
Client	Merck
Role	Salesforce Consultant and solution provider
Technologies and Tools	Lighting UI, Migration Tools, SOQL, SFDC tools and Technologies
Organization	Cognizant Technological Solution

As a Salesforce Consultant, Administrator, Data Management:

Responsibilities:

- ☞ Actively participated in understanding complete data model, business requirements, functionality and terminologies.
- ☞ Once is completely good on the understanding the requirement layer, start designing the high level, low level, design documents get the approvals from the business, start coding, configuring, testing, migrating.
- ☞ Worked on Schema Builder, data modeling, App builder, Object creations, Fields and relationships,
- ☞ Worked on various Salesforce.com customizations - standard objects and creation of customized business objects.
- ☞ Customized different page layouts and assigned them for different profile users.
- ☞ Created Record types, OWD, Sharing rules, Workflow rules and Process Builder.
- ☞ Created Custom formula fields, Rollup summary to provide a better flow of information.
- ☞ Developed SOQL queries, SOSL queries.
- ☞ Created various Reports (summary reports, metric reports, pie charts, dashboards and graphics) and report folders.
- ☞ Worked on Data Loader for insert, update and bulk import or export of data from Salesforce.com objects.

- ☞ Involved in the creating the declarative features like validation rules, workflows, Process Builder, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
- ☞ Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy

Project Number 3:

Title	Pfizer
Domain	Healthcare
Client	Pfizer
Role	Salesforce Administrator and Configuration
Technologies and Tools	Lightning UI, Migration Tools, SOQL, SFDC tools and Technologies
Organization	Photon Infotech

As a Salesforce Administrator and Configuration:

Responsibilities:

- ☞ Actively participated in understanding complete business requirements, functionality and business terminologies.
- ☞ Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
- ☞ Involved in setting up field level access for each custom object created based on the user's role within the organization.
- ☞ Defined lookup and master-detail relationships on the objects and created junction objects to establish Connectivity among objects.
- ☞ Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- ☞ Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- ☞ Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- ☞ Implemented Field Level security for sensitive data holder fields.
- ☞ Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, Automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
- ☞ Maintained user roles, security, profiles, and workflow rules wherever necessary.

Project Number 4:

Title	Cox Communication
Domain	Telecommunications
Client	Cox Communications
Role	Salesforce Administrator and Configuration
Technologies and Tools	Lightning UI, Migration Tools, SOQL, SFDC tools and Technologies
Organization	Accenture

As a Salesforce Administrator and Configuration:

Responsibilities:

- ☞ Actively participated in understanding complete business requirements, functionality and business terminologies.
- ☞ Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
- ☞ Involved in setting up field level access for each custom object created based on the user's role within the organization.
- ☞ Defined lookup and master-detail relationships on the objects and created junction objects to establish Connectivity among objects.
- ☞ Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- ☞ Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
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- ☞ Implemented Field level security for sensitive data holder fields.
- ☞ Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, Automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
- ☞ Maintained user roles, security, profiles, and workflow rules wherever necessary.

DIGITAL SKILLS: Proficient User in Information Processing, Content Creation, Problem Solving and Security.

HONOURS and AWARDS: Best employee in July 2015 and spotlight nomination.

References are available upon request