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|  | swetha santoshkumar | | | | | | | |  |
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|  | **salesforce admin/developer** | | | | | | | |  |
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|  | CONTACT |  |  | summary |  | | |  |  |
|  | 0469013321swethathiru2902@gmail.comCannington, Perth, WASwetha Santoshkumar LinkedInsalesforce.com/trailblazer/sthiru | |  | Experienced Salesforce Developer with 4 years of experience helping mid-sized companies with their Salesforce needs. Skilled in setting up, maintaining, and developing Salesforce applications. Great at communicating and working well with team members and managers. | | | | |  |
|  | SKILLS |  |  | EXPERIENCE | |  | |  |  |
|  | **SALESFORCE**:Apex ProgrammingVisualforceLightning Components Salesforce Configuration**PROGRAMMING LANGUAGES:** Java  HTML  JavaScript  **DATABASES**:  SQL  **WEB SERVICES:**  REST  JSON CERTIFICATIONS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Salesforce certified administratorSalesforce certified App BuilderSalesforce certified Platform Developer 1ongoing professional development \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Platform Developer 2 Python | |  | Salesforce Support EngineerTwo21 | Sep 2022- Dec 2022Assisted the team with the kick-off meetings and initial configuration and customization setup of new projects.Assisted with the development and implementation of Salesforce applications.Manage customer accounts and provide ongoing support.Generated reports and analyzed data to identify trends and make recommendations for improvement.Trained to integrate Salesforce with third-party applications using Salesforce tools.Pursue relevant Salesforce certifications to enhance expertise.Salesforce Admin **MISC Global, International | 2019 – 2021**   * Customized Salesforce objects, fields, page layouts, and record types to align with business processes**.** * Developed strategies to drive user adoption and engagement with Salesforce. * Managed the rollout of new features and updates, ensuring minimal disruption and effective communication. * Ensured data integrity through regular data cleansing and management using tools like Data Loader * Created custom reports and dashboards to provide actionable insights to sales, service, and management teams. * Developed and delivered training programs for new users and created training materials. * Provided ongoing support and implemented enhancements based on user feedback. * Managed data entry and ensured data accuracy within the Salesforce platform. * Conducted training sessions for users to improve their proficiency in Salesforce.  Systems Engineer **Tata Consultancy Services | 2013 - 2016**   * Gained experience in the development, administration, configuration, implementation, and support of Salesforce CRM based on apex language and leveraging the Force.com platform. * Proficient knowledge of Governor limits. Experience in optimization of existing code by the governor limits. * Participated in all stages of the Software development lifecycle. * Experience in understanding business requirements to design the required entities like custom objects, creating relationships, and junction objects. Experience in creating various reports. * Maintained existing applications and designed and delivered new applications. * Experience using data loader for data import and export from Sobjects. * Experience in implementing security and sharing rules at object, field, and record levels for different users in the organization. | | | | |  |
|  | EDUCATION |  |  |  |
|  | Professional Electrical Engineer by Engineers AustraliaBachelor of Electrical and Electronics Engineering – First Class **WORK RIGHTS**  \_\_\_\_\_\_\_\_\_\_\_\_\_ Valid work visa with full working rights **REFERENCES**  \_\_\_\_\_\_\_\_\_\_\_\_\_ Available upon request | |  |  |