**Ms. Godha Sandadi**

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**Objective**

Salesforce Certified Developer, experienced in working in cross-functional teams, identifying business requirements and supporting Sales / Marketing / Accounting HR efforts. Experienced in Salesforce processes.

**Summary**

Dedicated Salesforce professional with 9 years of experience providing outstanding support by understanding the business needs. Salesforce Administrator with expertise in salesforce tools, configuration, and implementation.

**Certifications**

* Salesforce.com Certified Administrator (ADM 201)
* Force.com Certified Developer (DEV 401)

**Education**

* M.S. Computer Science - Indiana State University, Indiana - May 2011
* B.E. Information Technology and Engineering - JNTU, Hyderabad, India – May 2009

**Technical Strengths**

* Salesforce Technologies: Salesforce (CRM, SFA), Apex Language, Visualforce Pages, SOQL, SOSL, Configuration and setup.
* Salesforce Tools: Force.com (Eclipse IDE Plug-in, Explore, Data Loader, Excel), Tableau, Pardot, Marketo
* Business Analyst Skills: Agile Development, Data Integrity Testing, Defining Project Scope and Solution
* Project Management Skills: Critical Thinking, Task Management, Risk Management, Quality Management

**Professional Experience**

**1/ AFS Logistics: Current | Sr. Salesforce Admin/Developer/Business Analyst/Product Manager**

AFS is a multi-modal logistics solution provider for freight bill audit, cost management, and supply chain optimization.

**Responsibilities**

* **Service Cloud**: Served as the communication lead on implementation of salesforce service cloud, was responsible on migrating users, data, from desk.com to Service cloud salesforce. Implemented service cloud including: Service Counsel, Customer Portal and Communities, Case Feed, Knowledge base and entitlement.
* Solution driven business analyst with experience leading cross functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals.
* Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance
* Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formula
* Seek out ways to utilize SFDC to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace
* Provide recommendations on how to improve our Salesforce operational platform
* Perform hands-on software development, testing, and User Training
* Expertise in: User management, Roles, Profile, Workflows, Validation Rules, Formula’s, Sharing Rules, Assignment Rules, Process Builder, Flows
* **Integrations**: ZoomInfo, Salesforce Maps, Accuterm, DocuSign, Conga

**2/ Ashton Woods Homes: Sep 15 – June 17 | Salesforce Admin/Developer/Strategic Analyst**

Ashton Woods is a homebuilder, who builds new trails in design, personalization, possibilities, and build homes.

**Responsibilities**

* Managed and worked with development team on Salesforce implementation.
* Designed/Planned/Developed/Tested/Launched Salesforce for AWH
* Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development
* Handle all administrative functions including user account maintenance, Profiles, Roles, reports and dashboards, workflows, validation rules, Process and Flows, Sharing Rules,
* Maintaining all instances of Salesforce.com (Prod/Sandboxes (Test and Dev))
* Integration: Dynamin Builder, Dialogtech, Pardot, Bizible, MatchMyEmail
* Providing documentation of new business models and New hire training

**3/ Facebook CA: Nov 11 – Sep 15 | Salesforce Admin/Production Support/Product Manager**

Facebook, Inc. is an American multinational corporation which runs the social networking website Facebook.

**Responsibilities**

* Configuring, enhancing and maintaining Facebook’s Salesforce.com instance.
* Working closely and coordinating with technical and business resources to gather and define requirements for existing and future projects.
* Providing consultation to other application developers and administrators.
* Supported HR Application
* Responsible for sandbox refreshes.
* Lead Projects SPEAR (Profile Reduction Project), Call Center Migration (Involved migration of two Salesforce instances with in sales application), Liverail Case Management Data Migration
* Created workflow rules, defined related tasks email alerts, and field updates
* Created Custom Email Templates as part of sending Alerts to users based on the business requirement.
* Created custom report types and dashboards
* Designed Custom Apps, Approval Processes and Auto-Response Rules for automating business logic
* Created field filters, formula fields, relationships and validation rules to the custom objects.
* Created and customized record types, managed Role hierarchy and Profiles

**4/ Hermitage Info Tech | Client: Lexmark, KS Aug 11 – Nov 11 | Salesforce Developer**

Perceptive Software joined Lexmark International as a stand-alone business unit where Perceptive software is a leading creator of enterprise content management and business process management software products and solutions. Perceptive software has therefore identified Salesforce.com as a key requirement in supporting cases, current and future sales / account management efforts.

**Responsibilities**

* Developed APEX triggers, Classes, Test methods & Visual Force pages to implement the custom functionality.
* Developed apex classes to trigger the approval process, having approvers approve dynamically in approval steps.
* Modified the existing code to get data enhancements from rally (3rd party tool) to Salesforce.
* Migrated the code to the deployment instance after testing.
* Worked closely with the offshore team.
* Was responsible for updating the checklist for testing sandbox environment after the sandbox refresh is done, Performed the data validation to meet all test condition requirements