

SOWMYA T
Salesforce.com Certified Developer

Email Id: sowmya.2381994@gmail.com
Contact number: 8904681121

OBJECTIVE

A formidable analyst, administrator and developer, with zeal to achieve a key leadership position in the fast-paced technology company with varied responsibilities and the potential for advancement while being a part of software/business systems and practices of SFDC.

EXPERIENCE SUMMARY

- Overall experience of **4 years** and **3 years** of experience in **Salesforce (SFDC) in building extensive CRM applications**
- **Proficient at administering, design, development, testing and deployment**
- Expertise in Sales cloud implementation
- **Customization using Apex Class, Apex trigger, Lightning and Visual force**
- Extensive experience in **Data migration** using Apex Data Loader & Import Wizard
- **Effective Team Player** and possess good logical skills suitable for configuration & maintenance
- **Excellent communication and presentation skills** and Customer Oriented attitude

<u>PROFESSIONAL AND BUSINESS HISTORY</u>
• Tejas networks : Engineer, Sept 15 2016 till date

EDUCATION

2016- Bachelor of Telecommunication from BMS College of Engineering, Bangalore with an aggregate of 71%

2012 – PUC from The National College Jayanagar, Bangalore with 88 %

2010 – SSLC from Janak Vidyalayaa School, Bangalore with 84.44%

CERTIFICATIONS

Salesforce Certified Developer-PD-I

TECHNICAL EXPERTISE

Salesforce: Data Migration, Configuration, Apex Class, Trigger, VisualForce, Apex Data Loader, lightning, Data Integration

PROJECT DETAILS

Project	Sales cloud implementation
Organization	Tejas Networks, Bangalore
Duration	Sept 2017 to current
Description	Tejas Networks designs, develops, manufactures and sells high-performance optical and data networking products, which are used to build high-speed communication networks over optical fiber. We decided to move to a cloud based CRM. Hence Salesforce was implemented.
Role and Responsibilities	<ul style="list-style-type: none">• Worked on data integration• Used process builders to create business flows• Also responsible for the data model for the business solution• Developed Visualforce pages and Apex classes• Helped to build few Lightning components• Managed roles, profiles and users as per the business requirements• Customized Accounts, Contacts and opportunities• Created lead management module• Developed reports and dashboards• Responsible for gathering the requirements and creating the workflow and approval processes

Project	Pro bono : Volunteer management system
Client	ICAN Volunteer organization
Duration	Apr 2019- June 2020
Role and Responsibilities	<ul style="list-style-type: none">• SFDC customization support related to Custom Objects & fields, Assignment Rule, Workflow rules, triggers, users.• Developed various Validation rules on objects as per the business requirement using process builder• Implemented VFS (Volunteer For Salesforce) app for non-profits• Customized the VisualForce pages in the app like Volunteer sign-up form, Volunteer personal site, Volunteer contact lookup form, Volunteers Job Listing, Volunteers Report Hours and Personal Site Contact Info• Created an attendance app for the admin to manage the attendance of the volunteers• Development of reports and Dashboards• Customization of volunteer personal site to track the activities of the volunteers along with their upcoming shifts and previously worked shifts, report their hours worked and also cancel the shifts

	<ul style="list-style-type: none"> • Customization of email templates to send a notification of acknowledgement for signing up to be a volunteer, a reminder message to all the volunteers about their upcoming jobs & shifts, a notification to the volunteer manager in case of a new volunteer sign-up or volunteer shift cancellation and many more • Responsible for gathering the requirements and creating the workflow and approval processes • Implemented the feature of the admin assigning shifts through shift calendar and jobs through Job Calendar
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Training and Qualification (fibre optics)	
Organization	Tejas Networks, Bangalore
Duration	Sept 2016-Sept 2017
Role and Responsibilities	<ul style="list-style-type: none"> • Reviewed and interpreted data sheets and evaluate all components and perform required tests on same for development of current and next generation telecom systems • Extensive qualification in the field of fibre optics i.e., transceivers (multiple range and rates) and OADMs and thorough understanding of technical parameters and working of SFPs, XFPs, GPON OLT and ONU transceiver • Installed and maintained parts and educated other team members on their use and maintenance • Resolved issues if any, with the samples tested on field and provide complete RCA • Worked with SCM and QA teams regarding queries on part usage confirmation and cost reduction • Monitored, identified and resolved all lifecycle issues and assisted various teams to identify appropriate resources and substitutes for components • Ensured compliance to all lead free solder process and all component designs • Documentation of various reviews and processes for auditing purpose

ACHIEVEMENTS

Won overall championship in **Brainobrain mental arithmetic abacus competition** twice at **state level** and once at **national level**

Place: Bengaluru
Name: Sowmya T

Date: 15th Jun 2020