

Sowmitha Nandakumar

Salesforce Developer | 1.7 Years Experience

Professional Summary

Experienced Salesforce Developer with 1.7 years of expertise in designing and developing custom Salesforce solutions. Proficient in Lightning Web Components, Apex programming, Flow Automation, and Data Cloud. Skilled in integrating external systems, managing data migration, and optimizing business processes using Salesforce technologies. Passionate about problem-solving, strategic planning, and delivering customer-centric solutions.

Technical Skills

Apex Programming, Flow Automation, Lightning Web Components, Salesforce Configuration, AURA Framework, JavaScript, Object-Oriented Programming, Custom Reports & Dashboards, Experience Cloud, Health Cloud, Data Cloud, and Life Science Cloud.

Integration & Data Management

Expert in APIs and system integration to ensure seamless communication between Salesforce and external platforms. Experienced in managed and unmanaged package implementation, data migration strategies, and efficient data handling. Skilled in implementing CI/CD pipelines and maintaining GIT version control.

Behavioral & Leadership Competencies

Strong communication skills with experience in team collaboration, problem-solving, and decision-making. Strategic thinker capable of handling complex projects while ensuring customer satisfaction. Experienced in mentoring and coaching team members for project success.

Certifications

Certified Salesforce Data Cloud Consultant, AI Associate, and AI Specialist, demonstrating expertise in Salesforce technologies and AI-driven solutions.

Projects

Healthcare CRM Optimization

Developed a Salesforce-based CRM for a healthcare organization to streamline patient data

management and appointment scheduling. Integrated Health Cloud with third-party electronic health record (EHR) systems for real-time data synchronization. Automated workflow processes using Flow Automation, reducing manual errors and improving efficiency. Designed dashboards for real-time analytics on patient engagement and operational performance.

E-Commerce Sales Automation

Designed and implemented a Salesforce automation system for an e-commerce company to enhance sales operations and customer engagement. Integrated Sales Cloud with external order management systems, enabling real-time tracking of sales activities. Developed Lightning Web Components to improve user experience for sales teams. Implemented AI-powered chatbots for customer assistance, leading to a 20% increase in conversion rates. Automated lead management and email campaigns, improving customer retention.