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Manjunath

Salesforce Developer

SUMMARY

- IT professional with over 13+ years of overall IT experience in which over 8+ years of experience in Salesforce CRM, including work experience in many client locations and having experience with Oracle Apps of around 5 years.
- Very good Banking, Financial Markets, Asset Management, and Credit Card domain knowledge.
- Have been part of implementation of large projects for a leading banking and financial institution in the US, UK and EMEA.
- Clear and effective communication & interpersonal skills, lead development teams both at offshore location and onsite location in the U.S, UK and EMEA.
- Has good knowledge in Technical and Functional aspects of SALESFORCE.COM, on demand CRM package.
- Intermediate English
- Available ASAP

SKILLS

Main Technical Skills	Salesforce
Programming Languages	Java
UI Frameworks, Libraries, and Browsers	HTML
Salesforce Ecosystem	Salesforce Apex, Visualforce
Databases & Management Systems / ORM	Oracle Database, SQL
Methodologies, Paradigms and Patterns	Agile
Other Technical Skills	Marketing cloud, PLSQL, Salesforce CLI, Salesforce.com, Salesforce CPQ

PROJECT

Salesforce CPQ and Advanced Approval Designer, Cargill – FIBI APAC

Jan'21 to till date.

Description: This project aims to develop a opportunity management application, where Cargill



tracks all their accounts and opportunities here. Quote is created using the ProsSmart CPQ and Steel Brick advanced Approvals are used for the Quote approvals.

Responsibilities:

- Configured and developed approvals using advanced approvals.
- Developed Lightning Email templates to send the quote notifications and approval requests.
- Created flows, Process builders to auto mate the Quote update process.
- Developed reports and sharing them to the business
- Prepared all the project related documents i.e. Application knowledge (Flow design), Technical Requirements, etc.
- User maintenance
- Deployed in Production.

Technologies: SFDC, Lightning, Apex and Steel Brick Advanced Approvals

Deployment & Support Manager, Mercury

Nov 2018 to July 2020.

Description: This project aims to develop a opportunity management application, where Deloitte tracks all their accounts and opportunities here. This application also designed to maintain their leads and conversion which were received from a downstream system. A two integration was developed to transfer the data from/to Downstream systems.

Responsibilities:

- As a Manager, interacted with various business areas to gather requirements and develop data model to suit complex business needs.
- Accountable to lead the team to establish relationships with Business/IT stakeholders during the project for requirement elicitation
- Creating the Business Requirement Documents
- Analyzing enhancements and project implementation requirements
- Interfacing between technology (IT Teams) and business units for managing application development, testing and deployment
- Supporting business and end users to resolve the issues.
- Validating the deliverables and tracking the application enhancement requests and their delivery status
- Managing incidents and escalations
- Assuring quality and Issue tracking
- Answering business process queries
- Preparing reports and sharing them to the business
- Prepared all the project related documents i.e. Application knowledge (Flow design), Technical Requirements, etc.
- Used data loader and scheduling tools to automate bulk data loading to keep systems in sync with legacy systems
- Generated Extensive Reports and Dashboards
- Data Management using Data Loader tool.
- User maintenance
- Development of reports and dashboards
- Demonstrated the full application to the stake holders and also conducted many training sessions for the new users.



- Deployed in Production.

Technologies: SFDC, Lightning, Apex and Visual Force

Project Lead, Iris Beta

Feb 2018 to Till Date.

Description: This project aims to develop a new ecosystem for internal communications in order to create a better employee experience and optimize publisher-audience processes. This project charter covers all ITS involvement for project IRIS – Salesforce, Unity and Mobile deliverables.

Responsibilities:

- As SFDC PL interacted with end users to gather requirements and translated these into technical solutions developed.
- Analyzed the third-party system and designed the salesforce application in such a way that Salesforce can make two way calls to the other application.
- Developed the application in Lightning
- Used complex validation rules, cross object formulae, lookup relationships, workflows and dynamic approval processes to implement business logic
- Used Apex classes, triggers, batch classes and apex schedulers.
- Built process builders to call the web services and invoke methods.

Technologies: SFDC, Marketing cloud, Dell Boomi, SOAP Web services, SOAP UI, Apex and VisualForce

Project Lead, Cvent Connector

Feb 2017 to Nov 2017.

Description: AHM is leading Medical event planner in USA. This project is to integrate Centris(Salesforce) application with Cvent(Third party) application. SOAP web services are used to integrate with the system. Centris consumed the web service provided by the Cvent.

Responsibilities:

- As SFDC PL interacted with end users to gather requirements and translated these into technical solutions developed.
- Analyzed the third party system and designed the salesforce application in such a way that Salesforce can make two way calls to the other application.
- Provide application users with technical support
- Used complex validation rules, cross object formulae, lookup relationships, workflows and dynamic approval processes to implement business logic
- Used Apex classes, triggers, batch classes and apex schedulers.
- Built process builders to call the web services and invoke methods.

Technologies: SFDC, SOAP Web services, SOAP UI, Apex and VisualForce



Project Lead, Weir Opportunity Management

July 2015 to Nov 2016.

Description: WEIR engineering is a leading Oil & Gas parts manufacturer. This project involved creation of a new application on Salesforce where users can create and manage Opportunities and Leads and track the status till delivered.

Responsibilities:

- As SFDC PL interacted with end users to gather requirements and translated these into technical solutions developed.
- Designed and created the underlying data structure and data flows to support the application build.
- User maintenance
- Developed reports and dashboards
- Developed and implemented training for users
- Provide application users with technical support
- Demonstrated experience of unit and end to end system testing and performance tuning of application & documented the same.
- Used complex validation rules, cross object formulae, lookup relationships, workflows and dynamic approval processes to implement business logic
- Used Apex classes, triggers.
- Used data loader to bulk data loading to keep systems in sync with legacy systems
- Written Triggers and Test Classes in Apex
- Developed Extensive Reports and Dashboards
- Deployed in Production.

Technologies: SFDC, Apex and VisualForce

Senior Developer, MDT 3.0

June 2013 to June 2016.

Description: American Express provides marketing campaigns for merchants and card members to maintain their current user base, and to acquire new customers. This project involved creation of a new application on Salesforce where users can create these campaigns and offers, perform governance, and deliver them to the merchants/card members. The delivery model involved integrations with a lot of applications within Salesforce and other distributed applications within AmEx.

Responsibilities:

- As SFDC PL interacted with various business areas to gather requirements and develop data model to suit complex business needs.
- Prepared all the project related documents i.e. Application knowledge (Flow design), Technical Requirements, etc.
- Supported our Technical Consultants and fellow Architects in delivering solutions as well as supported the Chief Architect.
- Used complex validation rules, cross object formulae, lookup relationships, workflows and dynamic approval processes to implement business logic
- Used Apex classes, triggers, web services to integrate with multiple legacy systems.
- Used data loader and scheduling tools to automate bulk data loading to keep systems in sync with legacy systems



- Generated request information in XML format using APEX.
- Written Triggers and Test Classes in Apex
- Created Workflows and Approval process, written validation rules
- Generated Extensive Reports and Dashboards
- Data Management using Data Loader tool.
- User maintenance
- Development of reports and dashboards
- Demonstrated the full application to the stake holders and also conducted many training sessions for the new users.
- Tested the Application
- Deployed in Production.

Technologies: SFDC, Apex and VisualForce

Senior Developer, B2B Workflow

Jan 2013 to May 2013.

Description: A workflow process will be built using Salesforce.com tools to support the B2B marketing process. The initial phase will provide, at a minimum, the same functionality as provided in the Lotus Notes database. This solution will provide a work flow process to be able to generate a list out of the MMDB database for both US and International markets.

Responsibilities:

- As SFDC PL involved in Technical design, design document, Test results, Implementation documentation to suit complex business needs.
- Creation of custom objects, custom fields, relationships and validation rules
- Development of visual force pages, Apex classes.
- Using data loader to load the records on to the force.com platform.
- Creating apex triggers to enforce constraints in accordance with the business values on the custom objects.
- Involved in create and update fields, page layouts and record types.
- Configuration changes as per client requirements.
- Tested the Application
- Deployed in Production

Technologies: SFDC, Apex and VisualForce

Senior Developer, PRISM

Sep 2012 to Dec 2012.

Description: The goal of the project was to develop enhancements or new functionality for Salesforce CRM. All aspects of system development from system coding of business requirements, migration of existing data and development of data input screens through to implementation and user acceptance.

Responsibilities:

- Created user Roles and Profiles, security controls and shared settings.
- Worked on SFDC standard objects like Case, Reports and Dashboards.
- Implemented field level security, profiles and audit trail setup.



- Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
- Created various reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
- Gathering business requirements, functional specifications and preparing use cases.

Technologies: SFDC, Apex and VisualForce

EDUCATION

B.Tech from JNTU, Hyderabad.

CERTIFICATES

Salesforce Platform Developer 1

Salesforce Integration Architect

Salesforce Sales Cloud Consultant

Salesforce ADM-201

Agile level 1 certification provided by Syntel

