ANIL MANNURU

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SALESFORCE CERTIFIED — Administrator | SALESFORCE CERTIFIED — Advanced Administrator | SALESFORCE CERTIFIED — Platform Developer I | SALESFORCE CERTIFIED — Sales Cloud Consultant | SALESFORCE CERTIFIED — Platform App Builder | SALESFORCE CERTIFIED — Einstein Analytics and Discovery Consultant

SUMMARY

- 6 x Salesforce Certified Professional with 7+ years of experience in IT with around 6 years of experience in salesforce CRM platform as an **Administrator, Developer and Lightning Developer.**
- As a senior developer I was responsible for the technical deliverables of the team, have strong communication, Organizational and interpersonal competencies along with details oriented and problem-solving skills.
- Experience on **Sales cloud, Service cloud**,**Financial Cloud and Health Cloud.**
- Experience in working with **Banking domain**, with proven expertise on **Cards, Switching, and Payment Gateways**.
- Strong Knowledge in **salesforce Administration and customization, Data Validation, Sales, Customer Service and Support development team**.
- Proven expertise in SFDC Configurations like implementing **many-to-many, look-up, and master-detail relationships** also Customizations like **User Interface/Page Layouts, Tabs, Custom fields, Custom objects,** custom **formula fields**, **field dependencies, Record Types** etc.
- Worked in creating custom **Reports, Dashboards and analytic snapshots.**
- Regulated the **Salesforce Security setup** using **Profiles, Permission sets, OWD, Role Hierarchy and Sharing Rules**.
- Automating the business processes using **Approval processes, Workflows, Escalation Rules, Validation rules, Auto-response rules, Process Builder and flow builder for automated alerts, field updates and email generation** according to application requirements.
- Experience working on **Web-to-Case, Email-to-Case (Service Cloud), Web-to-Lead (Sales cloud)** functionalities.
- Excellent knowledge on CRM business processes involving **Campaign management, Lead management, Account management, Case management, Quote** and **Forecasting.**
- Expertise in developing custom code using **Apex Classes, Controllers, Triggers**, **Apex test methods** and Advocated the usage of **best practices in maintaining quality code coverage** with **Salesforce Governor Limits and patterns.**
- Enabled **Aura framework**, by adding **Aura attributes** and **aura handlers for events** to focus on logic and interactions in lightning applications.
- Created **lightning Apps** combining lightning design system, lightning App builder and lightning component features. Developed various Lightning Web Components (LWC). Used Salesforce CLI and VS Code to create scratch orgs (SFDX).
- Involved on **salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lighting design system**.
- Developed **Visualforce pages, Standard controller, Custom controller, controller extensions,** for different functional needs and implemented the business logic bases in the requirements.
- **InputText, InputField, InputHidden, OutputText, OutputField**, Communication between Visual Force to Salesforce Custom Object, Custom Tab Property, Setter and Getter Communication between VF, Apex and Salesforce Display List of Records using Record Set, Constructor to Filter Records using Apex, Working with Multiple Objects Records
- Hands-on experience using **HTML, XML, CSS, JavaScript, Ajax**.
- Implemented in writing **Apex Test classes** to achieve above 90% code coverage for testing **apex methods.**
- Implemented Salesforce.com with other internal/external application using **SOAP and REST** based **web services**.
- Implemented in developing **REST service** in Java with JAX-RS using Jersey. Implemented in **integration** of Salesforce.com with external applications by setting up Auto authentication between the Client and the Force.com platform and building bi-directional integration using Metadata API and **APEX RESTFUL** Services.
- Expertise in **Batch, Future, Queueable apex and Schedulable Apex Classes** for handling bulk DML operations in timely manner.
- Worked on **Live Agent** with Omni-Channel and CTI on Lightning Service Console.
- Proficient in **Data Migration** from **traditional applications to Salesforce** using Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete, Workbench etc.

- Used **GitHub and GitKraken** for version control.
- Used **Eclipse IDE** for development with **Force.com** IDE application for creating, modifying, and deploying **Salesforce applications** and familiar with integrated development environments, for code, compile, test, package, and deploy.
- Implemented in **agile methodology** of **Software Development Life Cycle (SDLC). Experience with Waterfall Methodology.**
- Excellent Communication and Problem-solving skills and ability to think out of box delegate effectively and motivate team members and help them to achieve on-time project completion.
- Experience in Setting up Heroku Connect to map objects from a Salesforce org to a Heroku app.
- knowledge in using cases to use the Salesforce Rest APIs with apps on Heroku

TECHINICAL SKILLS

Skill Category	Used Tools
SF Development Skills	Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batchable Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning Aura Component, Lightning Web Components, Visual Force, HTML, CSS, XML, JSON, Java Script, SFDX (Scratch Orgs)
SF Configuration Skills	Data Security, User Management, AppExchange, Reports & Dashboards, Process Builder, Flow Builder, Workflows, Approval Processes, App Builder, Lightning Experience Customization, Actions, Page Layouts, Profiles, Roles, Chatter, Email Templates, Salesforce1 Mobile, Schema Builder, Escalation Rules, Validation Rules, Sharing Rules, Assignment Rules, Platform Events, Live Agent, Omni-channel.
Development Tools	Eclipse IDE, Visual Studio Code (VS Code), IntelliJ Illuminated Cloud2, Git, BitBucket, GitHub, SVN
Deployment Tools	ANT Scripts, SFDX, Changesets, Jenkins (CI/CD), Packaging, Release Readiness checks
General Skills	Salesforce CPQ, JIRA, Agile methodology, SDLC processes, gathering requirements, Software architecture, Application Design and development, Testing, Deployment, Cross-functional teamwork, Stakeholder management, Testing and Debugging, Classic to Lightning migration, MuleSoft, Postman

CERTIFICATIONS

- **Salesforce Certified Administrator (Credential Id: 20995443)**
- **Salesforce Certified Advanced Administrator (Credential Id: 21174109)**
- **Salesforce Certified Platform Developer I (Credential Id: 21235683)**
- **Salesforce Certified Sales Cloud Consultant (Credential Id: 21153856)**
- **Salesforce Certified Platform App Builder (Credential Id: 21177210)**
- **Salesforce Certified Einstein Analytics and Discovery Consultant (Credential Id: 21185963)**

WORK EXPERICENCE

Client**: T-Mobile, WA**
Role: **Salesforce Lightning Developer/ Administrator**   **Aug 2020 to Jan 2021**

Responsibilities:
- Performed both the roles of **Salesforce Lightning Developer** and **Administrator** in the organization.
- Given permission to **specific Roles** in the **Queue** based on the values provided by business to view the cases.
- Created different **Profiles & Roles** for assigning to users related to different LOB's
- Worked with standard Salesforce.com **objects** like **Accounts, Contacts, Leads, Cases, products, Opportunities, Reports & Dashboards.**

- Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Custom Fields** (Including Formula fields, Dependent Picklist)**, Page Layouts, Search Layouts, Custom Links, Related Lists.**
- Created and **Established Lookup, Master-Detail, Many-to-many** (Junction objects), **one-to-one** between **objects**.
- Used **Apex Data Loader** for **uploading, upgrading and importing or exporting bulk data** from salesforce.com subjects.
- Developed **Apex Triggers, Validation Rules, Email Alerts, Lightning Events** as per business requirements.
- Created **custom objects, fields, global picklists, custom labels, custom settings** as per business requirements.
- Responsible for writing **SOQL and SOSL queries** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
- Developed various **Apex Classes, Controllers, Apex Triggers, Apex Test classes and VisualForce pages**. Developed and **scheduled Batch Classes** (Batch Jobs). Used Custom labels, Custom settings and Custom Metadata. Followed best practices while developing code by considering Governor Limits.
- Written **Test cases** for checking out the 75 percent of the code coverage and deployed the SFDC data using Salesforce.com IDEM Visualforce studio code through Salesforce DX.
- Designed various **HTML Email templates, Custom Templates** for Auto-Response to customers and, we made this template's for reusable to other requirements.
- Made callouts in both **REST & SOAP** to consume external webservices and created **Apex REST API webservices** with salesforce to let External system integrate into salesforce.
- Created page layouts, organized fields and other components on a record details and edit pages.
- Created multiple reusable **Lighting Components** and used **Lightning Design System** (SLDS) to convert **Classic to AURA Lightning** in both **Service Cloud** and **Sales Cloud**.
- Worked on creating **Lightning Pages** Inside Lightning Community Builder. Developed various **Lightning Web components (LWC)** for UI applications for both Mobile and Desktop. Used Custom **CSS, HTML, Java script** and **Query**.
- Created validation rules and leveraged Sfdc automation tools like **workflows, process builders, flow builder, Approval Process** to perform field updates, time triggered actions, email alerts and out-bound messaging.
- Developed **Lightning components** and **Lightning apps** to provide better and more **interactive interfaces** to end users, which help in sales enhancements.
- Experience in building **Lightning components, lightning Events**, using **Lightning Base Components**, **Lightning UI Components** and **Aura Frameworks**.
- Added **Lightning Component** to **Lightning pages** and **record pages**.
- Deployed application from sandbox to Production using **change sets through Gitlab** and using **Copado**.
- Provided technical support for Production by analyzing, debugging and fixing them.

Environment: SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Lightning components, HTML, JavaScript, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO, Sfd2sfdc .

Client**: Quicken Loans, Detroit, MI**
Role: **Salesforce Lightning Developer**   **Dec 2018 to July 2020**

Responsibilities:
- Configured **Financial Services Cloud** Package in existing Salesforce Instance. Configured financial account roles and financial goals.
- Configured analytics dashboards embedded directly into **Financial Services Cloud**.
- Developed the **Financial Services Cloud components** used to build a Customer Community.
- Configured **Action plan templates** and **action plans.** Developed Action Plans List Lightning component to Financial Services Cloud Lightning client pages.
- Data Loaded financial accounts, financial account holding and financial summaries from Legacy systems into salesforce.
- Installed and configured Conga Orchestrate (Process Composer).
- Developed various **Apex Classes**, **Controllers**, **Apex Triggers**, **Apex Test classes** and VisualForce pages. Developed and scheduled **Batch Classes** (Batch Jobs). Used Custom labels, Custom settings and Custom Metadata. Followed best practices while developing code by considering Governor Limits.

- Created multiple reusable **Lighting Components** and used **Lightning Design System (SLDS)** to convert Classic to **AURA Lightning** in both **Service Cloud** and **Sales Cloud**.
- Worked on creating Lightning Pages Inside **Lightning Community Builder.** Developed various **Lightning Web components (LWC)** for UI applications for both Mobile and Desktop. Used Custom CSS, HTML, Java script and Query.
- Involved in deploying the AppExchange applications and **integrating** with third party applications.
- Primary responsibilities included **custom application development** and **integration.**
- Made callouts in both **REST** & **SOAP** to consume external webservices and created **Apex REST API** webservices with salesforce to let External system integrate into salesforce.
- Performed data migration and **Data Validation** using **Informatica** on demand and data loading using Data Loader, Import Wizard.
- Hand's on experience working on **GitHub** Repository. Used **Jenkins** for Continuous Integration and Continuous Delivery (**CI/CD**). Worked with Visual Studio Code (**VS Code**) and created **Scratch Orgs** (**SFDX**). Utilized DevOps tool COPADO for the deployment of metadata.
- Developed various Test classes to cover all scenarios and achieve maximum code coverage.
- Worked on **Data Loading** Activities using **salesforce.com** Import Wizard, **force.com** Data Loader, Information Cloud, workbench & Data Loader.
- Created **Custom Apps**, **Custom Objects**, **Custom Tabs**, **Custom fields**, Page Layouts, Search Layouts, Custom Links, Custom Buttons, Related Lists and other components. Also worked with Standard Objects like Accounts, Leads, Contacts, Cases, Opportunities, Reports and Dashboards.
- Created validation rules and leveraged Sfdc automation tools like workflows, process builders, flow builder, Approval Process to perform field updates, time triggered actions, email alerts and out-bound messaging.
- Performed day to day User Management on SFDC Org by configuring **Sharing Rules**, **Permission Sets**, Roles and Profiles. Also maintained Field-level Security.
- Installed and Administered **DemandTools** Salesforce AppExchange application.
- Created **Web -to – case** and **Email-to-case**, case assignment rules, Escalation rules to perform case Management (Service Cloud). Also worked on Web-to-Lead to do lead management (Sales Cloud).
- Extensively used **Agile Scrum** methodology to reach our business team goal by gathering day-to-day requirements and building them using Force.com platform.
- Provided technical support for Production by analyzing, debugging and fixing them.

Environment: SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Marketing Cloud, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Lightning components, HTML, JavaScript, APTTUS CPQ, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO, Sfd2sfdc .

Client**: Sutter Health, Sacramento, CA**
Role: **Salesforce Lightning Developer**   **Sep 2017 to Nov 2018**

Responsibilities:
- Worked with Various representatives of the business team to collect specifications and documented the specifications.
- Worked on **Agile methodology** of daily standups, story pointing and sprint planning.
- Communicating clearly in written documentation about desired functionality, technical design decisions or application features.
- Installed and configured **Health cloud package**. Maintained different Objects in Health Cloud clinical data model.
- Configured **Health timeline component** to display patient's health data.
- Integrated Salesforce with **Electronic health records (EHR)** systems.
- Worked with standard Salesforce.com objects like **Accounts**, **Contacts**, **Leads, Cases, products, Opportunities, Reports & Dashboards**.
- Designed, developed and deployed the **Custom objects**, **Page layouts**, **Custom tabs**, Custom Fields (Including Formula fields, Dependent Picklist), Page Layouts, Search Layouts, Custom Links, Related Lists.
- Created and Established **Lookup, Master-Detail, Many-to-many (Junction objects), one-to-one** between objects.
- Created and configured Profiles, Roles, Groups, Queues and maintained Data security at **field level (Field- level-security), Records level (Sharing Rules) and object level**.

- Proactively created **Apex Triggers**, **Apex classes**, **Controllers**, **Controller extensions**. Also created and worked on Asynchronous apex like Batch Apex, Future methods, Queueable Apex and Schedulable Apex.
- Responsible for writing **SOQL and SOSL queries** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
- Built **Apex Webservice** (Apex REST) to create a case and retrieve case data from salesforce for the Assurant front end site. Used **Rest Web services** to flow the Data from salesforce to Connected App. Used **Force.com Web services** API for implementing web services to integrate with legacy systems.
- Developed **custom UI** for Salesforce Applications using **Visualforce, Lightning Components (AURA), SLDS, Events** and used **custom CSS** in the components. Built reusable UI components and pages with the lightning component framework
- Used **Apex Data Loader** for **uploading, upgrading and importing or exporting bulk data** from **salesforce.com** subjects.
- Implementation change control from development **sandboxes** to production and across the development lifecycle. Ensure that all necessary changes and documented, reviewed, tested and approved before being deployed.
- Created Live Agent, Omni-Channel settings for chat routing. Also used Java Script Remoting for various purposes.
- Worked on **Email Services** and **Single Email and Mass Email** to send email to different **portal users.**
- Installed and Configured **DrawLoop** Salesforce AppExchange app for various business needs.
- Experience in **designing VF pages** for communities on salesforce communities according to Client requirement using **Service Cloud**.
- Worked on **Jira tool** to track the bugs and resolve them.
- Deliver code via **revision control, continuous integration and repository best practices**. We use Git feature-branching and Code ship.
- Developed Apex callouts and workflows with Heroku
- Configured Heroku Connect to expose a Heroku Postgres database to Salesforce Connect.
- Knowledge on Heroku Connect Architecture to integrate salesforce and Heroku with Heroku connect.

Environment: Saleforce.com platform, Apex Data Loader, Security Controls, Apex Triggers and classes, Visualforce Pages, Web services, Jitterbit, deployment, packaging, Sublime Text, Java, JavaScript, Jira and GitHub.

Client: **A10 Networks Ltd, San Jose, CA**
Role: **Salesforce Developer/ Administrator**   **Aug 2016 – Aug 2017**

Responsibilities:
- Worked as a member of the Development team and performed the roles of Salesforce.com Developer and Administrator in the organization and followed Scrum Agile methodology for the repetitive development of the application.
- Responsible for **gathering, coding, testing** and documentation requirements.
- Various new **custom objects, custom fields, Related lists, Custom tabs, Dependent Pick- list and Customs Apps** have been created.
- Created **page layouts, search layouts** to organize fields, **list views, custom links, and other VF components** on a record details and edit pages.
- Created **Queues, Email Templated and Public Groups**.
- Created **Formula Fields, Validation Rules, Assignment Rules, Workflow, picklists, Escalation rules, master detail relationships and lookups and Approvals** for the functionality of force.com platform application.
- Implemented **Email-to-Case, Web-to-Case** to enter generated cases to Case Object.
- Managed User Accounts and security including new user **Account creation, profile, permission set and role management, sharing rules, security controls**. Implemented **Field Level Security** for data holder fields.
- Developed and configured various **Custom Reports and Report Folders** for different user profiles bases on the need in the organization, Created **Summary reports, Matrix reports, Charts and Dashboards** to help the business team.
- Developed triggers, Apex classes, Controllers to support business processes. Used SOQL and SOSL efficiently.
- Various **Batch Apex classes** are developed and scheduled those using **Apex Schedule classes.**
- By using **Java script, created custom buttons and executed controllers** to achieve the functional requirements.

- Developed fully functional **JAVA Application** (Installing Http Client & JSON Framework) to connect to **SalesForce.com** and **executed transactions** to support **Sales Cloud** implementation.
- Implemented **visual force pages** with custom controller, standard controller, controller extension and standard set controller.
- Implemented new feature enhancements on **Service cloud console view and developed few visual force components**.
- Implemented **service cloud** functionality like case management, field service management and CTI integration.
- Worked on **SteelBrick** and **salesforce integration** for automating, quoting, contracting and billing process.
- Used **Data Loader and Data import wizard** to import data from **(.CSV)** files to salesforce.com objects.
- Created **Apex test classes** to achieve good code coverage.
- Used **Changed sets** to deploy metadata across multiple sandboxes for testing and production Org.
- Provided Production Support.

Environment: Saleforce.com platform, Apex Language, Visual Force Pages, Sales Force Lightning Components, Sales Cloud, Service cloud, Salesforce CPQ, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Data Management, Case Management, Jira, GIT.

Client: **Public Authority of Agriculture Affairs and Fish Resources (PAAFR), Kuwait**
Role: **Salesforce Administrator/QA**   **Jan 2014 – Nov 2015**

Responsibilities:
- Administered execution of projects from initiating to closing.
- Prepared **project proposals, project schedules, costing, UAT** and **pertinent documentations** for the project such as Business Requirement Document and System's Functional and Technical specifications.
- Involved in **gathering business requirements** through interviews, observations, and interactions with various teams.
- Led **planning meetings and Joint-Application-Design (JAD) sessions** with stakeholders.
- Worked with **various stakeholder**s for detailed requirement elicitation.
- Analyzed and implemented corresponding **Salesforce solution/application** per business requirement.
- Implemented **case management process** and configured the Case and Solution object on the **service cloud** as per business need, **capturing cases from website and emails**.
- Created **users, roles, public groups** and implemented **sharing rules** to provide appropriate access to data.
- Used **field level security** to manage the visibility and accessibility of fields for various profiles.
- Developed **workflow rules, tasks, emails** and alerts to track Candidates and Accounts related activities.
- Created **summary reports, matrix reports**, and **dashboards**.
- **Imported data from excel sheets** to Leads, Accounts, Candidates, Recruiters, Contacts, and Projects using Import Wizard, and Data Loader.
- Created **page layouts, search layouts** to **organize fields, custom links**, related lists and other components on a record detail and edit pages.
- Created change set and deployed the data from **sandbox to production** instance after testing.
- Created **Solution design, Data org foundation**, and **Salesforce user training document**.

Environment: Salesforce.com Platform, Workflow and Approvals, Reports, Dashboards, Custom Objects, Tabs, Email Service, Field level Security, Visual Force Pages, Data Loader, Agile.

Client**: Inteq Software Pvt Ltd, Hyderabad, India**
Role**: QA Tester**   **Dec 2012 to Dec 2013**

Responsibilities:
- Involved in defining **test automation test scenarios**, created **automated test cases, test plans** and **executed tests** using **Selenium WebDriver**.
- Performed automated regression testing to check the new **functionality, bug fixes, and fix packs. Tracked the bugs** accordingly using **Jira**.
- Configured **Selenium WebDriver**, **TestNG, Maven tool** and created **selenium automation scripts in java using TestNG prior to agile release.**

- Created the Technical Test Plan in the initial phase and also during change requests.
- Created functional automation scripts for the report generation module using tools **Selenium WebDriver and TestNG**.
- Setup the Automation framework using Selenium WebDriver to run test cases in multiple browsers and platforms.
- Performed **data accuracy, data validation and data integrity** testing by querying the database using SQL queries to check the data table on server.
- Performed **Regression testing** for new builds and every modification in the application using Selenium.
- Design and prepared test plans for **White Box Test Approach & Test cases**.
- Used **Selenium WebDriver and TestNG** to run the **parallel testing**.
- Tested the **soap-based web services using SoapUI.**
- Performed **GUI, Functional and Regression testing** by automated using **Selenium, TestNG, Maven, and Jenkins**.
- Involved in developing **automated script** for back-end testing using **Selenium WebDriver**.
- Participated QA weekly meetings and various other meetings and discussed Enhancement and Modification Request issues and defects in the application.

Environment: Selenium WebDriver, Junit, SoapUI, Web Services, Jenkins, JavaScript, HTML, SQL Server, Windows XP, MS Office Suite.

EDUCATION

- Bachelor's Degree in Electronics and Communication Engineering at **Intell Engineering College**- 2011
- Master of Science in Electrical Engineering at **NorthWestern Polytechnic University**- 2017
- Master of Science in Information Technology at **Campbellsville University** – 2018