

PROFESSIONAL SUMMARY

Salesforce enthusiast with 2 years of experience as a Salesforce Administrator and Developer, experienced in Salesforce administration concepts, Flows, Data Migrations, Apex, LWC, and integration worked on Sales Cloud, Service Cloud, and Health Cloud. Passionate about learning and working on new technologies like Salesforce AI. And familiar with tools like Copado and GitHub, as well as Visual Studio Code and CLI.

EDUCATION

M.S. in Computer Science. Coursework: [Advanced Algorithms, DBMS, Machine Learning with Python] University of central Missouri, Missouri, MO. (3.6/4)	Jan2023-Dec2024
B. Tech Computer Science. Coursework: [Data Structures and Algorithms, Machine Learning, Cloud Computing] Swarna Bharathi Institute of science and Technology, Telangana, India. (3.3/4)	Jun2018-Aug2022

SKILL SET

Salesforce.com Technologies: Salesforce Administration (setup, configuration, customization) Data Management (import, export, Data cleansing) Workflow and Process Automation (Process Builder, Flow) Reports and Dashboards Creation and Optimization. User Management and Support, Sales cloud, Service cloud and Health cloud, Salesforce AI, Visualforce Pages, and LWC, Einstein AI.
Tools & Technologies: Eclipse, Explorer, Data Loader, Platform (Sandbox and Production), Visual Studio Code. Salesforce DX, CLI, Copado, Git/GitHub
Programming: OOPS, Java, C, C++, Python, APEX, SQL, SOQL, SOSL.
Office Tools: MS Excel, MS Word, MS PowerPoint.
Soft skills: Cross-functionally, attention to detail, decision-making, written and verbal communication skills, problem-solving, Team player.

PROFESSIONAL EXPERIENCE

Salesforce Administrator/Developer Geek Front (Client: GainWell), [Dallas, TX]	May 2024 – Present
<ul style="list-style-type: none">Established object relationships using Lookup, Master-Detail, and Junction Objects, improving data access speed by 25%.Customized Salesforce with Formulas, Rollup Summary Fields, and Page Layouts, resulting in a 30% reduction in data entry errors.Maintained data accuracy in Salesforce by merging duplicates, updating inactive accounts, and recategorizing them to support sales and marketing alignment, reducing redundancy by 20%.Developed Apex classes to automate insurance verification and claims processing, decreasing processing time by 40%.Designed Lightning Web Components (LWC), enhancing user experience and increasing user satisfaction scores by 20%.Automated operations through Workflow Rules and Approval Processes, reducing manual work by 50%.Developed custom reports and dashboards, improving reporting accuracy by 25%.	
Jr Salesforce Administrator/Developer Geek Front (Client: Andhra Bank), [Hyderabad, Ind]	Aug2021-Dec2022
<ul style="list-style-type: none">Supported Salesforce administration for a team of 40, focusing on user account management and page layout optimization.Supported account maintenance by updating information and ensuring data accuracy through regular audits and using Excel and Salesforce tools to streamline processes, increasing department efficiency by 15%.Assisted in developing Web-to-Lead forms, contributing to a 20% increase in lead generation.Created custom objects and basic validation rules for data integrity in loan processing.Developed Lightning Web Components (LWC) to enhance user interfaces.Managed user profiles and permissions for 50+ users, ensuring security compliance.Helped implement workflow rules and automation, reducing manual tasks by 15%.	

ACADEMIC PROJECTS

Sentiment Analysis Model for Amazon Products This project analyzes Amazon product reviews using Python to classify them as positive, negative, or neutral . Reviews were collected and preprocessed through tokenization and lemmatization . Models like Logistic Regression, Naive Bayes, and LSTM (Long Short-Term Memory) were used with TF-IDF and Bag of Words for feature extraction. The model's performance was evaluated with accuracy and F1-score . Visualizations such as word clouds provided insights, helping businesses improve products and customer satisfaction .	
Hotel Management System (Hotel Wise) Developed a Hotel Management System using Python Flask, HTML/CSS, and MongoDB to streamline operations and enhance guest experiences. The system features a centralized admin dashboard for managing reservations and amenities, along with a guest portal for self-registration and online booking management. Leveraged MongoDB for efficient data handling and integrated secure payment processing. Utilized Git for version control, showcasing strong technical skills in web development, database management, and cloud deployment to improve operational efficiency and customer satisfaction.	
Biometric-Based Secure Access Mechanism for Cloud Services Designed and implemented a biometric authentication protocol using Java, ensuring secure cloud access through unique user identities and private key generation, with security rigorously assessed using AVISPA to confirm resilience against known attacks.	

CERTIFICATIONS

Salesforce certified Administration, Certification Id:4869703, Salesforce platform Developer I, Certification Id:4697746.
Ranger status in Trailhead (Badges & Super Badges).