**SINDHU.M**

**Associate Software Engineer**

[sindhumatheswaran09@gmail.com](mailto:vishaladithya1999@gmail.com)

**Contact number 6379459621**

## **Summary**

A Salesforce developer with 2.3 years of expertise in Rudhra info solutions creating and executing unique workflows, upholding data architecture, and coordinating with other platforms. extraordinary abilities in creating unique security models and Lightning components to increase user productivity, Rest Api, as well as in end-user training and support. Working as a Software Engineer and has experience on **Test Classes for Code Coverage** in apex Classes, triggers, and LWC. **Data Loader** for DML Operations Purpose.  
Worked on Copado, workbench, change sets for the deployments.

## **Certifications**

* Salesforce Platform Developer 1(2022)
* Salesforce Associate(2023)
* AI Associate (2024)
* Certified in CISCO for CCNA (2021)
* Certified in CISCO for python basics (2022)

## **Technical Skills**

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| **Programming Languages** | LWC, HTML5, CSS3, JavaScript, Visual Force page |
| **Databases** | SOQL & SOSL, Data Loader |
| **Scripting Languages** | JavaScript |
| **Cloud Platform** | Salesforce platform, Veeva CRM, Vlocity(Trained) |
| **DevOps Tools** | Salesforce CLI, Copado, Gearset, Git |
| **Development Tools:** | JIRA, Visual Studio |

## **Experiences**:

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| --- | --- | --- |
| **Company** | **Designation** | **Duration** |
| Amgen (Client) | Software Engineer | June 2023 – July 2024 |
| RUDHRA INFO SOLUTIONS | Software Engineer | Sept 2022 – July 2024 |
| Novozymes(Client) | Associate Software Engineer | Sept 2022 – May 2023 |

## **Relevant Project Experience**

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| **Title:** Amgen | **Role:** Software Engineer |
|  |  |
| **Technologies used:** Salesforce & Veeva CRM | **Industry:** Life Science |
| **Period:** June 2023 – July 2024 | |

**Project Description: -**

It is the leading pharmaceutical company in the US. The company discovers, develops, manufactures, and markets novel gene and protein regulation therapies for the treatment of cancer and immune-inflammatory diseases. This is a maintenance project implementing Veeva CRM & Veeva Vault in the Commercial space of vario us pharmaceutical clients.

**Role and Responsibilities: -**

* Responsible for working on JIRA and ISM user Stories and Production Tickets for the **JAPAC**
* Involved in handling the issues/risks, prioritizing tasks, and resolving escalations.
* Working with the offshore client to track the issue and updates Contributing to a 30% reduction in support tickets. Ensure the quality and timeless of the deliverables.
* Account Management, Call Management, Product Management, Account merge,   
  Territory Management.
* Sphere of Influence, Global Account Search, Key Messages, Veeva Vault, Vault connection management.
* CRM Integration, Content Management, Surveys, Veeva messages.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Multichannel Consent, Approved Email, CLM, Cycle plan. Worked on Translation Language in visual force page for different countries.
* Coordinated and communicated with Client to understand and solve their problems and queries.
* Created the company profile, set up new users, defined roles, and set up public groups, involved in setting up field-level access for each custom object created based on the user’s role within the Organization.
* Use full Copy Sandbox for Testing and Used Copado for deploying to the production system.
* Utilized the salesforce inspector to upload large set of data in the salesforce environment. Handled a large number of data.
* Increased the User satisfaction by 25% by delivering the tasks in no time. Supporting Over 100 Active users.

## **Project Experience.**

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| --- | --- |
| **Title:** Novozymes | **Role:** Associate Software Engineer |
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| **Technologies used:** Salesforce CRM | **Industry:** Biotechnology |
| **Period:** Sept 2022 – May 2023 | |

**Project Description: -**

Novozymes is a leading Biosolutions partner and world's leading biotech powerhouse. Novozymes is the largest supplier of industrial enzymes and microorganisms in the region today having operations in India, Sri Lanka, Nepal and Bhutan.  
  
**Role and Responsibilities: -**

* Designed and Developed the **Customer Registration Form using LWC** and Created Sites for that registration form, Enabled permission for that **Guest User**.
* Created workflow rules and defined related **tasks, flows, processes, email alerts, field updates** to implement business logic. Performed the roles of salesforce.com Administrator and Developer in the organization.
* Developed and Created Unit test class for Apex class , Apex triggersand worked for improving code coverage.
* Contributed to the test classes with more than 90% code coverage. Worked on the deployment.
* Worked on the Asynchronous apex class. Modified existing development without affecting the functionality. Increased the productivity by 20%.
* Partcipated in daily SCRUM and offer updates on what is done. Documentation using MS Word. Contributing to the team Meeting and Handling Troubleshooting.