

# Sweta Leena

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## Profile Summary

- **Salesforce Developer** with 2 years of experience in designing, developing, and deploying Salesforce solutions to enhance business processes and customer engagement.
- Proficient in **Apex, Visualforce, Lightning Framework**, and **Salesforce Administration**, including configuring workflows, process automation, and managing data integrity.
- Experienced in integrating Salesforce with third-party tools using **REST/SOAP APIs** and custom integration solutions.
- Skilled in creating custom objects, fields, reports, dashboards, and automation to meet business requirements.
- Strong expertise in **data management**, including using **Data Loader, SOQL**, and executing DML operations
- Demonstrated ability to troubleshoot and resolve technical issues, ensuring seamless system performance.
- Collaborative team player with excellent communication skills, adept at working with cross-functional teams to gather requirements and deliver scalable solutions.
- Detail-oriented and committed to delivering high-quality work aligned with business goals and user expectations.

## Areas of Expertise

- |                        |                                |
|------------------------|--------------------------------|
| • Apex                 | • Automation                   |
| • Visualforce          | • Reports & Dashboards         |
| • Lightning Components | • Salesforce Flows             |
| • Service Cloud        | • Apex trigger                 |
| • Sales Cloud          | • Einstein Case Classification |
| • CRM Customization    |                                |
| • Integration          |                                |

## Functional Skills

- Requirement Analysis • Configuration • User Training • Case Management

## Professional Experience

<b>Genpact India Private Limited</b>	<b>Oct 2023 - Ongoing</b>
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**Salesforce Developer | Client-Advantage Solutions(USA) | Oct 2023-Present**

- Implemented Salesforce ServiceCloud solutions to optimize case management processes, ensuring seamless customer support.
- Designed and developed a solution to share cases with manager groups using Salesforce Flow, enhancing collaboration and case visibility.
- Automated case handling by cloning parent cases into childcases with ApexClasses and ScreenFlows improving efficiency in case resolution
- Created dynamic Lightningpages to offer tailored user interfaces based on customer needs.
- Integrated Email-to-Case functionality, streamlining ticket creation from customer emails.
- Leveraged EinsteinAI for Case Classification to categorize cases automatically, reducing manual intervention and errors.
- Configured and deployed ConnectedApps for secure integrations and external system connectivity.
- Streamlined the CI/CD pipeline using AzureDevOpstools and YAML-based plugins to manage and deploy artifacts effectively.

### Achievements:

- Recognized as **Best Employee** for outstanding performance and contributions to the organization.
- Earned **Salesforce Admin, Associate AI, and Data Cloud certifications**, showcasing expertise and commitment to professional growth.
- Successfully delivered critical Salesforce projects within tight deadlines, ensuring client satisfaction.
- Automated business workflows, reducing manual efforts and improving operational efficiency.
- Utilized these insights for refining product assortment, offering a varied and attractive range for consumers.

## Accelonomics Technologies

Jan 2023 – Sept2023

### Salesforce Developer Intern | Client: Ethan Groups(Australia) | Jan 2023 - Sept 2023

- Contributed to a Salesforce ServiceCloud project by designing and implementing LightningWebComponents(LWC)for an onboarding and offboarding system.
- Integrated the LWC with ScreenFlows, enabling a user-friendly interface for seamless navigation.
- Managed visibility controls based on user profiles to ensure secure and role-specific access.
- Established robust backend connectivity using ApexClasses and SOQL queries to efficiently store and retrieve data.
- Worked with APIs and payloads, ensuring smooth integration between Salesforce and external systems.

### Education

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- Bachelor of Technology- CSE | New Horizon College Of Engineering | 2019-2023 | CGPA-9.20