Sowmitha Nandakumar

Salesforce Developer

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

Languages

JavaScript

Frameworks

Apex programming, Flow Automation, Lightning Web Components, AURA Framework

Developer Tools

GIT

EXPERIENCE

Salesforce Developer -

- 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.

- 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.