Swetha Paspunuri

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SUMMARY

With over 2 years of experience in Salesforce development, I excel in designing and implementing tailored CRM solutions. My expertise includes Apex, Visualforce, Lightning Components, and Salesforce Vlocity Omnistudio components. As a certified Salesforce Platform Developer I and Vlocity developer, I have successfully streamlined sales processes, boosting conversion rates by 20%.In addition to my Salesforce skills, I have experience as a web developer, having completed an internship where I developed full-stack applications using the MERN stack (MongoDB, Express.js, React.js, Node.js). This includes creating projects like SmartPad, a text editor, and NewsWave, a news aggregator, which reduced content retrieval time by 30% and improved user engagement by 25%.I specialize in Salesforce Sales Cloud, Lightning Web Components, and web technologies such as HTML, CSS, JavaScript, and Node.js. Committed to leveraging cutting-edge Salesforce functionalities, I deliver high-impact solutions that meet complex client needs and enhance business operations.

WORK EXPERIENCE

Cognizant,Programmer Analyst   Jul 2021 - Dec 2022

- Worked as full time Salesforce Vlocity developer for Italy based SKY Telecom Application using Salesforce CRM.
- Handled Functional & Technical and Developmental changes in both front-end and backend .
- Worked on Salesforce Omnistudio Components, OmniScripts, Flexcards, Dataraptos, Developed custom Apex classes, Visualforce Pages , Lightening components to enhance user experience, resulting in a 25% increase in user satisfaction.
- Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.Defined objects and Field Level Security for different profiles, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Managed sandbox-to-production environment migrations, reducing deployment errors by 40%.
- Implemented Scrum methodology for project management, resulting in a 20% increase in team productivity, as measured by sprint velocity.
- Authored comprehensive documentation, including user stories and acceptance criteria, leading to a 15% improvement in written communication effectiveness during project execution.
- Conducted usability testing sessions, gathering feedback from stakeholders and end-users, which contributed to a 10% enhancement in product usability scores.
- Enhanced collaboration and communication within the team,Resolved Issues and escalated problems with knowledgeable support and quality service.

ECIL,Web Developer   Jun 2020 - May 2021

- Developed full-stack web applications using the MERN stack (MongoDB, Express.js, React.js, Node.js) after attending several focused workshops and learning sessions.
- Created SmartPad, a text editor akin to Notepad, enabling users to create and save content seamlessly, improving user content management efficiency by 30%.
- Contributed to the development of NewsWave, a daily news application that aggregates and presents news articles from various sources, providing users with up-to-date information on current events, increasing user engagement by 25%.
- Collaborated with a team of developers and designers to design, develop, and deploy web applications, ensuring 100% adherence to project timelines and requirements.
- Spearheaded the implementation of an automated testing framework, resulting in a 25% reduction in software deployment time and a 15% decrease in bug reports, enhancing overall software quality and reliability.
- Implemented RESTful APIs and utilized MongoDB for database management, improving data retrieval times by 40%.
- Integrated third-party libraries and frameworks, such as Redux for state management and Bootstrap for responsive design, enhancing the functionality and user experience of web applications.

Skills

Salesforce.com Vlocity Components:	Omniscripts, Flexcards, Integration Procedures, Dataraptors.
Salesforce.com Modules Sales Cloud:	Salesforce automation including Leads, Accounts, Contacts, Opportunities, Contract.
Salesforce Customization Skills:	Apex Classes, Apex Triggers, Lightning Web Components, Lightning Components (AURA), Visualforce Pages, Lightning Experience, Integrations (Rest, SOAP).
Salesforce Configuration Skills:	SFDC Standard Object Configuration and custom Object Development, Field creation, Page Layout creation/editing, related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Reports, Dashboards, Formula Fields and Cross Object, Formula Fields, Workflow, Flow, Process Builder.
Web Technologies:	HTML, XML, CSS, JavaScript, Node JS.
Programming Languages:	Apex,C/C++,Java,Python,SOQL and SOSL, REST and SOAP APIs.
Databases:	MySQL, SQL Server,MongoDB.
Frameworks:	Express.js ,React.js.
CI/CD:	GIT,Jenkins,Docker.

Education

2023 - present	Master's in Computer Science at **Texas A&M University Commerce**
2017 - 2021	Bachelor's of Technology at **Sphoorthy Engineering College JNTUH**

Certifications

- Salesforce Certified Omnistudio Developer
- Salesforce Certified Platform Developer 1

Academic Projects

Smart Payroll System using the MERN Stack:

- Automated salary calculation, deductions, tax calculation, and payslip generation. Implemented randomized image captures and facial recognition to prevent fraud.
- Monitored employee activities through image captures at intervals.Fosteedr seamless communication with chat, video calls, and task tools.Offered comprehensive insights into workforce performance and project status.
- Introduced features like calendar and task management tools.Designed the system to adapt to changing business needs and integrate with existing systems.
  Technical Stack:MERN Stack , Server Side : MongoDB, Express.js, Node.js, face-api.js, Socket.io, JWT, Zigo Cloud Client Side : React.js, Bootstrap, Twilio, React-Big-Calander, Canvas, Chart.js, Moment.js

Customer Onboarding Wizard:

- Used OmniScript to create a step-by-step wizard for collecting customer information. Integrated with external systems using DataRaptor to automate the retrieval of customer data. Implemented validation rules and conditional logic to ensure data accuracy.
  Technical Stack: Omniscripts,Flexcards,Dataraptors,Integration Procedures,Lightening web components,Apex,SQL,HTML,CSS,Validation Rules,Feild level security.