K Naga Manikanta Chari

Sales force Admin & Developer

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Experience Summary:

- **Salesforce Admin** with **1+** years of experience in **Salesforce.com Administration** and **Development and support, Testing (Manual) activities**.
- Highly proficient with **Sales Cloud, Service Cloud, Force.com.**
- Worked on **Apex, Lightning Web Components, AURA Components**.
- Expertise in **Asynchronous Apex such as Batch,Future, Schedule Apex.**
- Experienced in both **Lightning and classic of Salesforce functionalities**.
- Worked on Process **Automation tools such as Process Builder, Flows, and Workflows**.
- Competent in SFDC Administrative tasks like creating **Profiles Roles Users,**
- Worked on **Creating Reports and Dashboards.**
- Worked on migration from Salesforce classic to Lightning.
- Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
- Worked on **support to fix production issues**, related to data and related to logic.
- Worked on **process documentation** for further tracking of work.
- Worked on **JIRA tool to** track status and assign bugs to developers
- Worked on data issues to patch the data.
- Involved and interacted with end **client uses to understand the issues and close issues faster**.
- Extensive experience in lead case management web-to-lead Web-to case Email-to-case.
- Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.
- Worked with QA tem to create records
- Worked on **Manual testing to perfume functional testing**
- Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
- Experienced in Creating Roles Profiles Layouts Workflow Alerts and Actions and Approval Workflow.
- Involved in design development test and implementation phases of Software Development Life Cycle and Agile Development with focus in Object Oriented Programming.
- Excellent Client management skills presentation skills operational metrics time management analytical great communication and interpersonal skills.

Professional Experience:

- Working as Salesforce Developer at **Avankia Software Pvt. Ltd**, Bangalore, India.
  [August 2021 to till Date].

Project – Acorda Sales and Product Development

Client   : Acorda

Technology   : Salesforce.com, Admin, Apex, Lightning, LWC,

Designation   : Salesforce support Engineer

Duration   : Aug 2021 to Till date

Summary:

Acorda innovations help people live longer and healthier lives. And while companies pursue innovation and safety, many are faced with big regulatory changes. Acorda Solutions can help you orchestrate your business from concept to market. It helps company to maintain Research and Development, Product Development, Manufacturing and Distribution, Approval and Marketing access.

Roles and Responsibilities

- Reports, Report Types and Dashboards, Actionable Reporting, Record Types
- Created Triggers, Test Classes, Aura and LWC Components.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company. Profile, Roles, Permission Sets, Permission Set Groups,
- Implemented Record-Level and Field-Level security and configured their sharing settings.,
- Maintained the Salesforce platform by monitoring support tickets, user issues, and employee workflows.
- Created and deployed several reports for different user profiles based on the need in the organization.
- Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
- Provided user support and bug fixing activities as per the SLA.
- Created new user accounts Manage access levels for various accounts Import/export data.

Technical Background:

Force.com : Apex, Apex Class, Triggers, Apex Batches, Validation Rules, workflows, Dashboards, Objects, Sandbox Provisioning, Deployments.

Tools &Technologies : VS Code, Data Loader, Import wizard

Database System : SOQL, SOSL

Educational Qualification – Graduation: B.Sc. Bachelor of computer and information sciences 2021 91%