



Manjeet Singh

Contact: (+91) 7503263588

Email – manjeetsingh268@gmail.com

LinkedIn - www.linkedin.com/in/manjeet-singh-b3119b113/

EXPERIENCE SUMMARY

Results-driven and highly skilled Salesforce professional with approx 8 years of experience in architecting and developing innovative solutions on the Salesforce platform. Proven track record of leveraging Salesforce technologies to drive business growth, improve customer experiences, and optimize processes. Adept at leading development teams, collaborating cross-functionally, and achieving exceptional results.

Technical Expertise:

- **Domains** : Billing, Telcom, Health, Insurance, Banking, News & Media
- **Clouds** : Financial Services Cloud(FSC), Sales Cloud, Service Cloud, Experience Cloud, Health Cloud, Data Cloud, Net Zero Cloud, Commerce Cloud and Public Service Sector(PSS)
- **Salesforce Architecture**: Proficient in crafting scalable and efficient Salesforce architectures that align with business objectives and industry best practices. Leveraged expertise in designing solutions using microservices architecture and event-driven patterns to ensure flexibility and extensibility.
- **Salesforce Application Architect and LWC**: Certified Salesforce Application Architect with specialized knowledge in Lightning Web Components (LWC), utilizing these skills to design and develop cutting-edge solutions that harness the power of LWC for enhanced performance and user satisfaction
- **Development Stack**: Demonstrated expertise in Salesforce Lightning Web Components (LWC), Salesforce Lightning, JavaScript, and Apex programming. Adept at building dynamic and responsive user interfaces that enhance user engagement and satisfaction.

- **Apex Mastery:** Skilled in utilizing a wide range of Salesforce Apex features, including Salesforce Lightning, Triggers, Classes, Workflows, VisualForce, Process Builders, Custom Controllers, Standard Controllers, Controller extensions, and Test Classes. Reduced code complexity and optimized performance through efficient coding practices.
- **Integration and DevOps:** Proficiently integrated Salesforce with various third-party systems and APIs, ensuring seamless data flow and real-time synchronization. Hands-on experience with Salesforce DevOps practices and tools, including Git, Rally, HP-ALM, JIRA, Workbench, Bitbucket, and Postman. Expertise in implementing continuous integration and continuous delivery (CI/CD) processes for streamlined development and deployment.
- **Salesforce CPQ:** Designed and implemented solutions using Salesforce CPQ, streamlining quoting processes and enhancing sales efficiency. Utilized Salesforce CPQ to automate complex pricing and quoting scenarios, resulting in increased accuracy and reduced manual errors.
- **Visualforce and Front-End Tools:** Proficient in creating custom user interfaces using Visualforce, integrating JavaScript to enhance user interactions and deliver intuitive user experiences..
- **CI/CD Process:** Implemented effective CI/CD processes using tools like Git, Bitbucket, and Gearset, enabling seamless collaboration among development teams and ensuring rapid and reliable application deployment.

EMPLOYMENT SUMMARY:

- **Accenture**
 - From August,2022 till now
- **TCS**
 - From April.2022 till August,2022
- **Nagarro Softwares Pvt Ltd.**
 - From December 2019 till March2022
- **Cognizant**
 - From March,2019 till December,2019
- **American Tower Corporation**
 - From Jan 2016 till Dec 2016

EMPLOYMENT/ PROJECT DETAILS:

1. NIBS

Feb 2023– Current

Domain: Health

Employer : Accenture

Client: Ministry of Health

Location : Australia

Role : Salesforce Architect / Technical Lead/ Associate Manager

About the client - The Ministry of Health is the public service department of New Zealand responsible for healthcare in New Zealand. It came into existence in its current form in 1993.

- Led solution design and architecture efforts, translating business requirements into scalable and efficient Salesforce solutions that align with best practices.
- Developed comprehensive technical designs that addressed complex business challenges while ensuring future scalability and extensibility.

- On-Shore and Off-Shore team handling
- Presented multiple Proof of Concepts to clients, securing project approvals and building strong client relationships.
- Designed and implemented a Salesforce Experience Cloud site for vaccine booking, contributing to public health efforts.
- Achieved significant code optimization, improving application performance and enhancing end-user satisfaction.
- Collaborated with cross-functional teams to design solutions for complex business processes, contributing to operational efficiency gains.
- Actively participated in test class creation and thorough testing, ensuring the reliability and robustness of developed solutions.
- Designed and implemented multiple Lightning Web Component (LWC) solutions, combining a deep understanding of LWC architecture with hands-on coding expertise.
- Achieved seamless integration of LWC solutions with existing systems, enhancing user experiences and improving operational efficiency.
- Utilized GitLab for robust code versioning and collaboration, facilitating efficient teamwork and code management across projects.
- Ensured code consistency and tracked changes effectively to maintain a reliable development environment.
- Developed and maintained various Aura components, harnessing the capabilities of the Aura framework to create dynamic and interactive user interfaces.
- Collaborated with UI/UX teams to translate design concepts into functional components that enhanced user engagement.

2. Macquaire Bank

Nov 2022– Feb 2023

Description: Bank

Employer : Accenture

Client: Macquaire Bank

Location : Australia

Role : Technical Lead/ Associate Manager

About the client : Macquarie Group Limited is an Australian global financial services group. Headquartered and listed in Australia a subsidiary of the UK's Hill Samuel & Co. Limited.They work in Asset management and Financial services

Roles, Responsibilities and Key Achievements:

- Led and actively participated in Proof of Concept (POC) projects focused on REST API integrations, demonstrating the feasibility and value of integrating Salesforce with external systems.
- Successfully validated the effectiveness of integration strategies through well-executed POCs.
- Leveraged expertise in Financial Services Cloud to design and implement tailored solutions that catered to the specific needs of financial institutions.
- On-Shore and Off-Shore team handling
- Collaborated closely with clients to understand their unique business processes and deliver solutions that aligned with industry regulations and best practices.

- Utilized Bitbucket for effective code versioning and collaboration, maintaining a well-organized codebase and facilitating seamless teamwork across development projects.
- Managed code repositories, branches, and pull requests to ensure a controlled and efficient development process.
- Developed Lightning Web Components (LWC) that enhanced user experiences, leveraging the latest in Salesforce technology to create dynamic and responsive user interfaces.
- Utilized future methods for asynchronous processing, enhancing performance and ensuring efficient execution of critical tasks.
- Developed Lightning components that enhanced the user interface, resulting in improved navigation and data visualization.

3. NewsCorp

Apr 2021– August 2022

Description: News and Media

Employer : TCS

Client: News Corporation

Location : Australia

Role : Technical Lead

About the company : News Corp Australia is an Australian media conglomerate and wholly owned subsidiary of the American News Corp. The group's interests span newspaper and magazine publishing, Internet, subscription television in the form of Foxtel, market research, DVD and film distribution, and film and television production trading assets. News Pty Limited (formerly News Limited) is the holding company of the group.

Roles, Responsibilities and Key Achievements:

- Worked extensively with Sales Cloud, contributing to both maintenance and development initiatives in the Salesforce environment.
- Played a key role in optimizing and enhancing the Sales Cloud functionalities to align with evolving business requirements.
- On-Shore and Off-Shore team handling
- Extensive work on commerce cloud - B2B and B2C.
- Managed day-to-day Salesforce Business As Usual (BAU) support activities, ensuring the system's stability and functionality for ongoing operations.
- Responded to and resolved ServiceNow tickets promptly, maintaining a high level of user satisfaction.
- Played a pivotal role in the sales life cycle of projects, engaging with clients, understanding their needs, and translating them into effective Salesforce solutions.
- Collaborated closely with sales and business development teams to ensure the successful execution of projects.
- Utilized Bitbucket for efficient code versioning, fostering effective collaboration and ensuring the controlled management of code changes.
- Managed code repositories, branches, and pull requests to maintain a reliable and organized development process.
- Implemented future methods to enhance asynchronous processing, improving performance and ensuring efficient execution of tasks.

- Developed Lightning components to enhance user interfaces, contributing to better user experiences and navigation.
- Developed Lightning Web Components (LWC) that enhanced user experiences, leveraging the latest in Salesforce technology to create dynamic and responsive user interfaces.

4. Tungsten

Dec 2019– March 2021

Description: Tungsten

Employer : Nagarro Softwares Pvt Ltd

Client: Tungsten Network

Location : India

Role : Technical Lead

Roles, Responsibilities and Key Achievements:

- Spearheaded Case Management initiatives, ensuring efficient handling of customer inquiries and support requests for Service Cloud.
- Successfully designed and implemented the Email to Case functionality, streamlining the process of converting customer emails into actionable cases in Service Cloud
- Developed Lightning Web Components (LWC) that enhanced user experiences, leveraging the latest in Salesforce technology to create dynamic and responsive user interfaces.
- Managed Salesforce Record Types to categorize and optimize data for different business needs.
- Created Multi-Language Email Alerts and Templates, improving customer communication by tailoring messages to recipients' language preferences.
- Designed and implemented custom Visualforce pages and controller extensions, extending Salesforce's capabilities to meet specific business requirements.
- Collaborated with UI/UX teams to transform design concepts into functional and intuitive user interfaces.
- Designed and configured Process Builder and workflows to automate complex business processes, enhancing efficiency and reducing manual efforts.
- Created seamless workflows that improved data consistency and streamlined decision-making.
- Developed comprehensive test classes, ensuring high code coverage and validating the functionality of implemented solutions.
- Designed and implemented custom reports using Data Table, enabling stakeholders to gain actionable insights from Salesforce data.
- Developed custom Lightning components to enhance user interfaces and improve overall system usability.
- Created triggers to execute logic and automate processes, optimizing data management and system responsiveness.
- Leveraged Rest API to integrate Salesforce with external systems, facilitating smooth data exchange and synchronization.
- Successfully integrated Google Maps and Outlook with Salesforce, enhancing user experiences and data accuracy.

5. NBI

March 2019 - Dec 2019

Description: New Business Interface (Development New Business functionality in LWC)

Employer : Cognizant

Client: New York Life Insurance

Location : India

Roles, Responsibilities and Key Achievements:

- Involved in building the new LWC components
- Designed the UI of the component using HTML.
- Worked on decorators (API, wire, and track).
- Implemented the new functionality using JS.
- Worked on test classes
- Implemented the CSS in new and existing components for better UI experience.
- Involved in defects resolution using RALLY tool
- Version control using GIT
- Worked on batch classes and wrote the test classes of the same.
- Used workbench to push new classes in workbench.
- Involved in identifying, planning, and implementing new Salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
- Working on Case Management.
- Created Email to Case
- Managed Record Types
- Created on Multi-Language Email alerts, Templates
- Implemented custom Visual force page and controller extension for different applications involved.
- Designed Process builder and Workflows.
- Involved in creating test classes.
- Custom reporting through Data table.
- Worked on Lightning Flow
- Created custom lightning component and triggers
- Designing and Developing the Classes, Triggers, Standard Controllers, Custom Controllers, Controller Extensions as a Salesforce System Developer and Developing Batch Apex classes.
- Creating users, roles and profiles and creating changes sets as a Salesforce System Administration.
- Integration using Rest API and google maps, outlook integration with Salesforce
- Involved in creation of test cases

6. MERCURY

Dec 2016– Feb 2019

Description: Mercury (Development of Salesforce UI and integration with another tool naming Siterra)

Employer : American Tower Corporation

Client: American Tower Corporation

Location : India

Roles, Responsibilities and Key Achievements:

- Involved in identifying, planning, and implementing new Salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
- Implemented custom Visual force page and controller extension for different applications involved.
- Designed and deployed Custom tabs, Approval Processes for automating business logic.
- Involved in the design phase to convert functional specifications into technical specs.
- Worked on enhancements for sales force application in production requested by business users from time to time.
- Designing and Developing the Classes, Triggers, Standard Controllers, Custom Controllers, Controller Extensions as a Salesforce System Developer and Developing Batch Apex classes.
- Creating users, roles and profiles and creating changes sets, Reports, and dashboards as a Salesforce System Administration.
- Involved in customization of Accounts, Contacts, Opportunities and Cases standard objects.
- Created custom objects depending on the requirements of the client.

7. PROMPT (Client of ATC)

Dec 2016 – Jan 2018

Description: Prompt (Development of Salesforce UI and integration with another tool naming Oracle EBS)

Employer: American Tower Corporation

Client: American Tower Corporation

Location : India

ROLES, RESPONSIBILITIES AND KEY ACHIEVEMENTS:

- Involved in identifying, planning, and implementing new Salesforce.com features and functions (Process Builder, workflow, objects, and reports, Triggers) to meet business requirements.
- Involved in the creation of Batch Classes and Schedulable Classes
- Worked on new Visual force pages using Standard Controller, Custom Controller and controller extension for different applications involved.
- Involved in the design phase to convert functional specifications into technical specs.
- Worked on enhancements for sales force application in production requested by business users from time to time.
- Deployed code using ANT migration tool
- Worked on Component Bundle in salesforce Lightning

- Worked on Test Classes, Triggers, Standard Controllers, and Custom Controllers, Controller Extensions as a Salesforce System Developer and Developing Batch Apex classes and running them through Apex jobs on a daily basis.
- Creating users, roles and profiles and creating changes sets, Reports, and dashboards as a Salesforce System Administration.
- Launched Custom tabs, Approval Processes for automating business logic
- Involved in customization of Accounts, Contacts, Opportunities and Cases standard objects.
- Created custom objects depending on the requirements of the client.
- Worked on Lightning event handling using Application event and component events
- Popup Classes in Salesforce Lightning.
- Hands on OAUTH 2.0

CERTIFICATIONS

- Salesforce Certified Application Architect
- Salesforce Platform Developer 1
- Salesforce Certified Administrator
- Salesforce Certified OmniStudio Developer
- Copado Salesforce Devops Certified Admin
- Salesforce certified Sharing and Visibility Designer Architect
- Salesforce Certified Platform App Builder
- Salesforce Certified Data Architect
- Salesforce Certified Integration Architect
- Salesforce Certified Identity and Access Management
- Salesforce Certified JavaScript Developer 1 (Superbadge pending)

PROFESSIONAL QUALIFICATION

Bachelor of Engineering (2012-2016) from University School of Information and Communication Technology, GGSIPU.