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**Swathi Dondeti (Certified Salesforce Developer)**

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**Salesforce TrailHead:** [**https://www.salesforce.com/trailblazer/sdondeti1**](https://www.salesforce.com/trailblazer/sdondeti1)

**Portfolio URL:** [**https://sdondeti9.github.io/Swathi-Job-Profile/**](https://sdondeti9.github.io/Swathi-Job-Profile/)

**PROFESSIONAL SUMMARY**

* **10+ years of IT experience** with expertise in **Salesforce configuration, customization, and maintenance** across **Sales, Service, and Marketing Clouds**.
* **Strong background in Software Development Life Cycle (SDLC)**, including **Agile methodologies**, from **analysis to implementation**.
* **Hands-on experience with AI & ML integration in Salesforce and AWS**, leveraging **Einstein AI, SageMaker, and OpenAI APIs** for predictive analytics and automation.
* **Implemented AI-driven solutions** such as **Predictive Analytics, Personalized Marketing, Customer Service Automation, Sales Forecasting, and Fraud Detection** for business growth and student engagement in education.
* **Expert in Salesforce Einstein AI**, working with **Predictive Lead Scoring, Einstein Forecasting, Einstein Bots, Einstein Recommendations, Einstein Analytics, Einstein Vision, and NLP-powered chatbots**.
* **Enhanced student and faculty experience** in education institutions through **Personalized Service, Omnichannel Support, Proactive AI-based Assistance, and Automated Workflow Apps**.
* **Deep expertise in Salesforce Security & Compliance**, implementing **Multi-Factor Authentication (MFA), Advanced Encryption Standards (AES), Data Access Controls, Security Audits, and Incident Response Planning**.
* **Working on advanced Salesforce scalability features**, including **Dynamic Resource Allocation, Modular Application Design, Scalable Data Storage, Cloud-Based Infrastructure, and High-Volume Data Processing**.
* **Implemented and optimized AI-powered operational efficiency tools**, automating **customer service, data-driven decision-making, AI in marketing, and business process automation**.
* **Experienced in Salesforce App Development Concepts**, including **No-Code & Low-Code Solutions**, such as **Automated Customer Service Chatbots, Custom Workflow Automation, and Enhanced Data Visualization Tools**.
* **Integrated Salesforce with AWS AI/ML capabilities**, deploying **ML models using SageMaker, Kubernetes (EKS), and AWS Lambda** to automate **student enrollment forecasting, financial aid predictions, and retention risk analysis**.
* **Managed large-scale student data storage & processing** using **Amazon S3, Snowflake, and Apache Spark**, implementing **real-time analytics, ETL workflows, and AI-powered predictive modeling**.
* **Developed AI-powered educational dashboards** in **Tableau CRM (Einstein Analytics)** to visualize **student performance, financial aid distribution, and academic success rates**.
* **Working on Faster Agile App Development** by leveraging **AI-Driven Code Generation, Automated Testing, Cloud-Based Development Environments, Continuous Integration & Deployment (CI/CD), and Microservices Architecture**.
* **Passionate about AI-driven education transformation**, leveraging **AI, ML, and automation** to enhance **student engagement, operational efficiency, and institutional decision-making**.

**Technical SKILLS:**

|  |  |
| --- | --- |
| **Category** | **Skill Set** |
| **Programming Languages** | Einstein AI, AWS SageMaker, OpenAI GPT-4, Amazon Bedrock, AWS Lambda, API Gateway, AWS Step Functions, AWS Glue, AWS AppFlow, Amazon S3, Kubernetes (EKS), PeopleSoft Campus Solutions, Student Information Systems (SIS), Tableau CRM (Einstein Analytics), 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 AWS AI Data Scientist**

**Responsibilities:**

* Leverage **Salesforce Data Cloud, Einstein AI, and AWS SageMaker** to build predictive models for **student success, financial aid forecasting, enrollment trends, and retention strategies**.
* Develop **AI-driven financial aid distribution models** to optimize aid allocation, prevent fraud, and enhance eligibility assessments using **AWS AI services and Einstein AI**.
* Utilize **Python, SQL, and Apache Spark** for **data processing, ETL, and feature engineering** on large-scale educational datasets.
* Build **time-series forecasting models** for predicting **student enrollment, retention, and dropout risks** using **AWS SageMaker DeepAR and XGBoost**.
* Implement **NLP solutions using OpenAI GPT-4 and Einstein Bots** for **chatbot-driven academic advising, student support automation, and AI-powered document processing**.
* Design and deploy **MLOps pipelines** using **AWS Step Functions, Glue, and AppFlow** to automate model training and real-time student data integration with **Student Information Systems (SIS) (LMS, PeopleSoft Campus Solutions)**.
* Ensure seamless AI model integration with **Salesforce via Apex, SOQL, AWS Lambda, and API Gateway** to automate **student data analytics and institutional reporting**.
* Develop and deploy **Kubernetes (EKS)-based scalable ML workflows** for **automating AI-driven student success models and academic performance predictions**.
* Store and manage **large-scale student data in Amazon S3 buckets**, ensuring **real-time analytics, ML pipeline efficiency, and secure data handling**.
* Configure and customize Salesforce solutions for **Sales Cloud, Service Cloud, and Marketing Cloud** to optimize **student recruitment, enrollment tracking, and financial aid processing**.
* Develop **custom Salesforce Lightning Web Components (LWC), Apex Classes, and Triggers** to automate financial aid workflows, document processing, and student engagement analytics.
* Enhance **Salesforce Community Cloud functionalities** for **student portals, faculty engagement, and AI-driven chatbots** to support **24/7 student assistance**.
* Implement **Workflows, Process Builders, and Flows** to streamline **student onboarding, course recommendations, and automated academic counseling**.
* Utilize **Salesforce Einstein AI and automation tools** to enhance **personalized student experiences, proactive customer service, and financial aid eligibility verification**.
* Implement **Multi-Factor Authentication (MFA), Advanced Encryption Standards (AES), Data Access Controls, and Regular Security Audits** to ensure **data privacy and FERPA compliance**.
* Develop **fraud detection models** to **identify suspicious financial aid applications**, prevent unauthorized transactions, and ensure compliance with regulatory standards.
* Design **interactive AI-powered dashboards in Tableau CRM (Einstein Analytics)** to provide **real-time insights on student performance, enrollment trends, and financial aid forecasts**.
* Automate **financial aid reports, student progress tracking, and institutional KPI monitoring** using **Salesforce Reports, Dashboards, and Einstein Discovery**.
* Create **custom dashboards for administrators** to visualize **AI-driven enrollment predictions, retention analysis, and student engagement metrics**.
* Follow **Agile SCRUM methodology**, attending **daily stand-up meetings, sprint planning, and retrospectives** for continuous project improvement.
* Work with **various IDEs** like **Visual Studio Code, SQL Developer, and Salesforce Developer Console** for system development, debugging, and deployment.
* Perform **data migration and integration** using **Data Loader, Demand Tools, SOQL, and REST APIs** to connect **Salesforce with external SIS, ERP, and cloud storage systems**.
* Ensure seamless **integration of Salesforce with third-party applications** like **SMS Logic, DocuSign, Einstein Activity Capture (Salesforce & Outlook Integration), and Avaya Phone Systems**.
* Conduct **Unit Testing, User Acceptance Testing (UAT), and Regression Testing** for all AI and ML implementations in **Salesforce and AWS cloud environments**.
* Optimize **Salesforce Lightning security and performance features** for **faster load times, secure API calls, and scalable AI-driven interactions**.
* Implement **CI/CD pipelines for Salesforce development**, ensuring automated testing, deployment, and monitoring of AI-powered solutions.
* Work closely with **university stakeholders, financial aid teams, and IT administrators** to align AI solutions with **institutional goals and student success strategies**.
* Create **comprehensive documentation** for **processes, policies, application configuration, data security compliance, and AI model workflows**.
* Lead **cross-functional team discussions** to improve **student engagement, financial aid distribution, and AI adoption in educational institutions**.

**Environment:** Salesforce Data Cloud, Einstein AI, AWS SageMaker, OpenAI GPT-4, Amazon Bedrock, AWS Lambda, API Gateway, AWS Step Functions, AWS Glue, AWS AppFlow, Amazon S3, Kubernetes (EKS), PeopleSoft Campus Solutions, Student Information Systems (SIS), Tableau CRM (Einstein Analytics), Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Marketing Cloud, Salesforce Community Cloud, Salesforce Einstein Bots, Salesforce Lightning Web Components (LWC), Apex, SOQL, SOSL, Visualforce, REST APIs, SOAP APIs, SQL Developer, Visual Studio Code, Salesforce Developer Console, Data Loader, Demand Tools, SMS Logic, DocuSign, Einstein Activity Capture, Avaya Phone Systems, Agile SCRUM, CI/CD Pipelines, AI-powered Dashboards, Predictive Analytics, Natural Language Processing (NLP), Data Integration Tools.

**Anheuser-Busch, Remote Apr 2021 – Jan 2022**

**Salesforce Developer**

**Responsibilities:**

* Follow **Agile SCRUM methodology**, participating in daily stand-up meetings to discuss progress, challenges, and backlog updates.
* Develop **client-specific solutions** on the **Salesforce Force.com platform**, using **Apex Classes, Triggers, Visualforce, and Lightning Web Components (LWC)** to enhance CRM functionalities.
* Design, implement, and maintain **Salesforce standard objects, custom objects, fields, record types, page layouts, security profiles, and workflow rules** based on business needs.
* Develop **Visualforce pages with HTML, JavaScript, and CSS** following Salesforce best practices.
* Create and optimize **Salesforce Experience Cloud sites**, ensuring seamless engagement for students, employees, and partners.
* Build **Apex REST and SOAP web services** to integrate Salesforce with **external applications, data sources, and ERP systems**.
* Configure **Salesforce authentication mechanisms**, including **OAuth 2.0**, ensuring secure **API communication and external system integration**.
* Implement **Salesforce Maps** for **visualizing and optimizing student outreach, campus navigation, and service appointment tracking**.
* Implement **AI-powered process automation using Salesforce Einstein AI**, **Process Builders, Flow, and Apex Triggers** to optimize workflows.
* Configure **Salesforce security settings**, including **roles, profiles, permission sets, queues, field-level security, and data access controls**, ensuring **FERPA and HIPPA compliance**.
* Conduct **data migration and transformation** using **Data Loader, Demand Tools, and Data Import Wizard**, handling **large data volumes with SOQL and Batch Apex**.
* Implement **Apex batch processing and asynchronous execution** using **Queueable Apex, Platform Events, Change Data Capture (CDC), and Lightning Message Service**.
* Enhance **Omniscripts, DataRaptors, and Vlocity Integration Procedures** to optimize **runtime performance and system efficiency**.
* Use **MuleSoft and Dell Boomi** for **Salesforce integration with external business systems**, ensuring seamless **data flow CRM platforms to Other Systems**.
* Perform **unit testing, regression testing, and user acceptance testing (UAT)** in sandbox environments to ensure quality and performance compliance before deployment.
* Implement **continuous integration and continuous deployment (CI/CD) pipelines** using **Git for version control**, ensuring efficient **collaboration and automated deployment processes**.
* Provide **technical support, end-user training, and knowledge-sharing documentation** to increase adoption and improve operational efficiency.
* Lead **cross-functional collaborations with business analysts, developers, and stakeholders** to define **technical requirements and translate them into scalable AI and CRM solutions**.

**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 2015 – Aug 2017**

**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.  
  
**Synechron INC, Hyderabad, India Jan 2014 – Dec 2015**

**Software Developer**

**Responsibilities:**

* Developed dynamic web applications using **Java** and **JavaScript**, ensuring robust and scalable client-side functionality.
* Utilized **Struts 1.x** framework for building **MVC**-based **web applications**, enhancing application maintainability.
* Integrated **Hibernate 4.x** for effective database communication and persistence management in enterprise applications.
* Employed **Backbone.js** to structure client-side applications, improving code manageability and responsiveness.
* Configured **JBoss 6.x** as the deployment server, optimizing server performance for high-traffic applications.
* Implemented **Jenkins** for continuous integration, automating builds and tests to increase development speed.
* Wrote unit tests using **JUnit 4**, ensuring the reliability and correctness of new and existing features.
* Managed application data using **MongoDB**, providing scalable storage solutions for growing data needs.
* Utilized **SOAP** for **web services**, enabling secure and reliable data transfer between different systems.
* Worked with **DHTML** to create interactive and dynamic user interfaces, enhancing user engagement.
* Utilized **Sublime** Text as the primary **development IDE**, optimizing coding efficiency with its streamlined features.
* Engaged in full **software development** lifecycle, from requirements gathering to deployment and support.
* Collaborated with **cross-functional** teams to ensure seamless integration and functionality across multiple platforms.
* **Maintained and updated** existing applications, incorporating new features as per client requests and feedback.
* Contributed to team meetings and provided insights on project progress and technology trends.

**Environment:** Java, JavaScript, Struts 1.x, Hibernate 4.x, Backbone.js, JBoss 6.x, Jenkins, JUnit 4, MongoDB, SOAP, DHTML.