**Name: Swanthana**

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**Professional Summary**

* Around 8 years of experience as an IT professional, with over 6 years of experience in Salesforce.com CRM Platform using APEX, Force.com, Visual Force and 2+ years Lightning Experience.
* Experience in SFDC Development implementing the APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.
* Pervasive experience in performing the administrative and development related tasks like consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts.
* Experience in Administration, Configuration, Implementation, Lightning and support experience with Salesforce platform.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center, Chatter.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, junction objects, master-detail relationships and lookup relationships.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Executed SOQL queries in workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Expertise in Apttus - CPQ and CLM Managed Packages.
* Worked on Apttus CPQ configuration and integration.
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Import Wizard and Data Manipulation Language.
* Setting up Customization of APTTUS product configuration and quote application according to needs assist in administering and monitoring the company, Salesforce CRM and Salesforce CPQ application.
* Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Developed and worked on different Salesforce.com environments such as production and sandbox by employing the Force.com Migration Tool and Eclipse.
* Expertise in analyzing and documenting the workflows and functionality of existing systems.
* Expertise in creating Visual Force pages and other custom components for Salesforce1.
* Worked on different CRM modules like sales cloud, and service cloud.
* Good understanding of Software Development Life Cycle (SDLC), Agile and Scrum methodologies.
* Worked with Subject Matter Experts (SME's) of different groups to gain detailed knowledge of the different systems and also to understand the cross impacts of the system by conducting meetings.
* Strong experience in working with Security framework, Dashboards, and reporting modules and designing, creating and implementing profiles, roles, record types, page layouts, assignment and work flow rules, escalation rules, communication templates, approval processes and reports, and configuring security settings.
* Excellent technical, logical, code debugging and problem solving capabilities and ability to watch the future environment, the competitor and customer probable activities carefully.
* A project oriented team player with solid communication and interpersonal skills and the ability to maintain a congenial relationship with the client team and with the ability to manage multiple priorities under aggressive deadlines, being highly adaptable to different work environments.
* A result-driven, analytical and coherent software developer with excellent skills in programming languages and web technologies like HTML, CSS, XML, JSP and JavaScript.

**TECHNICAL SKILLS:**

**Salesforce Technologies:** Visual Force (Pages, Component & Controllers), Triggers, Apex Classes and Test Classes, SOQL, SOSL, S Controls, Lightning, Validation Rules, Workflows, Approval process ,Dashboards, Reports, Custom Report Types, Batch and Scheduled Apex, Custom Settings, Anonymous Apex, Change Sets deployment

**Salesforce Tools:** Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Platform (Sandbox and Production), Apex Explorer, App Exchange, JitterBit, Data Loader, REST, Force.com Ant migration Tool, SOAP API

**Web Technologies:** XML, HTML, CSS, JavaScript

**Languages:** Java, C#, Asp.Net, C, C++, SQL/PLSQL

**GUI and Tools:** Eclipse, Visual Studio, Force.com IDE, Apex Data Loader, Workbench

**Operating Systems:** Windows, UNIX, Linux

**Testing Tools:** HP Quality Center/ ALM, JIRA, Microsoft Test Manager, Quick Time Professional (QTP), Load Runner, Selenium IDE, Selenium Web driver 2.0, Test Director, TOAD, SYNON, Turnover

**Databases:** Oracle, SQL, MySQL, MS Access, RDBMS/DB2

**Professional Experience**

**BBVA Compass – San Antonio TX Mar 2019 to present**

**Sr Salesforce Admin**

Description: BBVA Compass’ consumer, commercial and wealth management divisions, currently a network of about 6,070 employees, have adopted Salesforce’s in-the-cloud CRM tools. These tools are helping the divisions better manage a large scale of customer information including account activities, communications and tasks to foster more direct engagements with clients and prospects.

**Responsibilities:**

* **Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements and testing.**
* **Worked on various salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.**
* **Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.**
* **Integrated APTTUS CPQ and CLM applications and automating processes on Salesforce platform.**
* **Involved in writing test scripts and documentation for Enhancements.**
* **Designed, developed and deployed Apex Classes, Controller & Extension Classes to support Visual Force pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.**
* **Used Lightning process builder for visualizing and creating automated business processes.**
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Maintained support and delivered multiple enhancements for a Salesforce Sales Cloud application, including web-to-lead enhancements that enabled reduction of headcount
* Used to enable standard quotes in Salesforce to support the field sales team, auto generate quotes during customer visits.
* Developed robust Lightning Pages using aura framework and placed them on the community builder.
* Good with Configure Price Quote (APTTUS-CPQ) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process
* Integrating on premise Mainframe Case, CPQ and reporting systems with Salesforce REST APIs.
* Worked on Quick actions and Lightning Modal as a part of custom functionality.
* Responsible for building Ant scripts for compilation, unit testing and packaging.
* We used to Lightning Components for Community Builder, and the new consumer-based UI instead of having to use other frameworks (like Bootstrap).
* Created and updated reports and dashboards to track pipeline/stages for management users, marketing users, sales users and service users.
* Running dynamic dashboards and displaying on the home page for Marketing, sales and service users
* Added Lightning Component to Lightning Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application
* Used Lightning process builder for visualizing and creating automated business processes.
* Experienced with service cloud generate cases by automation, workflows and assigning to the users.
* Key player in configuration of Contract Lifecycle Management and Apttus products such as QTC and CPQ.
* Having experience on wave analytics it can take advantage of Chatter collaboration, Data.com enrichment data, and social data. Used to system picks up its security-and-access controls hierarchies from the Salesforce platform.
* Using Wave for data-analysis front end, and used to analyze not just Salesforce sales, service, and marketing data, but also any third-party app data, desktop data, or public data as care to bring into the mix.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Worked on force.com sites.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Utilized Salesforce Aura Lightning Experience Process Flows to automate Business process.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Worked as a Part of Integration team to improve the Performance of Data loads.
* Involved in migrating the data from Oracle Database to Salesforce Application using Data Loader.
* Implemented sales cloud for Security Corp's sales organization. Customized dashboards to monitor lead activities based on sales geography.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:**Saleforce.com platform, Apex Language, Soap API, Rest API, Visual Force (Pages, Components, Controllers & Extensions), Salesforce.com Data Loader, Sales cloud, APPTUS, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Apttus CLM&CPQ, SFDC Sandbox, Eclipse IDE Plug-in.

**Comcast - Philadelphia, PA April 2017 to Feb 2019**

**Sr Salesforce Admin**

Description: Comcast Corporation, formerly registered as Comcast Holdings, is an American multinational mass media company and is the largest broadcasting and largest cable company in the world by revenue. It is the second largest pay-TV company after the AT&T-DirecTV acquisition, largest cable TV company and largest home Internet service provider in the United States, and the nation's third largest home telephone service provider.

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Agile Development Methodology was followed for the implementation
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles and Page Layouts and configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Performed Web service Callout using the RESTful services with the third party application Broadbean API.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform based technologies like Visualforce, force.com API, and web services.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Implementation of Data Loader for loading the data.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Merging of Salesforce instances
* Developed business documents for Salesforce.com Custom objects.
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the training to Business users about the system.

**Environment:** Sales Cloud, Service Cloud, Data loader and Data management, Workflow rules and 9Approval processes, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules.

**Comerica Bank - Auburn Hills, MI Jan 2015 to Mar 2017**

**Salesforce Admin/Developer**

Description: The project involved the design and development of Credit and Lending, Loan Management solutions within the nCino platform in an agile environment. Expanded existing capabilities through integrations and leveraged other related solutions such as FileNet, Pega and CSi for document preparation, DocuSign, AFS and other legacy applications.

**Responsibilities:**

* Used Force.com Developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Customized application to extend Salesforce functionality and wrote Apex Classes to provide functionality to the Visualforce pages.
* Designed various webpages in Visualforce for customers to select a variety of services offered by the Org and integrate them with the team.
* Created Visualforce Pages to provide UI to the custom objects.
* Developed and maintained SFDC analytical reports and dashboards for management review and planning for accurate forecasting purposes.
* Developed Salesforce.com ETL processes using Cast Iron, Informatica, Java and Salesforce Web Services Java API.
* Administrator for different salesforce.com CRM application for sales cloud and service cloud.
* Wrote custom controllers implementing complex code for retrieval from Sales Force to Visualforce pages.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created Page Layouts, Record Types, Profiles, Permission sets, security and sharing, Cases, Report Types, Reports and Dashboards, master-detail and lookup relationships.
* Used force.com that connect interact Salesforce with lotus notes to insert contacts and add the emails and also integrates the chatter with same time (a feature for messaging within lotus notes).
* Setting up and configuring Salesforce.com and SteelBrick for client use including customizations to meet our clients' desired business processes, reports and dashboards.
* Worked on service cloud modules such as web-to-case, Escalation rules, and Assignment rules.
* Integrated Sales force CRM with Microsoft Outlook, Microsoft Office to import contact information and Reports.
* Configured and customized Salesforce CRM supporting Sales, Marketing and Technical Services by creating groups with separate custom profiles and custom page layouts.
* Customized the Configuration Process and Document Engine for Big Machines application.
* Responsible for user management in Big Machines.
* Used Salesforce Automation Process, created workflow rules and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Worked closely with Java development team in Agile Environment to build and support current dashboards.
* Responsible for Data load operations using Force.com Apex Data Loader.
* Designed and deployed Custom objects, Entity-Relationship data model, Cross Object Formulas, roll up Summary, validation rules, Page layouts, Custom tabs, Components, to suit application needs.
* Responsible for setting up web service integrations, Worked with Web Services (REST API's).
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML.
* Developed dynamic filter passing logic to reports thereby eliminating the need for multiple reports and Visual Force pages for exporting data.
* Involved from complete components deployment to Production.
* Familiarity with Zuora functionality and some knowledge of the Zuora soap API.
* Implementing a subset of the Zuora CPQ.

**Environment:** Saleforce.com platform, Apex, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Security Controls, Visualforce Controllers, Visualforce pages, Sandbox data loading, SQL, CPQ, Workflow rules, Eclipse, Java, SOAP, WSDL & RESTful Web Services.

**GEICO - Chevy Chase, MD May 2013 to Dec 2014**

**Salesforce Admin/Developer**

Description: GEICO is the second largest auto insurance company in the United States. Salesforce CRM is integrated to manage their everyday activities like damage claims, marketing cloud, investments, policies, tasks, documents and insurance purchases. Managing the sales cloud is one of the primary requirements of the organization**.**

**Responsibilities:**

* Worked in a large team, on new enhancements into tools and speaking with Business partners and designing solutions.
* Working as enhancement team member and performing the roles of Salesforce.com Administrator and Developer in the organization
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization and Data migration from Legacy Salesforce.com to new CPQ platform on Salesforce.com.
* Worked on SFA & Data Migration mapping testing IN Agile environment and various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Experienced supporting custom CPQ processes in Salesforce.
* Build CPQ Quoting & Product configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* Worked on Apttus CPQ helps channels close bigger deals faster with visibility into the latest product and pricing information, and the ability to quote quickly from any device.
* Experienced in CPQ tool using Salesforce and enhance the quote to cash process.
* Collaborated with teams to design and implement salesforce integration, And Apttus CPQ is used for creating quote and quote line items for order management system.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented web-based case management automation - Web-to-Case and Email-to-Case (on Case Object) to track and solve customer's issues.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.

**Environment:** Salesforce.com platform, Eclipse IDE, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Web Services API, Force.com Explorer

**Sonata Software Limited –** **Bangalore, IN May 2012 to Mar 2013**

**JAVA Developer**

Description: Sonata Software Limited is a software services company delivering transformational IT solutions through customer specific Centres of Excellence. Sonata serves Software Product Companies, and enterprises in the Travel, Manufacturing, Retail and Distribution verticals across the globe. Its key service lines include Business Intelligence and Analytics, Application Development Management.

**Responsibilities:**

* Involved in designing and implementation of application flow.
* Created class diagrams, case diagrams, sequence diagrams, deployment diagrams
* Developed Action classes and Action Forms using Servlets and Struts APIs and MVC Design Pattern and implemented Process Flow using hibernate, and Eclipse.
* Extensively used Validation framework for client and business logic validations.
* Used JavaScript for performing client side validations.
* Coded JavaScript for AJAX and client side data validation.
* Involved in packaging and deploying the components in Tomcat 5.0.
* Involved in development and execution of test plans with the help of QA Team to fix the bugs.
* Designed and developed Session Beans for implementing Business logic.

**Environment:** Java, JSP, Servlets, Struts, Hibernate, Java Script, AJAX, Tomcat, XML, HTML, Tomcat, Oracle 8i, Java Script, CSS, DHTML, JSP, Swings, VJ++ and UNIX.

**Educational Details:**

Masters of Science - 2002-2004

Kakatiya University, India.

Bachelor of Science - 1999-2002

Kakatiya University, India.