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|  |  | 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** |
| ContactPHONE:9052367829EMAIL:swapnasreemantha4@gmail.comLinkedIn:<https://www.linkedin.com/in/> swapna-sree-mantha-b8b19628/ Trailhead Profile:https://trailblazer.me/id/smant |  | Work ExperienceInfosys BPM Senior Process ExecutiveNov 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.
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| EDUCATIONB.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.
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