**Sharmila M  **

**Email :** sharmila.manivannan93@gmail.com **Phone: +91 9965205700**

PROFESSIONAL SUMMARY:

* 2+ years of experience in implementing CRM solutions on Salesforce Platform.
* Good Knowledge in developing **Apex Trigger, Apex Class, Visual Force Page** 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.
* 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)

EXPERIENCE DETAILS :

**MST Solutions October 2016 – Present**

**Software Engineer**

PROJECTS HANDLED :

**Project #3. Microchip (November 2017 -Present)**

**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 and Technical support):**

* 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.
* To provide technical support for the TSS.
* Creating Reports.
* Installed and Customized the Salesforce CPQ App from the AppExchange.
* Created Test classes to ensure code coverage.

**Project #2. 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.

**Project #1. 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.

**Dynamic Solutions February 2015 - September 2016 Java Developer**

* Designed, built, and maintained efficient, reusable, and reliable Java code in compliance with specifications
* Developed further expertise in Object Oriented Programming (OOP) and took part in software and architecture development activities
* Development of database interaction code to JDBC API making extensive use of SQL Query Statements
* Worked on modifying and creating database tables according to the requirement.

**First Source Solutions**  **September 2013 – November 2014**

**Process Associate**

To Processing of invoices in document management systems and attending query mails and actioning them.

**SKILLS SUMMARY :**

|  |  |
| --- | --- |
| SFDC Technologies and Tools | Salesforce CRM, Force.com platform, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force, Data Loader, Workflow & Approvals, Reports, Dashboards and Custom Objects. |
| Languages | C, C++, Core Java. |
| Operating Systems | Windows (Windows XP/NT/7/8) |
| Web | HTML. |
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**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 : 119/45 Akila nagar,

 4th Cross, T.V.Kovil, Trichy-620006

Present Address : 119/45 Akila nagar,

 4th Cross, T.V.Kovil, Trichy-620006