



**Balaji Manickavasagam**

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## **CAREER SUMMARY:**

- ✓ Proven IT Specialist with 5+ years of experience in Salesforce CRM as a Developer and Administrator.
- ✓ Involved in Configuration, Customization and Deployment of Salesforce.com
- ✓ CRM application solution design and worked on process design, impact analysis, technical implementation and unit testing.
- ✓ Experienced on Sales cloud, Service cloud and Marketing cloud.
- ✓ Experienced on Salesforce SteelBrick CPQ concepts.
- ✓ Have flexibility and handle SFDC tech and CRM domain based on project needs
- ✓ Involved in multiple implementations CRM projects and have developed very strong knowledge regarding CRM processes.
- ✓ Experience includes managing sensitive materials and providing after-hours support for clients.
- ✓ Provide effective communications, and develop long-term client relationships.

## **KEY TECHNOLOGY EXPERTISE:**

CRM	: Salesforce
SFDC Technologies	: Apex Class, Triggers, Lightning Web Component, Lightning Components, Knowledge Articles, Test Classes, Visual Force Pages, Configuration, Data loader and import wizard, Batch Apex Class, Email Services, Quip, Chatter, CPQ.
Web Technologies	: HTML, CSS, Java Script, JQuery.
Databases	: SOQL.
IDEs and Tools	: VS Code, Eclipse, Data Loader, Workbench

## **TRAININGS:**

- Lightning Web Component.
- CPQ Specialist.
- Service Cloud Consultant.



## **PROFESSIONAL EXPERIENCE:**

### **1. COGNIZANT PVT LTD. (MAY 2021 – TILL DATE)**

#### **Project 1: Partner Portal Development for Leading Pharmaceuticals Company**

**Platform:** Salesforce.com

**Role:** Salesforce Developer

**Client:** BAYER

The Client is a German multinational pharmaceutical and life sciences company. The areas of business include pharmaceuticals, consumer healthcare products, agricultural chemicals, seeds and biotechnology products.

As a team member at offshore, I was key responsible for the below:

- Created Various Apps for the Customer and Admins for the business.
- Involved in configurations and customizations which has various Out of Box functionalities.
- Used Lightning Web components frameworks for the customizations.

### **2. INFOSYS PVT LTD. (MAR 2017 – APR 2021)**

#### **Project 1: Partner Portal**

**Platform:** Salesforce.com

**Role:** Salesforce Developer

**Client:** DUO

The Client is a Security solution based company. They give security to the companies and details who joined as a Tech Partner.

As a team member at offshore, I was key responsible for the below:

- Created a Portal for the users to register with the security solution.
- Worked in Tech partner portal project for creation of a community to do integration and joint marketing activities for the users who want to work with security solution provider.
- Used Lightning components to build the community.



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## **Project 2: Partner Portal Development and Support for Leading Automobile Finance Company**

**Platform:** Salesforce.com

**Role:** Salesforce Developer and Support.

**Client:** NISSAN

The client is leading auto manufacturer operating in the United States of America. The company provides cars for retail and lease. The client used a customer portal for providing this service to the users. We have built a User interface which helps the customer to analyze regarding the payment of the product. They used Web services like Siebel to get data for the users.

As a team member at offshore, I was key responsible for the below:

- Worked in customer portal for the registration of the user registration and worked in various pages in portal.
- Involved in coding and testing the enhancements prescribed.
- Interacted with on-site team for requirements gathering, designing the code and resolving the issues.
- Also involved in deployment activities.

## **Project 3: Partner Portal Development and Support for Leading Gum based Product Company**

**Platform:** Salesforce.com

**Role:** Salesforce Developer.

**Client:** TIC GUMS

The client is leading Gum based Products provider operating in the United States of America. The company provides products for retail. They have Sales force (SF) as their Customer Relationship Management platform.

As a Single resource to the project, I was key responsible for the below:

- Working closely with clients to gather the Business Requirements, understanding Gathering, Creating development and integration plan, Customer Facing Presentations, Business Processes and Methodologies, designing the code, deployment activities and resolving the issues.
- Worked on numerous Test classes and increased the overall code coverage for the org.
- Worked on various Implementations to stable the Org.



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#### **Project 4: Partner Portal Development and Support for Leading Ingredient Company**

**Platform:** Salesforce.com

**Role:** Salesforce Developer and Support.

**Client:** INGREDION

The client is leading Ingredient products provider operating in the United States of America. The company provides products for retail across the globe. The client is using Pardot for Marketing users, Sales cloud for sales reps and Service cloud for the customer service users.

As a Team member, I was key responsible for the below:

- Working closely with clients to gather the Business Requirements, understanding Gathering, Creating development and integration plan, Customer Facing Presentations, Business Processes and Methodologies, designing the code, deployment activities and resolving the issues.
- Worked on new technologies in Salesforce CRM like Quip, Chatter and Implemented successfully.
- Implemented successfully new ideas and logics in CPQ for client, based on the requirement.
- Worked on some of the Service Cloud requests and enhancement with custom coding for High priority issues and requests.

#### **OTHER RESPONSIBILITIES ON PROJECTS:**

- Working closely with sales team and business analysts and performed detailed analysis of business and technical requirements.
- Designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- Worked on various types of Incidents, Tasks and Change Requests which involves various requirements and concepts.
- Developed and worked on various Lightning Web Pages, VF pages, Apex Classes, Apex Trigger and new Custom objects which involve new concept and configurations.
- To Resolve the Cases and support the team on urgent bases implementation and worked with real-time troubleshooting.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Lead, Campaign, Entitlements, Products, Cases and custom objects.
- Developed a new Custom clone button for CPQ concepts to implement business logic.



- Created and worked on various process builders with immediate actions and scheduled actions based on the requirements.
- Created and worked on various workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Created many Email alerts and Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
- Created and worked on various Approval Processes for various objects based on the requirements.
- Created and worked on Global Actions and Publisher layouts based on the business logic.
- Creating and customize on various Page Layouts, Profiles and Permission sets, Roles, Record Types, Validation rules, Custom formulas to implement business logic.
- Developed many Report Types and created various Reports using the Report Builder according to the need of the organization.
- Developed many Dashboards using the required Reports according to the need of the organization.
- Worked on various deployment activities and validating the components once deployed in production.
- Involved in Analyzing and Bug fixing.

### **EDUCATIONAL DETAILS:**

<b>Name of Course</b>	<b>University/ Board Name</b>	<b>Month and Year of Passing</b>
SSLC	Sri Sankara Vidhyalaya MHSS, Pammal	March 2008
HSC	Sri Sankara Vidhyalaya MHSS, Pammal	March 2010
B.E, Mechanical Engineering	Valliammai Engineering College, Potheri	April 2014
M.Tech, Ceramic Technology	Anna University, Chennai	April 2016



## CERTIFICATIONS:

- SALESFORCE CERTIFIED PLATFORM APP BUILDER.
- SALESFORCE CERTIFIED ADMINISTRATOR.
- SALESFORCE CERTIFIED ADVANCED ADMINISTRATOR.
- SALESFORCE CERTIFIED PLATFORM DEVELOPER I.
- SALESFORCE CERTIFIED PLATFORM DEVELOPER II.
- SALESFORCE CERTIFIED SERVICE CLOUD CONSULTANT.
- SALESFORCE CERTIFIED SALES CLOUD CONSULTANT.
- SALESFORCE CERTIFIED CPQ SPECIALIST.



## PERSONAL DETAILS:

Name : Balaji Manickavasagam.  
Father's Name : Manickavasagam Maruthamuthu.  
Permanent Address : Plot No. 92, 2<sup>nd</sup> East Street, Metha Nagar, Kundrathur, Chennai-69.  
Gender : Male.  
Date of Birth : 14th Aug 1993.  
Marital Status : Married.  
Current Location : Chennai, India.  
Nationality : Indian.  
Languages Known : English, Tamil.



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## DECLARATION:

I hereby declare that the above information is true to the best of my knowledge and belief.

Date:

Place:

[ Balaji Manickavasagam ]