DEVI SUBADRA VENKATESAN

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CAREER GOAL:

Salesforce Developer with over 3 years of experience in building solutions using Apex, Visualforce, Lightning components, and Salesforce APIs, with a focus on automation and system integrations via REST APIs. Skilled in AWS, Python, and cloud security protocols like OAuth 2.0, aiming to apply expertise to enhance business systems.

EDUCATION:

Master of Science in Information Technology   January 2023 - Expected December 2024
Arizona State University, Tempe, USA.   **CGPA:** 4.00/4.00
Relevant Coursework: Advanced DBMS, Big Data, Computer Architecture, Data Visualization, Data in Cloud and its Architecture.

Bachelor of Technology in Computer Science and Engineering   August 2016 - September 2020
SRM University, Chennai, India.   **CGPA:** 8.10/10.00
Relevant Coursework: Data Structures, Design and Analysis of Algorithms, Operating Systems, Computer Networks, Data Mining.

TECHNICAL SKILLS:

Development: .NET, PHP, C++, C, Agile, Java, Python, Node.js, 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, user stories
Soft Skills: problem-solving, process improvement, communication skills, troubleshooting, web development, interpersonal skills
CERTIFICATIONS: Copado Salesforce DevOps Specialist, Salesforce Administrator, Omni Studio Developer, Cloud Computing in AWS, AWS Academy Cloud Operations, AWS Academy Cloud Security Foundations.

WORK EXPERIENCE:

Application Development Analyst | Accenture India Pvt. Ltd | Chennai, India.   January 2021 - January 2023
- Engineered and rolled out Salesforce solutions using Apex, Visualforce, and Lightning components, leading to a 25% boost in process efficiency.
- Leveraged tools such as Flows, Validation Rules, and Process Builder to refine the sales process, resulting in a 30% rise in productivity for sales team.
- Connected third-party systems with Salesforce via AppExchange products and REST APIs, cutting down manual tasks by 40%.
- Ensured data security through encryption protocols, SAML, OAuth 2.0, and SSL standards.

Salesforce Administrator | Trazikas Solutions Pvt Ltd | Chennai, India.   June 2017 - December 2017
- Optimized system efficiency by tweaking Apex triggers and batch jobs, shortened processing times by 30%.
- Configured user roles, profiles, and permissions to comply with internal security standards.
- Designed dashboards and reports offered actionable insights, leading to a 25% faster decision-making process.
- Collaborated with stakeholders to gather requirements, produced specifications, and configure custom Salesforce solutions, improving operational workflows and minimizing manual processing time by 25%.

Cloud Analyst Intern | Kashiv Infotech | Chennai, India   May 2017 - June 2017
- Refined deployment workflows using Change Sets, lowering errors by 30%, and resolved 264 middleware and API issues through Jira, ensuring precise version control with Bitbucket.
- Worked closely with development team to tackle urgent technical challenges, resolving 95% of escalated issues within service-level agreement.
- Built custom Salesforce solutions to automate workflows and manage system integrations via REST and SOAP APIs, improving business operations.
- Assisted in data migration projects, ensuring accurate data transfers using Salesforce tools Data Loader and Eclipse Force.com IDE.

PROJECTS:

- **Comprehensive Subscription Management on Salesforce** | Salesforce, Apex programming   January 2023 - April 2023
  Created responsive user interfaces using Lightning Web Components (LWC) and integrated AWS services for better data handling. Amplified case routing, decreasing resolution time by 25% and improving first-contact resolution rates by 20%.
- **Loan Approval System Automation with Integration** | VF Page, SFDX, data modeling   August 2022 - December 2022
  Utilized AI-based credit scoring models in Salesforce to sharpen business logic, increasing loan approval accuracy by 30%. Streamlined workflows and approval processes through Apex and Flow Builder, reducing human errors and improving operational efficiency.
- **Omni-Channel Customer Support Platform** | LWC, Power BI, cross-functional   May 2022 - July 2022
  Launched a multi-channel customer support system via Cloud Service, enabling seamless integration across email, chat, and social media platforms. Upgraded case routing, reducing resolution times by 25% and improving first-contact resolution by 20%.