Sakeena Fatima

Sunnyvale, CA | sakeenafatima153@gmail.com |
(408) 592 0407 | salesforce.com/trailblazer/sakeenafatima

SUMMARY:

Results-driven Salesforce Engineer with hands-on experience in designing, developing, and deploying scalable Salesforce solutions. Proficient in Apex, Lightning Web Components (LWC), and integrating Salesforce with external systems. Adept at optimizing operations, enhancing customer experiences, and aligning solutions with business objectives.

EDUCATION

Master of Science in Information Systems

Northwest Missouri State University, Maryville, MO

- **Coursework:** Business Intelligence and Data Analytics**,** Project Management in Business and Technology, Enterprise Networking, Object Oriented Systems with **Java**, Database Design and Implementation, Professionalism in IS, Financial Modeling for IT, React, JavaScript

Developer Session I

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SKILLS

Programming Languages: Java, JavaScript, Typescript, Rest, Apex, HTML
Frameworks: LWC, Kubernetes, AWS, Azure
Salesforce Technologies: Apex Classes, Triggers, Visualforce Pages, Lightning Components (LWC), Data Loader
Version Control: Bitbucket, Git, GitHub
Data Skills: SQL, NoSQL (MongoDB), SOQL, Hadoop, Spark, Tableau, Pover BI, Slack
Tools: MS Office, VS Code, NetBeans, IntelliJ, Excel(Pivot), Force.com(Sandbox and Production), Figma, Agile, Scrum, Jira

PROFESSIONAL EXPERIENCE

Salesforce Developer Intern   **April 2025 - Present**
Hydwisco Digital, Racine, WI

- Involved in identifying, planning and implementing new salesforce features and functions to meet business requirements.
- Developed custom Apex classes, triggers, Visualforce pages, and Lightning components to meet business requirements.
- Used SOQL with consideration to Governor limits for data manipulation needs of the application using platform database.
- Involved in salesforce application setup activities and customized the apps to match the functional needs of the organization.

Salesforce Administrator (SEPO)   **September 2021 - July 2023**
Amazon, Hyderabad, India

- Designed, developed, and deployed scalable Salesforce solutions, ensuring alignment with business needs and best practices. Utilized Salesforce Case Management System to track, manage, and resolve customer and seller escalations, ensuring timely and efficient case handling.
- Managed user accounts, profiles, roles, and permission sets; created and maintained custom objects, fields, and workflows in Salesforce.
- Performed data management tasks, including data imports, exports, and updates using Data Loader.
- Developed and maintained custom reports and dashboards; provided end-user support.

Pharmacy Data Analyst   **August 2020 - July 2021**
Care Hospitals, Hyderabad, India

- Used SQL for queries and gathered, analyzed and interpreted large, complex data sets of patients.
- Developed various pharmacy dashboards with metrics to analyze, track and improve pharmacy medication management workflow using tableau. Created dashboards to monitor pharmacy inventory and cost.

CERTIFICATION

- Salesforce Certified Administrator   Credential ID 4773529
- Salesforce AI Associate   Credential ID 5350348