MANJEET SRIVASTWA manjeeteie@gmail.com +919905009777

Professional summary

Self-motivated candidate with 7 years of experience. Strong knowledge of business sustaining skills such as Problem solving, customer focus, enhancing customer experience by providing excellent customer service. Also experience in pre-sales, sales, development of product and delivery. Key interpersonal skills include customer centricity, communication, negotiation and persuasion, technical analysis, collaborative planning, problem solving, and time-management.

EXPERIENCE

- Joined **CBT** as a Salesforce CRM developer and worked on 4 projects for clients from India.
- Joined **Mastercom** as a senior developer and worked on 2 projects from India which involved pitching proposal to the client, estimation, quotation, building the application, handing over the application and user training. Have worked parallel on multiple projects across Telecom domain.
- Joined **Cognizant** as developer, working for Giant Finance client. Major area of dev/services are service cloud and community cloud.
- Joined **Virtusa** as tech lead, Worked in health-care domain. Deal with client, handled team, supported deployment, provide solutions to business, code reviews and lot more.

WORK EXPERIENCE		
Virtusa, Pune, India	Tech Lead	Nov-2020- till date
ROLES & RESPONSIBILITY	• Designing and developing solutions based on lightning framework. • Worked little on deployment, branching strategies. • Worked with team, mentor them, supported technically.	
Cognizant, Pune, India	Senior Software Developer	May-'18- Nov-2020
ROLES & RESPONSIBILITY	• Designing and developing solutions based on lightning framework. • Worked on framework to create form dynamically. • Worked on generic lightning components. • Migration of community from classic to lightning platform.	
Mastercom, Bangalore, India	Senior Software Developer	January'17 – April'18
ROLES & RESPONSIBILITY	• Understanding the business requirement, pain points of the client and proposing solution to the client. • Giving and estimation of timelines and understanding the dependencies on other teams in the project for incorporating the same while analyzing scope of project. • Involved in analyzing and segregating the project module in different sprints and designing the deployment model for smoother delivery of the product. • Designing the system and making the system as much configurable as possible for Agile projects so that accommodation of changes is doable in lesser timespan.	

PROJECTS HANDELED	
Virtusa consuting	
Health-care Organization.	• Provided solutioning to business requirements. • Leaded a team of 4 member, done Code reviews. • Done design/development of requirements. • Handled deployment activities.
Cognizant Technology Solutions	
Giant Financial Organization. **(A financial governing body)**	**PAIN POINTS: CLAIMS RECONSIDERATION AND ROUTING** • Firm was having maintenance issue for too many firms which they were using. • They had too many forms for authorization and approval, which was difficult to handle both at UI and Backend level. • Moreover, they had to introduce more types of form in order to make their business model more Accountable. • Here we take stand and migrate their business from classic to Lightning in salesforce. Basically, challenge was to create a new community and render lightning forms there. Also, we should have a design so that to introduce a new type of form it required as less as possible time. • In order to do this, we create a forms framework in lightning which provide instant solution for building new type of forms.
Mastercom, Bangalore, India	
Tata communications limited. (TCL) Global provider of telecommunications solutions and services. (More than 500,000 km of subsea fiber)	**PAIN POINTS: CLAIMS RECONSIDERATION AND ROUTING** • Insurance Claims Scrutiny process involved passing the case through various departments for getting approvals/details along with keeping a track of SLA involved in each department. The customer had to contact the customer care for getting a track of his case. • This entire process involved manual email and other legacy systems. **SOLUTION:** • Building a cloud-based CRM system which automated these entire claims routing and reconsideration process along with SLA tracking; together with accommodating the changes in the routing pattern and SLA. • Additionally providing an automated case assignment solution which would automatically assign the cases to the agents and also keep a track of the performance and efficiency. • Building reports and dashboards of agents' performance as well as case SLA tracking which would allow the management to understand the core areas of developments for various departments. • Building an online community portal and SMS tracking solution so that the customer has a track of the case and can provide the required details whenever desired

Education

Qualification	University	Year of Passing	Percentage
B. E. (EIE)	WBUT	2014	76%
HSSC	CBSE	2010	68%
SSC	CBSE	2008	75%

Awards and Certifications

- ❖ Salesforce Certified Administrator (DEV 201).
- ❖ Salesforce Certified Platform Developer 1.
- ❖ Salesforce Certified Experience Cloud Consultant.
- ❖ Salesforce Certified Sharing and Visibility Architect.