**VIDUSHI MANI METUKU**

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CAREER OBJECTIVE

To seek a challenging career in an esteemed organization and enhance my skills through practical implementation where my professional and focused attitude enables me to help for further growth & development of the organization and myself.

PROFESSIONAL SUMMARY

* 4 Years 7 month of Experience in SFDC which includes Configuration and customization and 3 Years of lightning experience.
* Experience onSFDCstandardDatastructures and familiarity with designing Custom Objects.
* Experience in SFDC development using **Force.com, Apex, Trigger, SOQL, Batch and Schedule Classes, Lightning Components.**
* Hands on experience in designing Security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page layouts, Record Types.
* Extensive Experience over Creating **Workflows**, **Lightning** **Process Builder, Quick Actions, Lightning Tabs, Lightning App Builder** and **Validation Rules**.

* Hands-on Experience in **Apex classes** and **Triggers**.
* Experience on **Batch** and **Schedule** **Classes**.
* Having Experience on **Custom Settings**, **Custom Labels** and **Custom Metadata**.
* Developed SFDC Customized **Reports**, **Dashboards**.

* Have good working Experience on querying salesforce.com database using SOQL and SOSL using SDFC Workbench and Data Loader.

CERTIFICATION

* Salesforce.com Certified Administrator certification.
* Salesforce.com Platform Developer I.
* Salesforce.com Certified App Builder

Technical skills

**Programming Language** : C,C++,APEX, JAVA.

**SFDC Skills** : Salesforce.com, Trigger, Apex Classes, Configuration, Dashboards and Reports, Lightning Components.

**Tools** : MS-Office, SQL Server, Workbench, Data loader.

Project Details

**Company:Salesforce MAR2020-Till Now**

**Role:Success Agent Tier 2**

ROLES & RESPONSIBILITIES

* Working with SalesForce Organisation from past 1.3 year as Success Agent Tier 2 with job responsibiliities as
* Assisting customers in troubleshooting their custom code, integration, and implementation of Salesforce products. This involves debugging, troubleshooting, and ensuring issues are fully resolved.
* Developing and maintaining technical expertise in assigned areas of product functionality.
* Demonstrating exceptional analytical, troubleshooting, and problem-solving expertise.
* Providing feature explanation and Salesforce coding best practices.
* Managing customer expectations and the customer experience to maximize customer satisfaction.
* Actively maintaining and participating in job-related training activities.
* Demonstrating the ability to research, document, and prioritize customer issues, leveraging internal tools and escalation teams as necessary, as well as prioritizing and managing time effectively in a fast-paced environment.
* Multitasking and performing effectively under pressure.
* Creating and curating knowledge content.

**Company:Infosys Nov 2018-Mar 2020**

**Role: Associate Consultant**

**Client:Verizon**

ROLES & RESPONSIBILITIES

* Worked with various salesforce.com standard objects like Accounts, Contacts, orders and Opportunities. Implementation of Custom objects, Fields, Record Types, Page Layouts, Field Level Permissions, workflows, approvals and validation rules as per the requirement.
* Worked on developing new **Lightning Component**.
* Developed **Apex class**, **Triggers** and Involved in improving code coverage.
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Worked on **Batch** and **Schedule Classes**.
* Worked and Implemented **Workflows**, **Lightning** **Process Builder, Quick Actions, Lightning Tabs, Lightning App Builder** and **Validation Rules**.
* Created Custom **Profiles**, **Roles**, **Public** **Groups** and **Permission sets** to distribute user rights and functionality.
* Worked on Development, enhancing and supporting the application. Requirement Analysis, Design Document Preparation for Pre and Post Deployments.
* Worked and Involved in Development, Enhancements, Defects Fixing, Incidents in production environment.
* Worked on SOQL and SOSL queries to get data from different related objects using **Data** **Loader**, **Workbench** and **Import Wizard**.
* Worked on **Deployments** from Sandbox Environment to Production Environment using **Change Sets**, **Git Lab**, **VS Code** and **Eclipse**.
* Involved in **Daily standup meetings, Scrum**. This resulted to bring good solution to the business requirement.

**Company: ERICSSON Oct 2016-Nov 2018**

**Role: Solution Integrator**

**Client: Entel Chile**

ROLES & RESPONSIBILITIES

* Worked with various salesforce.com standard objects like Accounts, Contacts, orders and Opportunities. Implementation of Custom objects, Fields, Record Types, Page Layouts, Field Level Permissions, workflows, approvals and validation rules as per the requirement.
* Worked on developing new Lightning Component.
* Developed Apex class, Triggers and Involved in improving code coverage.
* Worked and Involved in Development, Enhancements, Defects Fixing, Incidents in production environment.
* Worked on SOQL and SOSL queries to get data from different related objects using Data Loader, Workbench and Import Wizard.
* Involved in Daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

WORK EXPERIENCE

* Working as **Success Agent Tier 2** in **Salesforce - Hyderabad** from Mar 2020 to till date.
* Worked as **Associate Consultant** in **Infosys LTD - Hyderabad** from Nov 2018 to Mar 2020.
* Worked as **Solution Integrator** in **Erriccson-Bangalore** from Aug 2016-Nov2018

EDUCATIONAL PROFILE

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| --- | --- | --- | --- |
| COURSE | INSTITUTION | YEAR OF PASSING | PERCENTAGE/CGPA |
| Bachelor of Technology  (Computer Science and Engineering) | Bhoj Reddy Engineering College For Women  (Jawaharlal Nehru Technological University-Hyderabad) | 2016 | 77 |
| Intermediate  (+2) | Sri Chaitanya junior college, Chaitanyapuri  (state board) | 2012 | 93.1 |
| Secondary  School | Brilliant Grammar High School  (state board) | 2010 | 90.33 |

Decleration

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

PLACE : Hyderabad

( M. Vidushi Mani)