**MANISH ANAND**

Phone: 91-9650436667

Mail: [manish.anand082@gmail.com](mailto:manish.anand082@gmail.com)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Objective:**

Looking for a challenging role as a senior salesforce consultant/developer. Be involved in resolving business challenges by analyzing the business scenario and solve the problem to achieve business success.

**Professional Summary:**

* Have 8+ years of total IT experience and 7+ years in Salesforce development, including Lightning Components (Aura and LWC Lightning Web Components), Platform Cache, Platform events,
* Experience in building applications and solving business problems using salesforce tools and technologies,

AppExchange products, Integrating with third party applications.

* **Extensive experience in design, development, Integration, writing clean code, apex design pattern, advance apex classes, testing, data migration,lightning component framework which are secure, scalable and maintainable.**
* Sound Understanding of Business Requirements and Implement Solutions.
* Strong Analytical, Problem Solving, Functional capabilities gained through my work experience.
* Good Interpersonal and Communication Skills and proven ability to get optimized results within a given time frame.
* Having 7+ years of knowledge and experience in Salesforce.com and prior experience in .net.

**Certification:**

* **Salesforce Platform Developer II certification.**
* **Salesforce Administrator.**
* **Salesforce Platform Developer I certification.**
* **Salesforce Advance Administrator.**
* **Salesforce Sales Cloud Consultant.**
* **125+ Trailhead badges and superbadges.**

**Educational Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **University** | **Year of Passing** | **CGPA (Out of 10)** |
| B.E in Computer Science & Engineering | Visvesvaraya Technological University, Belgaum | 2008-2012 | 8.11 |

**Technical Skills:**

* **Environments:** Force.com, Ipass, VSCode, Eclipse IDE, Data Loader, Workbench , Bulk API
* **Domain:** Salesforce.com, Sales Cloud, Service Cloud, Community Cloud
* **Primary Skills:** **Force.com, Service cloud, Sales Cloud, Community Cloud,** **Advance Apex, Visualforce, SOSL, SOQL, Triggers, AJAX, Integration, JavaScript, Lightning Aura Components, Apex API, LWC, Data Management,** Snaplogic, Salesforce Customization, Salesforce Configuration, Workflow, Process Builder, Salesforce Security, **CPQ, Stillbrick, Q2C (Quote to Cash)**, Reports and Dashboards, Platform Events, Platforms Cache, Lightning Web components, Service Cloud, Chat,
* **Secondary Skills**: Email template, Validation rules, **GIT, Jenkins, Jira,** Confluence, Agile methodology, OAUTH 2.0, MuleSoft, Reports and Dashboard, Java, JSON, CI/CD, AWS
* **gr**

**Project Profile:**

**UST Global** (Sep 2018 – 2020 )

Worked at Adobe as part of the enterprise team, as a senior salesforce developer. Worked on Account,

Opportunities, Cases etc. Implemented Opportunity Linking-Delinking, data to be sent to SAP, implemented Launch foundation Services, implemented Customer Credit Check and auto-approval. Working on Gainsight (an AppExchange product) used for managing post-sales and Customer Success Management (CSM) for SMB. Use GIT and Jenkins for CI/CD, Working in the Agile model. Worked on Platform events, Platform cache, Lightning Web Components (LWC)

**Roles and Responsibilities: -**

* Design and Develop applications using Salesforce tools and technologies as well as leveraging appexchange products, Integrating with 3rd Party applications.
* Perform technical analysis, design, development, implementation of applications with necessary customizations and security considerations.
* Building framework such as trigger framework, AsyncProcess queue which are usable, scalable and follows best practice for Salesforce Platform.
* Implements unit tests, debugs and integrates code of assigned projects; performs preliminary tests to verify the functionality, accuracy, and efficiency of developed or enhanced software.
* Solutions are scalable and doesn’t have any negative impact on the performance of existing system.
* Stay up to date with the latest salesforce releases and does the impact analysis of these releases in the existing org.
* Extensive experience in writing clean code, Visualforce Pages, apex classes, Integration and triggers.
* Worked on appexchange products such as CPQ, Stillbrick for creating error free and accurate quotes.
* Worked on Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Implemented Quote-to-Cash solution using APTTUS CPQ.
* Participate in finalizing the solutions design, code review to ensure it follows high quality coding standards

**Canon Europe** (Jun 2017 – Sep 2018)

Generation is a part of Canon’s strategic transformation program, focusing on CRM adoption to engage more meaningfully with consumers and drive further growth. The system was implemented in B2C model, leveraging Service Cloud, Marketing Cloud, Customer community and Person Account for approx. 8 million users.

**Roles & Responsibilities:**

* Participated in client requirements and translate solutions for the requirements, leveraging both configuration, customization and integration as required to meet the client requirements.
* Lead a team of 4 developer, done code review/ peer review before code being deployed to production
* Involved in all phases of the project lifecycle - from low-level design and development through to deployment and post-production support.
* Support cross systems and related integrations across native Salesforce eco system.
* Build solution on Salesforce.com platform, including development in Force.com, Lightning components, Apex, SOQL, SOSL and REST API and following best practices.
* Research and find opportunities to utilize SFDC best practices, guidelines to improve system productivity, scaling and monitoring.
* Data Migration of 20+ million records.
* Import large volumes of data using Data Loader and/or Demand Tools.
* Worked on CPQ for automating quotes, according to a preprogrammed set of rules ensuring error-free pricing.
* Build CPQ Quoting & Product configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* Mentor and train junior/ new resources.
* Stay current with the periodic Salesforce releases and leverage the updates applicable to the organization

**Motorola Solutions Inc** (Jun 2016 – Jun 2017)

Motorola Solutions, Inc. is an American data communications and telecommunications equipment provider that succeeded Motorola, Inc., following the spinoff of the mobile phone division into Motorola Mobility in 2011. The company produces and sells communications products and services to public safety and government agencies as well as private entities including utilities, mining, energy, manufacturing, hospitality, retail, transportation and logistics.

**Roles & Responsibilities:**

* Participated in requirements gathering from clients, estimating the number of hours required for the development work.
* Worked on multiple projects, designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Leveraging third party integration tools and platforms and data extract, transformation, and loading tools.
* Write code and implement configuration that meets the production requirements and design specifications.
* Diagnose moderately complex issues, evaluate, assist in the recommendation and execute the best resolution.
* Performance improvement of the applications.

**SunTrust: (**Jul 2013 to Jun 2016)

SunTrust Banks, Inc., is an American bank holding company**.**

**Roles & Responsibilities:**

* Closely work with BSA to convert requirements to solutions and suggest options.
* Participate in the analysis and review of business requirements and work with Solution Architects and Business Analyst in the design of solutions.
* Developing visualforce pages, writing apex classes, test classes, apex triggers following coding standard and

Best practices.

* Self-starter, flexible, and motivated team player capable of managing several activities simultaneously.
* Develop and maintain larger, more comprehensive Salesforce.com solutions
* Write clean code and produce clear, supporting documentation.
* Troubleshoot and fix defects for planned releases and production issues.
* Participate in salesforce release and post-release activities.
* Write and/or review deliverables, end-user guides, support documentation.

**Key Strengths:**

* Effective team worker, Leadership skill, Fast learner, Adaptable, Self-starter, Good at problem solving.
* Excellent communication skills, mentoring junior resources.
* Ensure timely delivery of Projects and continuous improvement of the quality of the Delivery.
* Improve Customer Satisfaction by a) Timely response to email communication b) Meeting set expectations with stakeholders d) Maintain excellent relationship with all the related teams.

I declare that the information given above is true to the best of my knowledge.

Place: Bangalore, India ---------------------------------

(Manish Anand)