**Graphical user interface, text, application

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**Swathi Dondeti (Certified Salesforce Developer)**

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**PROFESSIONAL SUMMARY**

* 8+ years of IT experience. Working knowledge in **Configuring**, **Customizing**, and **Maintaining** **Salesforce**.
* Well-versed with complete **Software Life Cycle Development (SDLC)** process from analysis to implementation and experience in software development methodologies **Agile**.
* Working on Powerful **Cloud Solutions in Salesforce like Sales Cloud, Service Cloud, Marketing Cloud, Salesforce Einstein**.
* Improved **Data Security** by implementing the Implemented **Multi-Factor Authentication** (MFA), Utilized **Advanced Encryption Standards (**AES), Conducted Regular Security Audits, Established **Data Access Controls**, Developed and Led **Employee Training** Programs, Maintained **Regular Software Updates**, Formulated **Incident Response.**
* Working on salesforce **Enhanced Scalability** features like **Dynamic Resource Allocation**, Modular **Application Design**, Scalable **Data Storage**, **Cloud-Based Infrastructure**, and High-Volume **Data Processing.**
* Implemented the **AI** For Business Growth, working on **Predictive Analytics**, **Personalized Marketing**, Customer **Service Automation**, Sales Forecasting, Fraud Detection**, Business Process Automation**, Talent Acquisition, and Market Research.
* Improved Customer Experience in salesforce by implementing **Personalized Service**, **Omnichannel Support**, Faster Response Times, **Enhanced User Interfaces**, Proactive Customer Service, Customer Feedback Loops, **AI-Powered Assistance**.
* Implemented Salesforce’s **Einstein AI** working on AI concepts like Predictive **Lead Scoring**, Einstein Forecasting, **Einstein Bots**, Einstein Recommendations, **Einstein Analytics**, Einstein Vision, and Language.
* Achieved the Operational Efficiency Boost by implementing the **Automated Customer Service**, **Data-Driven Decision Making,** **AI in Marketing**.
* Working on different Salesforce App Development Concepts **No-Code And Low-Code** Solutions like Automated **Customer Service Chatbots**, **Enhanced Data Visualization Tools**, **Custom Workflow Automation.**
* Integrated **E-Commerce Solutions**, Mobile Accessibility Enhancements, **Drag-and-Drop Website Builders**, **Automated Workflow Apps**, Custom CRM Systems, **Data Visualization Tools**, and Mobile App Development Platforms.
* Working on Faster Agile App Development by learning concepts like **AI-Driven Code Generation**, **Automated Testing**, **Cloud-Based Development Environments**, Continuous Integration and Deployment (CI/CD), and **Microservices Architecture**.

**Technical SKILLS:**

|  |  |
| --- | --- |
| **Category** | **Skill Set** |
| **Programming Languages** | Lightning Web Components, Visualforce  Pages, APEX, SOQL, Workflow Rules, Validation Rules, Lightning  Process Builder, Lightning App Builder, SOQL, Batch Apex,  Schedulable Apex, SOAP and REST API, Salesforce Data Loader and  Reports and Dashboards, Java Script, HTML. |
| **Tools** | Salesforce CRM, Data Loader, Workbench, Developer Console, Force.com |
| **Testing Tools** | Junit, Restful, SoapUI, Postman, REST |
| **Operating Systems** | Windows, Linux, Unix |
| **Other Tools** | Microsoft Office (Excel, Visio, Access, PowerPoint, One Note), Eclipse (IDE) |

**PROFESSIONAL EXPERIENCE**

**Bellevue University, Bellevue, NE Feb 2022 – Till date**

**Salesforce Developer**

**Responsibilities:**

* Following **Agile SCRUM** methodology. Attending stand-up Scrum meetings every day to discuss and analyze the accomplishments and backlogs.
* Experience in developing client-specific solutions on force.com platform using **Apex classes** and **Triggers, Visualforce**, **Visual Studio Code IDE, SOQL, SOSL.**
* Experience in **integration** of Salesforce.com applications with other applications with an emphasis of the **Web Services/XML.**
* Excellent skills in creating/troubleshooting/modifying **Apex code and LWC** and worked with different salesforce plugin integration with salesforce could.
* Designing and Developing single-page web applications using UI technologies/ libs such as **HTML, CSS, and JavaScript**.
* Good Experience on **Salesforce Lightning**. Experience in third-party integration with **ERP**
* Working with different IDE’s **Visual Studio Code and SQL Developer, MS SQL Server Management Studio** to write **SQL queries** on Databases **Oracle and MS SQL** for Data Integration.
* Designing, developing, and deploying **Apex Classes, Triggers, Lightning Components, and packages** for various functional needs in the application.
* Working on Salesforce Community cloud like how to engage with employees, customers, partner.
* Creating and invoked apex methods to read data from **custom objects in LWC**.
* Creating and Implementing **Workflows, Process Builders and Flows** to Automate the Process in the Application as per the Client Needs.
* Performing **Data Integration** with Data tools, **Data Import Wizard,** **Data Loader tool** , and **Demand Tools**
* Working on Salesforce Workflow and Process Automation, creating and adding new features to existing **Work Flows**, **Flows**, Process **Builders, and Approval Processes**.
* Customizing the Salesforce platform utilizing build and change functions using **App Builder.**
* Create and maintain documentation on **Processes, Policies, Application Configuration**, and **Support** related materials for users.
* Working on custom **Lightning web components** (LWC), where I have used **lightning data tables** and charts to the show the records.
* Facilitating and participating in **Cross-functional team sessions** to gather Information for new **System Development** and to make changes in Existing Systems.
* Performing **User Acceptance Testing** in **Sandbox** and documented the changes **in Production** Environments for new and existing projects.
* Enhanced the existing portal functionality and moved to the community cloud for more functionalities including **chatter, employee portal, customer portal, channel sales community**, and customer support community.
* Salesforce Development Life Cycle implementation covering **Sales Cloud, Service Cloud, and** CRM Business processes like Lead Management (**Web-to-Lead**), Account Management, and Case Management (**Email-to-Case and Web-to-Case**).
* Implementation of Lightning components using the Lightning Design System (LDS) in Aura Framework and Lightning Web Components (LWC).
* Experience in modifying Visualforce pages to be supported in **Lightning Experience** and Strong knowledge on Administration setup, **Apex,** Visualforce and experience with different SFDC development tools like **Force.com, Visual Studio Code**.
* **Interacting with various business users** to gather the required document for various Maintenance Requirements.
* Made new feature enhancements on **Service cloud** console view and developed some Visualforce components.
* Experience with **Salesforce Lightning security and performance** features. Working Knowledge of **Service Cloud and Sales Cloud**. Consistently Applying learned processes, procedures, and workflows to include the software development lifecycle and/or release processes.
* Performing **Unit and Functionality testing** by interacting with the testing team to make sure all the functionalities implemented are working as per the Client’s Requirements.
* Integrating **SOAP and REST-based Web Services** for extracting the data from external systems to display in the pages of salesforce.com.
* Creating required **page layouts, search layouts to organize fields, custom links**, and related lists.
* Creating users and assigning them **Roles and Profiles** according to company Hierarchy.
* Created page layouts, search layouts and implemented Visual Flows for automatic **sales and service process in Sales Cloud**.
* Worked on CRM platforms like Sales and service clouds to streamline workflows and integration with larger end users
* Implemented different authentication mechanism techniques like **OAuth2.0** and basic authentication to integrate other applications.
* Working on integrating third part Aps like Communication and information sharing. **SMS Logic** for User Messaging App. **DocuSign** as online signing tool, **Einstein activity Capture** for salesforce and outlook integration. **Avaya Phone** system as mobile communication system etc.
* Performing data migration into Salesforce application using apex **Data loader** through CSV files.
* **Demand Tools** also used for data migration and bulk data cleanup activities like Dedup process, Merge duplicate records and deleting records.
* Customizing dashboards to provide daily forecasts and track sales, Enrolment, Registrations and Employee engagement on current activities **created summary reports, matrix reports, pie charts and Dashboards** to assist the different business team.

**Environment:** Vlocity, Saleforce.com platform, Apex, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Custom Fields, Triggers, Workflows Rules, Validation Rules, VS code, JIRA.

**Infosys, Remote Apr 2021 – Jan 2022**

**Salesforce Developer**

**Responsibilities:**

* Used **Agile Methodology** and **Sprint Cycles** to breakdown the project into different phases to effectively accomplish all project goals systematically.
* Designed, setup and maintained Salesforce **standard objects**, **custom objects,** **custom fields**, **Record types**, **page layouts**, **custom Tabs** while also structuring **user roles**, **security profiles** and **workflow rules** as per user requirements.
* Developed Visualforce pages using **HTML**, **JavaScript**, and **CSS** as per the business requirement using best Salesforce practices.
* Experienced in creating Visual Workflows for automation in Sales and Service Clouds.
* Designed and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Worked on Salesforce community cloud, responsible for designing and delivering solutions.
* Created UI pages as per business requirement using Lightning web components (LWC).
* Experience with salesforce **security controls profiles, permission sets, queues, public groups, field level security, sharing settings,** etc.
* Implemented **Triggers, workflow rules, Process builders, flows** to automate business processes.
* Created Approval processes on various objects to automate actions **Email Alert, Field Update, Creating task, outbound messaging and time-dependent** action
* Developed **Custom Formula Fields, Filed Dependencies**, Workflow Rules, and Process Builder for **automated alerts**, **field updates and email generation** based on functional requirement.
* Working experience on integration with external applications using Apex Web services using **REST** and **SOAP** API.
* Migrated data to and from data sources like **spreadsheets**, emails and databases with tools like **Data Import Wizard, DML Statements and Batch Apex.**
* Good knowledge about **Salesforce Governor limits, best practices**, and ability to run code reviews and enforce coding best practices.
* Experience working directly with external clients / end-users and stakeholders.
* Integrated external applications with Salesforce org using **SOAP and REST API**.
* Worked on creating Knowledge **Share documents**, **provided support and training** to end users for greater user adoption and **release management activities**.

**Environment:** Salesforce.com platform, Sales cloud, Service cloud, Apex classes, Triggers, Lightning Component and Web Components, Visualforce pages, Data loader, Workbench, Flows, Process Builder, Workflows, Approvals, CSS, HTML, Java Script, jQuery, Reports, Dashboards, SOAP and REST API's

**Bellevue University, Bellevue, NE Jan 2019 – Nov 2020**

**Salesforce Developer**

**Responsibilities:**

* Followed **Agile SCRUM** methodology. Attending stand-up Scrum meetings every day to discuss and analyze the accomplishments and backlogs.
* Interacted directly with clients, managers and end users as necessary to analyze project objectives and capability requirements, including specifications for **user interfaces**, **customized applications** and interactions with **internal Salesforce instances**.
* Developed customized solutions within the Salesforce Platform to support critical business functions and meet **project objectives**, client requirements and company goals.
* Proactively documented and maintained self-learning documents for internal departments connected within Salesforce, reviewed, and updated **role hierarchies**, **managed sharing access** among different users.
* Used Lightning web components (LWC) to migrate visual force pages,Design, develop, configure and administer Salesforce application based on business requests and enhancement requirements.
* Involved in several Salesforce business processes like **Lead management, Case management**.
* Handled all basic administrative functions including **user account maintenance, reports and dashboards, workflows, and other routine tasks**.
* Continue to develop and improve our monitoring and **dashboards** for the Salesforce platform.
* Manage incidents and outages within the Salesforce platform, handle production support in general, and coordinate with **Salesforce support** to enable features and resolve **sandbox/production issues**.
* Setup new production orgs, sandboxes and support for the **deployment/release activities**.
* Worked on configuring **Work Flows Rules** and **Process builder** to automate functionality in salesforce.
* Created **custom page layouts, search layouts to organize fields, custom links, related lists**, and other components on record pages.

**Environment:** Salesforce.com platform, Sales cloud, Service cloud, Apex classes, Triggers, Lightning Component and Web Components, Visualforce pages, Data loader, Workbench, Flows, Process Builder, Workflows, Approvals, Reports, Dashboards.

**Datamatics HR & Consultancy PVT Ltd, Mumbai, INDIA Jan 2016 – Aug 2017**

**Role: Java Developer**

**Responsibilities:**

* Followed Agile SCRUM methodology. Attending stand-up Scrum meetings every day to discuss and analyze the accomplishments and backlogs.
* Designed and Developed the Automation using Spring Boot.
* Extensively used Spring Boot, Spring JPA, Spring IOC, and Spring JDBC Template to implement DAO methods.
* Used Spring JDBC Prepared Statement with JDBC Template to insert and modify the data in the database.
* Consumed Restful web service to handle JSON response using Postman.
* Used Maven as a build tool and Spring Tools Suite as an Application development IDE.
* Taken care of Exception Handling for Auditing error messages in the application.
* Used GIT Version Control for Project Configuration Management and worked with Bit Bucket and GIT Bash.
* Experience with Agile and test-driven development, continuous integration, and version control with GIT.
* Used Oracle11g database and MS SQL for table creation and was involved in writing SQL queries using Joins.
* Worked on Junit5 and Mockito Testing framework to develop the test cases.
* Used various design patterns – Factory, Singleton, DAO, Observer.
* Consumed Restful web service to handle **JSON** response using **Postman**.
* Set guidelines and timeframes and monitored the various phases of the project.
* Used **GIT Version Control** for Project Configuration Management
* Experience with **Agile and test-driven development,** continuous integration, and **version control with GIT**.
* Used **Oracle and MS SQL Server database** for table creation and was involved in writing **SQL queries using Joins.**

**Environments:** Java, Hibernate, Web Services, Spring Framework, JavaBeans, Eclipse, Oracle.