|  |  |  |
| --- | --- | --- |
|  |  | SWAPNA SREE  **Senior Process Executive** Salesforce Certifications and Trailhead Badges **Salesforce Certified Platform Developer 1**  **Trailhead Badges: 129**  **Trailblazer ID : https://trailblazer.me/id/smant** |
| Contact PHONE:  9052367829  EMAIL:  swapnasreemantha4@gmail.com  LinkedIn:  <https://www.linkedin.com/in/> swapna-sree-mantha-b8b19628/    Trailhead Profile:  https://trailblazer.me/id/smant |  | Work ExperienceInfosys BPM Senior Process Executive Nov 13 2013–Dec 15 2020.  **Project Details:** LTO is a Light touch Specific Handing of T4 Listings. This Process handing different works flows like (Lto Review, Lto Flex, Lto Revisits, Lto Creates...etc.).    **Roles & Responsibilities:**   * Hands on experience in operations for Global Clients Australia, US, India, Japan and China * Categorization and authentication of Business Listing for all Global Clients * Ability to write business letters and reports * Excellent prioritizing, planning and organizing skills * Prepare and send internal team productivity and quality reports * Contributed improvement ideas on Daily Downtime Report which was approved and used across team. * Prepared documentation(SOP) on exception handling for Authentication of business listings * Worked in ETO (Express Touch Operations) Quality Team. * Provided various performance trackers through spreadsheets which helped the team to analyze and improvise its performance. * Analyzing the quality of the data on Google Maps with all the available resources i.e. web search and street view. * Providing inputs and testing new upgrade version tools and providing reviews. * Diagnosed and addressed operational data requests with interacting and communicating with respective clients. * Worked in LDO project, which uses Pinwheel & Pushpin tool for functioning, reviewing, verifying information and issues in Google Maps. * Proud to be part of the pilot batch of a prestigious project like Alchemy which helped the organization to analyze the potential and quality of the data. |
| EDUCATION B.Tech from Avanthi’s Sri Gnaneswari Research & Technological Academy For Women Engineering College (JNTUK) during 2009-2013 and secured 78.03%.  Received excellence award merit certificate in B Tech at Graduation Day of Avanthi Group Of Colleges Function. Technical Skills.  * Knowledge on **Customization, Configuration, Implementation** and **Support** of Salesforce CRM and applications. * Knowledge on creating various **Profiles,Roles,Users** and configured the permissions based on the organizational hierarchy. * Created  **Approval Process**, **workflows .Relationships.** * Designed various Webpages in **Visual Force** for functional needs within Salesforce. * Designed and developed **Apex Triggers** for various functional needs in the application. * Knowledge on **Data Loader, Import Wizard** and **salesforce.com Sandbox** environments. * Worked on the designing of custom objects, custom fields,role based page layouts, **custom Tabs**, **custom reports, report folders, report types** design of Visual Force Pages, **Dashboards** and various other components as per the requirements. * Excellent team player, self-motivated, quick learner with good communication skills * Knowledge on **SOQL, Web Services (RESTAPI).** * Knowledge on **Lightning, Aura.** * Knowledge on how to work with **LWC.** * I have learned and updated my skillset through **Trailhead Badges &Journey2Salesforce Program.**  Achievements  * Successfully reached target till date with expected level of accuracy. * Awarded for best performer in Dec 2013 for top in productivity. * Consistently achieving highest ratings in the team from the inception of the process. * Received SPOT Award for the Best Performance. * Received the Client Appreciation Award (I STAR) for successfully reaching the targets. * Performed the mentor role for the new bees that joined in the team. |