MANASA DHARMENDRAN

Salesforce Developer

✉ manasadharman@gmail.com

📞 07022030132

SUMMARY

Certified Salesforce Developer with 3 years of experience, who want to be a part of an organization offering a challenging and innovative work environment that would enrich and hone my skills and thus help me achieve excellence in every endeavor I undertake and to create win-win condition.

WORK EXPERIENCE

Accenture Services Private Limited, Bellandur, Karnataka.

- ➢ **Salesforce Developer**
  From Jan 2017 to Present
- ➢ **Functional Tester**
  From Feb 2017 to Dec 2017
- ➢ **SAP Security & Monitoring**
  From December 2015 to Jan 2017

KEY RESULT AREAS

- ➢ Experience working with **Sales cloud** and **Service cloud**.
- ➢ Worked with business analyst for preparing **technical document** based on the user requirements.
- ➢ Experience in **Salesforce Customization** using Lightning Web Components, Apex classes, Triggers and processing large data using Apex Batch classes.
- ➢ Implemented the Object Model-Custom/Standard Objects, Record Types, Relationships, Formula Fields, Rollup Summary Fields, Security (Sharing Rules, OWD), Page Layouts, Custom Tabs, Reports and Dashboards.
- ➢ Created and maintained Users, Roles, Profiles, Permission Set, Public Groups, Queues.
- ➢ Created Process Builder, workflow rules, Approval process and defined related tasks, time triggered tasks, email alerts, field updates etc. to implement business logic.
- ➢ Developed **Test classes** and maintained the proper code coverage to deploy into the production boxes.
- ➢ Worked on **Case Management** and automated using Queues, Assignment Rules, Auto Response Rules and Escalation Rules.
- ➢ Created **Customer Channels** like Web to case, Email to Case and even done with the advance channels like live agent and Communities.
- ➢ Used Data Loader to bulk load data into Salesforce.com from other databases and CSV files.
- ➢ Hands on experience in writing queries using **SOQL** and **SOSL** in Apex Classes and Triggers.
- ➢ Experience in working with **Agile software development lifecycle**.
- ➢ Performed regular **quality assurance checks** along with internal testing team during the different phases of the development life cycle.
- ➢ Developed and maintained dashboard using **Salesforce Einstein Analytics**.
- ➢ Knowledge of **HTML** & **CSS**.

CERTIFICATIONS

🏆 **Salesforce Certified Platform Developer I**

🏆 **Salesforce Certified Administrator & Platform App Builder**

🏆 **Salesforce Certified Service Cloud Consultant**

CORE COMPETENCIES

- Ability to make people understand and convince them.
- Being tenacious and not giving up because something is difficult.
- Ability to approach a problem with fresh outlook to come up with solid recommendations for resolving it.
- Strong investigation & analytical skills always fascinated by the power of data.
- Awesome with people and codes.
- Ability to work as a Part of a team, Quick learner and has good communication skills.

EDUCATION

B.E Computer Science & Engineering
Anna University, Chennai
2011-2015

Senior Secondary
Bethany St. John's EHSS, Kunnamkulam
2009-2011

SSLC
Bethany St. John's EHSS, Kunnamkulam
2008-2009

ABOUT ME

DOB: 22-10-1992
Hometown: Thrissur, Kerala, India.
About: Dreamer. Believer. Achiever
Languages known: English, Malayalam and Tamil.
Skype ID: manasadharman
LinkedIn: www.linkedin.com/in/manasa-dharmendran-640129b5