YASHWANTH VANAMA

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PROFESSIONAL SUMMARY

Software Engineer with 3+ years of experience in Salesforce implementations and full-stack development. Proven track record of leading teams, 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 Administrator | Cognizant Technology Solutions | Aug 2021 – Jul 2023 | Aug 2025 – Present

- Managed user setup, permission sets, profiles, and role hierarchies for a Salesforce org with over 3000 active users, supporting multiple business units while maintaining compliance.
- Created a Screen Flow calling an Auto-Launched Flow to automate HR onboarding tasks like user setup and IT provisioning, reducing onboarding time by 25 minutes per employee.
- Designed and maintained over 50 custom reports and dashboards for sales, support, and finance teams, enabling data-driven decision-making and increasing visibility into KPIs such as pipeline coverage, SLA compliance, and case backlog.
- Led a data hygiene initiative using Data Loader and Duplicate Management rules, merging and cleaning up over 20,000 contact and account records, improving segmentation quality for marketing and reducing campaign bounce rates.
- Maintained and deployed changes using Change Sets and sandbox-to-production testing, coordinating with developers and QA to push monthly release cycles with an average of 30+ metadata components per deployment.

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

- Configured Case Assignment Rules, Email-to-Case, and Omni-Channel routing for a customer support team handling 1,500+ cases monthly, improving response times and ensuring workload balancing across agents.
- Built a Record-Triggered Flow to auto-close high-priority cases 5+ days after resolution, streamlining support operations and auto-processing 300+ cases monthly.
- Implemented Territory Management and record-level sharing rules to align with evolving sales regions, enabling accurate reporting and secure data visibility for a 150-person sales team spread across 5 geographies.
- Monitored system performance and security via Health Check, Login History, and Setup Audit Trail, proactively identifying and resolving anomalies and maintaining a 99.9% uptime and compliance.
- Collaborated with stakeholders to gather requirements and convert them into scalable solutions using Custom Objects, Page Layouts, and Record Types.

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

Salesforce Tools & Platforms: User Setup, Object Manager, Flow Builder, Process Builder, Approval Processes, Reports & Dashboards, Data Loader, Workbench, Schema Builder, Permissions, Profiles, Role Hierarchies, Validation Rules, Sharing Rules, Apex, LWC, Visualforce, REST/SOAP APIs
Cloud Expertise: Sales Cloud, Service Cloud, Experience Cloud, Salesforce CPQ
Data Management & Security: SOQL, SOSL, Field-Level Security (FLS), Organization-Wide Defaults (OWD), Territory Management, Duplicate Rules, Data Import Wizard, Change Sets
Automation: Record-Triggered Flows, Screen Flows, Auto-Launched Flows, Scheduled Flows, Apex