

PRAGATHI PENDEM

+1(240)390-7379 | ppragathisfdc@gmail.com | www.linkedin.com/in/pragati-pendem

Certified Salesforce Administrator with one year experience in Salesforce CRM. Experience in configuring and maintaining Salesforce instances, enhancing business processes, and ensuring data integrity. Adept at collaborating with cross-functional teams and committed to staying current with best practices. Results-driven and focused on optimizing system performance.

WORK EXPERIENCE

Modak Analytics - India

Jan 2021 - Dec 2021

Salesforce Business Technology Analyst

- Gathered and analyzed business data requirements, translating them into effective Salesforce solutions. Actively participated in Agile development processes with sprint planning meetings to document requirements and implement within the timelines.
- Administered and maintained Salesforce user accounts, profiles, roles, and permission sets ensuring a secure and organized user experience. Implemented custom fields, validation rules, flows and workflow rules to optimize data accuracy and streamline business processes.
- Spearheaded the creation and maintenance of Salesforce Lightning apps and pages, lightning actions, and global actions, ensuring an optimal user experience aligned with industry best practices.
- Contributed to the design and development of Salesforce custom solutions, including Apex triggers and Visualforce pages.
- Created and manipulated SOQL queries to retrieve and manipulate data efficiently.
- Worked on the customization of Salesforce Lightning pages, enhancing the platform's user interface.
- Participated in the integration of third - party applications, enhancing Salesforce functionality and providing user experience.
- Designed reports and dynamic dashboard using Tableau enhancing data-driven decision making. Proactively identified and resolved system issues, performed data cleaning, and contributed to the overall system enhancement.

CERTIFICATIONS

- Salesforce Certified Administrator

Sept 2023 – Present

TECHNICAL SKILLS

- **Salesforce CRM:** Apex, Triggers, LWC(Lightning Web Components), Flows, Process Builders, Workflows, Visualforce, User Management, Data Management, Change Management, Security & Sharing settings, Reports & Dashboards, Integration(REST/ SOAP API's)
- **Database Technologies:** MySQL, SOQL.
- **Tools:** Tableau, Excel, Git, Visual Studio, R studio, Jupyter, Google Colab..
- **Domain:** Salesforce, DeepLearning, Machine Learning, Data science.
- **Cloud Platforms:** Amazon AWS.

EDUCATION

- **Clemson University - Clemson, SC**
MS in Computer Science | GPA: 3.6

Aug 2022 - May 2024

- **CVR College of Engineering – INDIA**
Bachelor of Technology in Information Technology | CGPA: 8.8

Aug 2016 - Aug 2020

ACADEMIC PROJECTS

- **Heart Disease Prediction**

Led a team project targeting the prediction of heart disease occurrence using data mining classification techniques. Efficiently employed **Python** and **Google Collaboratory** for seamless code execution in machine learning. Applied diverse classification algorithms, such as **KNN**, **Decision Trees** and **Random Forests**, to categorize medical datasets into binary outcomes (YES or NO) based on 14 crucial medical attributes.

- **UK Traffic Accident Visualization**

Enhanced interactivity in UK traffic accident visualizations using the **D3 JSON** library and **Tableau**, resulting in a comprehensive understanding of a 300k dataset. Engineered a web page for intricate chart linking, increasing user engagement by 25% and improving data consistency, reducing inaccurate values by 10%.

- **Migraine: Classification based on gene expressions**

Showcased advanced Python library expertise (NumPy, Pandas, Scikit-learn, Matplotlib, Seaborn, BioPython) for comprehensive gene expression analysis. Executed pathway analysis, clustering, and classification, predicting gene-level outcomes to facilitate personalized medication approaches. Successfully achieved research objectives, delivering data-driven insights and personalized healthcare solutions.

- **Online Pizza Store**

Directed the development of an online pizza store project across three phases, commencing with the design of an Entity-Relationship Diagram (ERD). Implemented **MySQL** for the database and utilized **Java** programming for seamless pizza order processing. Employed **Git** for version control, leading to a consistent 98% satisfaction rate in meeting specified requirements.