

DEVI SUBADRA VENKATESAN

| +1-6029215626 | | devisv25@gmail.com | | <https://www.linkedin.com/in/devisubadravenkatesan/> | | <https://github.com/devisubadra> |

CAREER GOAL:

Dedicated to advancing organizational excellence through the strategic implementation of Salesforce solutions. With a strong foundation in full-stack development and cloud technologies, my goal is to design and deploy efficient, scalable systems that streamline operations, enhance customer engagement, and drive measurable growth.

WORK EXPERIENCE:

Application Development Analyst | Accenture India Pvt. Ltd | Chennai, India.

Jan 2021 - Jan 2023

- Integrated third-party applications with Salesforce using various tools like Visualforce, REST, SOAP APIs, Git, and Copado.
- Fine-tuned reports and dashboards in Lightning and Pipeline, enhancing data visualization accuracy by 30% and decision-making efficiency by 25%.
- Created an automation script for Email Triggers, handling 20% of the mail production load.
- Streamlined profile adjustments with "Einstein Chat Bot," reducing administrative overhead by 40% and increasing user satisfaction by 25%.

Salesforce Administrator | Trazikas Solutions Pvt Ltd | Chennai, India.

Jun 2017 - Dec 2017

- Amplified application performance by optimizing Apex jobs and triggers, resulting in a 30% reduction in processing time and a 20% increase in system efficiency.
- Applied database concepts and SQL to resolve data management issues, attaining a 30% reduction in data errors and a 40% increase in data reliability.

Cloud Analyst Intern | Kashiv Infotech | Chennai, India

May 2017 - Jun 2017

- Streamlined deployments with Change Sets, reducing errors by 30%, resolved 264 of middleware and API issues via Jira, and ensured 100% version control accuracy with Bitbucket.
- Collaborated closely with development teams to address critical and time-sensitive technical challenges, resolving 95% of escalated cases within SLA.

PROJECTS:

- **Comprehensive Subscription Management on Salesforce** | Salesforce, Apex programming Jan 2023 - Apr 2023
Created a subscription management platform on Salesforce, enabling seamless integration with payment gateways and automating billing processes. Developed custom dashboards and reports, providing real-time insights into subscriber activity and revenue streams, which increased operational efficiency by 35%.
- **Automated Loan Approval System with Integration** | VF Page, SFDX Aug 2022 - Dec 2022
Developed a Integration-based system for automating loan approvals, integrating with third-party financial services via RESTful APIs, which reduced processing time by 40%. Implemented AI-driven credit scoring models, achieving a 30% increase in accurate loan approvals and improving customer satisfaction.
- **Omni-Channel Customer Support Platform** | LWC, Power BI, Cross-Functional May 2022 - Jul 2022
Designed and deployed an omni-channel customer support system using Cloud Service providing a unified customer experience across email, chat, and social media platforms. Implemented case routing automation, reducing case resolution time by 25% and increasing first-contact resolution by 20%.

EDUCATION:

M.S in Information Technology

Jan 2023 - Dec 2024

Arizona State University, Tempe, USA.

CGPA: 4.0/4.0

Relevant Coursework: Advanced DBMS, Big Data, Computer Architecture, Data Visualization, Data in Cloud and its Architecture.

B.Tech in Computer Science and Engineering

Aug 2016 - Sept 2020

SRM University, Chennai, India.

CGPA: 8.1/10.0

Relevant Coursework: Data Structures, Design and Analysis of Algorithms, Operating Systems, Computer Networks, Data Mining.

TECHNICAL SKILLS:

Development: .NET, PHP, C++, C, Agile, C#, Java, Python, Node.js, SQL, HTML, CSS, JavaScript, JSON, XML, React, Angular, jQuery

Framework: Aura Framework, Spring, Django, Flask, Express.js, MuleSoft, Spring Boot, Lightning Framework, Salesforce DX

Tools: Visual Studio Code, Jenkins, Docker, Kubernetes, Slack, GitHub, Postman, Outlook, Thunder Client, Tableau, SFA, CPQ

Platforms: AWS, Azure, MySQL, MongoDB, Oracle, Apache, compliance, ERP, SQL Server, Customer Service, technical support, Production support, technical functionality, Excel, Word, customer relationship management CRM, UAT

CERTIFICATIONS:

Copado Salesforce DevOps Specialist, Salesforce Administrator, Omni Studio Developer, Cloud Computing in AWS, Data Science