***Manjula***



**Summary**

* Qualified IT Professional with 8 years of IT experience in software Industry. Skilled in Salesforce **CRM**, **Apttus** **CLM & CPQ,** In - depth Analysis of Business Processes, AGILE Methodology, SCRUM and SPRINT Techniques.
* 6 years of extensive knowledge of **Salesforce.com CRM** and 2+ years of **Java Development**
* Experienced in **Software Development Life Cycle (SDLC)** such as Requirements Gathering, Project Design, Development, Support and maintenance phases to meet requirement of the project.
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions**, **Tasks and Events.**
* Strong experience working with **Apex classes,** **Triggers**, Controllers and Controller Extensions **Visual** **Force**, **SOQL**, **SOSL**.
* Acquainted with all the onerous tasks that appertain **Sales cloud , Service Cloud , Marketing cloud & community cloud**
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows**
* Significant Experience in handling all the administrative tasks. Extensive experience working with **Salesforce CPQ**, **Wave Analytics** and **Salesforce Lightning**.
* Experience in Salesforce **Lightning-Upgrade**, migration, setup and development. Worked on Lightning Experience, Lightning connect and Lightning Component.
* Experience in implementing **security** and **sharing rules** at **object, field**, and **record level** for different users at different levels of organization. Also createdvarious **profiles** and configured the **permissions based** on the **organizational hierarchy.**
* Experience developing solutions for the Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ) systems including X- Author for Word &Excel, development of clause libraries and contract templates.
* Experience in implementing **Salesforce Custom objects**, **Custom fields, Junction objects, Master-Detail** relationships and Look-Up relationships.
* Excelled in working with various Salesforce.com **Standard objects** like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Experience in integration of **Salesforce** with Third party and middleware applications using **SOAP** and **REST** web services.
* Extensive experience in **App Exchange** and familiar with the usage of **Trial Force org** and deployment using **Change sets**.
* Excellent skills in programming languages like **Java, C# and C++** and experience in web technologies like **HTML, XML** and **JavaScript.**
* Implemented Salesforce.com web services client using Sales force **web services API, Java, XML and partner WSDL.**
* Experienced working with **salesforce.com** sandbox and production environments and also used eclipse IDE force.com plug-in environments.
* Worked with **Auditing tools ,Data Management tools , Data loader , reports & dashboards**
* Abundant experience in **data migration integration** using **data loader.**
* Extensive work experience working in an **Agile** development Environment using **JIRA**, Closely worked with **QA** team.
* Performed **work flows**, e-mail services and approval processes using customization & Apex
* Good experience in Web Service **- Synchronous & Asynchronous**, web service factory.
* Delivered working with **highly technical product teams.**
* Excellent **problem-solving skills** with a strong **technical background and good interpersonal skills.**
* Excellent communication and **inter-personal skills**; accustomed to working in both large and small team environments.

**CERTIFICATIONS:**

* **Salesforce Certified Platform Developer I**
* **Salesforce.com Certified Force.com Administrator (ADM 201)**

**Technical Proficiencies:**

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| **Salesforce Technologies:** | Apex, SOQL, SOSL Triggers, Batch Apex, Lightning, Visual Force Pages/Components.SControls, Apex WebServices, Apex Language, Apex Classes/Controllers, Data Loader, Apex Data Loader, Apex Exchange, Sandbox |
| **CRM Tools:** | Salesforce.com, Salesforce Lightning Design System and Lightning Components, Apttus, CLM/CPQ Service Cloud, Chatter, Communities, Sales Cloud, Service Console |
| **Programming Languages:** | JAVA, PL/SQL, Apex, J2EE |
| **Web Technologies** | HTML5, CSS, Java script, XML, jQuery, WSDL, AngularJS |
| **Tools:** | MS Office, Eclipse IDE, JIRA, Jenkins, Demand tools, SVN SharePoint GIT**,** Maven |
| **Database:** | MySQL, Oracle 10g, Oracle 11g, SQL Server, DB2 |
| **IDE:** | Eclipse, Android Studio |
| **Operating systems:** | Windows, Linux, Unix, Mac OS |

**Professional Experience**

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

Firm: **AGCO Corporation,GA** August 2019 – Present

**Responsibilities:**

* Interacted with the business **stake holders(VP, Director, Project Manager)** from **Sales, Marketing, Business Ops, Finance** etc.,
* Implemented various **Apex Classes**, controller classes and **Apex triggers** for various needs of the application.
* Worked with **SOQL & SOSL** queries within custom controllers, extensions and triggers
* Configured Salesforce.com to meet business requirements - including fields, **page layouts, workflows, approvals and validation rules.**
* Responsible for providing solution and Implementation of Apttus CLM & CPQ for different business internally.
* Developed Visualforce pages using **HTML5, CSS3, JavaScript.**
* Created various custom **Reports** and **Dashboards** as per the customer requirements.
* Developed and configured various Custom Reports and Report Folders for different **user profiles** based on the needs in the organization.
* Responsible for performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apttus CLM and CPQ.
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Created mashup between Salesforce CRM and Gmail through force.com App exchange’s email integration engine.
* Worked with **Salesforce CPQ** and delivered accurate Sales quotes, automated invoicing processes and managed the bill payments.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Worked on **Sales cloud** in opportunity management, account management and made new feature enhancements on Service cloud console view.
* Involved in Salesforce.com Application support activities and developed customer portal for created application for portal users match the functional needs of the organisation
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Use **Data Loader** to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Experience with Lightning after organization moved to **lightning** from classical salesforce.
* Implemented Salesforce **Lightning** Components for small set of users for customizing reports and dashboards.
* Utilized the **Lightning** Connect to obtain real time data from external system.
* Worked on continuous Integration with **GitHub** using **Jenkins** .Documented all the **Stand-up meetings**, **Project management plans** and many other documents**.**
* Experience working in an **Agile** development environment.
* Collaborated with the **QA** team in reviewing and validating test plans and test cases, and ensure that the application meets **user requirements.**
* Implemented **Salesforce.com customizations** and drove **user acceptance testing (UAT).**

**Environment:**Saleforce.com platform, Apex Language, Lightning, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, CPQ, Q2C, WSDL, Custom Tabs, Email Services.

Position: **Salesforce Administrator/Developer**

Firm: **Tufts Health Plan** ,MA Feb 2017 – July 2019

**Responsibilities:**

* Responsible for collecting the requirements and translating them in functional tasks**.**
* Managed and created Leads, made appropriate **conversions- Accounts**, Contacts, Opportunities were created as well
* Followed agile methodology
* Worked with **Salesforce CPQ** and delivered accurate Sales quotes, automated invoicing processes and managed the bill payments
* Performed analysis of the business, coined a **CRM solution** for the business problem. Maintained **data securely**, responsible for any loss/misuse of data.
* Performed **data cleaning** and **data analysis**
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Used **workflow rules** to create alerts and updates
* Upgraded some Apps from **Salesforce Classic**to**Lightning Experience** to develop rich user interface and better interaction of pages
* Integrated Salesforce.com with **API’s**, created email template in **HTML** and visual force
* Effectively used Apex triggers, apex classes and apex methods for different functional tasks**.** Used sandbox for testing**.**
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages
* Connected with the customers, partners and employers for data work that should be done using **community cloud.**
* Responsible for conducting **meeting** with **stake holders** to keep them update with the **project status**
* Documented several important documents, and maintained security for **confidential** **data** using **security rules**
* Worked on **custom report types, Interfaces, roles, security** and **sharing settings**
* Developed business logic in **Apex programming** using **Eclipse IDE**
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Responsible for data acquisition, **data mapping** and integration into data base
* Configured data loader, Monitored **User adoption rates** and responded accordingly
* Increased the **efficiency** by **30%** using Salesforce.com platform
* Designed an effective model that benefits both the bank and customer in paying Interest
* Apex methods were used in developing the business logic
* Ensured that quality code is delivered and participated in several community discussions
* **Supervised invoices**, estimated Level of Effort and maintained confidentiality
* Frequently interacted with official and unofficial clients**.**

**Environment:** Force.com declarative , Apex , developer console , Visual force , Sandboxes

Position: **Salesforce/Java Developer**

Firm:  **Intelx Systems,India** Oct 2014 – March 2016

**Responsibilities:**

* Developed **Custom business logic using Apex Classes, Triggers, Components, Visual Force pages** and Controller Classes for various functional needs.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Implemented **CSS** for Visual Force pages and experience working with Partner portal system and designed Visual Force Pages with **Html** along with custom controllers and controller extensions.
* Created Custom Visualforce components and attributes to override the look and feel of standard **Visualforce components.**
* Responsible for designing the application in n-tier fashion as per struts based **MVC** architecture standards.
* Used various **J2ee Design patterns** to develop the Business modules based on the required functionality.
* Responsible for developing the application level flow by utilizing **Java, JSP** and Struts.
* Created **Visualforce pages** that could be rendered as PDF's, build dashboard components and define email templates.
* Customized objects and fields using **master detail relationship**, look up relationship depending on the requirements.
* Created page **layouts, validation rules** and workflow rules.
* Worked as a legacy for creating new roles and profiles in the organization.
* Created new user accounts and configure **Salesforce** to fit security needs at the user and organization levels.
* Developed automated **workflows** and approval processes for sales opportunities and lead routing.
* Worked on **Salesforce Lead management, Accounts** and Contact management system.
* Worked on Data Migration from Databases to Salesforce using Apex Data Loader, generated SOSL and SOQL statements to search the information.
* Built APIs with Salesforce.com Apex **SOAP/REST** Services.
* Responsible for migrating developed packages from different sandbox instances. Development Sandbox, QA sandbox, SIT sandbox and UAT sandbox.

**Environment:**Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Email Services, Security Controls, Java, MVC, JavaScript.

Position: **Java Developer**

Firm: **Capture IT ,India** Aug 2012 – Sept 2014

**Responsibilities:**

* Gathered Business Requirements and meeting different users for developing the application.
* Developed Web Services for saving and updating order details, including some other common services which include Protocol Services etc.
* Mapped and managed Object/table relationships in **Hibernate**.
* Defined and developed the User interface screens and the corresponding Java artifacts using spring.
* Presentation tier was developed **using JSP, JSTL, Java Script, HTML and CSS**.
* Performed Client side validations using **Java script**.
* Implemented various useful design patterns including Singleton and Data Access objects etc.
* Implemented business logic using **Servlets**.
* Implemented Tag handler classes using Custom Tags.
* Developed **Restful** **Web Services**.
* Message flows for routing and transformation of the web services requests.
* Wrote **SQL queries** and stored procedures to interact with the DB.
* Utilized **Tomcat Application Server** environment to implement business logic.
* Performed Unit testing and prepared new test case documents.

**Environment:** Apache Tomcat 1.7, Java1.7, J2EE, JSP, Servlets, Eclipse, JDBC, Adobe Flash Programming, SQL, JavaScript, XML, HTML, database, Apache Server.