

# Venkata Durga Keerthana Pagadala

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📍 Vijayawada, India



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## Education

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**Master of Science - MCA**, SRM Institute of Science And Technology, Chennai

MCA - Master of Computer Applications | Expected in 04/2025 | CGPA: 9.6/10( Semester1)

**Bachelor of Science - MECs**, P.B.Siddhartha College of Arts And Science, Vijayawada

BSC.Computer Science and Electronics | 04/2022 | CGPA: 7.50/10

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## Professional Summary

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Enthusiastic and results-driven Salesforce Administrator/Developer with 2+ years of experience in Salesforce configuration, customization, and technical support. Proven expertise in delivering CRM solutions, optimizing system performance, and resolving complex issues. Skilled in collaborating with cross-functional teams and committed to continuous learning and improvement.

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## Work Experience

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**Salesforce Administrator | Capgemini Technology Services India Limited | Bengaluru | 04/2023-11/2024**

- **Salesforce CRM:** Extensive experience with Sales Cloud and Force.com ☑ in both Classic and Lightning environments.
- **Configuration & Customization:** Proficient in configuring custom/standard objects, validation rules, formula fields, field dependencies, page layouts, and dashboards.
- **Development:** Built scalable solutions using Lightning Web Components (LWC), Apex code, SOQL/SOSL queries, and triggers.
- **Security Management:** Managed user profiles, permission sets, and sharing rules for robust object, field, and record-level security.
- **Business Analysis:** Translated business requirements into actionable solutions with optimized entity relationships and integrations.
- **Issue Resolution:** Expert in troubleshooting Flows, Apex code, triggers, and system configurations for seamless operations.
- **Collaboration:** Skilled in cross-functional team communication and stakeholder engagement.

**Technical Support Associate | Capgemini Technology Services India Limited | Bengaluru | 09/2022-03/2023**

- **Technical Support:** Resolved complex hardware, software, and network issues via phone, email, and remote tools.
- **ServiceNow Expertise:** Customized and managed ServiceNow for efficient ticket resolution and workflow automation.
- **Hardware & Software:** Installed and maintained systems (Outlook, OneDrive, SAP GUI) and resolved client issues.
- **Network Monitoring:** Monitored network performance, analyzed issues, and implemented long-term solutions.
- **Problem-Solving:** Delivered prompt root cause analysis and proactive issue resolution for recurring challenges.

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## Skills

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- Salesforce** : Experienced in Configuration, automation, customization, and integration.
- Technical Support** : Expertise in hardware/software troubleshooting, installation, and configuration; Proficient in remote support tools (RDP, ServiceNow, Amelia for ticketing and chat).
- Automation & Analytics** : Skilled in UiPath (RPA); Basic knowledge of Power BI.
- Programming & Development** : Intermediate knowledge of C, Python; Basics in Java, HTML, CSS; Familiar with CI/CD processes and ETL management.
- Database Management** : Competent in SQL, PostgreSQL, MySQL Workbench.
- Microsoft Office** : Advanced skills in Word, Excel, PowerPoint, Teams, Outlook, OneDrive.
- Soft Skills** : Strong troubleshooting, time management, adaptability, quick learning, and teamwork.

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## Certifications

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- Salesforce Administrator Virtual Internship (Smart Internz)
- Microsoft Azure Fundamentals (June 2023)
- Azure Developer Associate (Valid until Nov 2024)
- AWS Certified Cloud Practitioner (Valid until Nov 2026)
- Google Cloud Digital Leader (Valid until July 2026)
- Google Cloud Associate Engineer (Valid until Aug 2026)

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## Interests and Activities

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- Traveling, photography, and creative arts.
- Playing chess, badminton, and exploring music.
- Volunteering, community service, and networking through cultural clubs.
- Reading about technology, leadership, and personal development.
- Exploring emerging technologies and innovative solutions.