YASHWANTH VANAMA

Vanamayashwanth2@gmail.com | 7652258375 | linkedin.com | github.com | Trailhead

PROFESSIONAL SUMMARY

Software Engineer with 3+ years of experience in Salesforce CRM implementations and full-stack development. Proven track record of delivering scalable solutions, and driving measurable business outcomes such as increasing revenue by $2.4M and cutting operational delays by thousands of hours.

SALESFORCE EXPERIENCE

Salesforce Developer | Cognizant Technology Solutions | Aug 2021 – Jul 2023 | Aug 2025 – Present

- Automated the full quote-to-cash lifecycle by implementing Salesforce CPQ and Billing to support subscription and usage-based pricing models, cutting down quote creation time from 30 minutes to under 10 minutes per quote and accelerating month-end revenue recognition by 2–3 days.
- Streamlined user provisioning and access control by configuring custom profiles, permission sets, and role hierarchies, while deploying Flow-based automations for product approvals and field updates, reducing IT support tickets from 25 per week to fewer than 10.
- Developed Apex triggers and batch classes to auto-renew contracts and synchronize invoice records, enabling back-office teams to process over 1,000 monthly transactions without manual intervention and cutting billing discrepancies from 50 to fewer than 10 per month.
- Built secure REST API integrations between Revenue Cloud and the company's legacy ERP system for real-time syncing of orders and invoice statuses, reducing monthly reconciliation time from 3 days to under 1.5 days.
- Implemented CI/CD pipelines for Salesforce metadata using GitHub Actions and Jenkins, automating deployment processes that previously took 6+ hours per cycle down to under 2 hours, while significantly increasing deployment success rates.

Associate Salesforce Developer | Cognizant Technology Solutions | Jul 2020 – Aug 2021

- Created a custom LWC-based Console showing real-time customer satisfaction (CSAT) trends and interaction history, helping agents personalize interactions and raising CSAT scores from 4.2 to 4.6.
- Integrated Service Cloud with external ticketing systems using Platform Events and Middleware, enabling a unified support view; allowing agents to resolve approximately 15–20 more cases per week.
- Reduced manual workload for agents by creating Flow-based auto-response and escalation rules, while securing data through user role restrictions and FLS, driving a 98% SLA compliance rate.
- Reinforced data security and compliance by managing role-based visibility, org-wide defaults, and territory settings, while automating approvals and field updates via Flow, reducing manual intervention from 3–4 touchpoints per case to just 1.
- Implemented Einstein Case Classification to auto-fill fields such as priority, product, and issue category based on past data, cutting down manual data entry by over 2 minutes per case and reducing triage-to-routing time from 12 minutes to under 8 minutes on average.

CERTIFICATIONS

Salesforce Certified Administrator	Salesforce Certified CPQ Specialist
Salesforce Certified Platform Developer 1	Salesforce Certified Platform Developer 2
Salesforce Certified JavaScript Developer 1	Salesforce Certified Platform App Builder
Salesforce Certified Sharing and Visibility Architect	

EDUCATION

Indiana University – Bloomington | MS | Aug 2023 – May 2025
Jawaharlal Nehru Technological University Hyderabad | B. Tech | Aug 2016 – May 2020

SKILLS

Languages: Apex, JavaScript, Html, CSS, SOQL, SOSL
Developer Tools: VS Code, Dataloader, workbench, Postman, Salesforce CLI, GitHub, Gearset
Technologies/Frameworks: Lightning Web Components, Aura Components, Apex Classes, Triggers, Visualforce, REST/SOAP APIs, Bulk API, Metadata API, Salesforce DX, Revenue Cloud, Sales Cloud, Service Cloud, Experience Cloud, Platform Events, Batch, Schedulable, Queueable jobs