**Swetha Sadu**

Salesforce Administrator| [sadu.swetha66@gmail.com](mailto:sadu.swetha66@gmail.com) | Guntur(AP), India |+91 9000112693

Experienced professional with **3** years of IT Experience in developing applications using salesforce platform, Salesforce Lightning, configuring, maintaining the instances and solving complex business scenarios in the cloud environment.

**CERTIFICATIONS & ACHIEVEMENTS:**

* **Salesforce Certified Platform App Builder [WI20].**
* **Salesforce Certified Administrator** **[ADM-201].**
* **Salesforce Certified Platform Developer I [DEV-401].**
* **2X Trailhead Ranger, 7X Super badges**
* **Trailhead Profile:** [**https://trailblazer.me/id/ssadu2**](https://trailblazer.me/id/ssadu2)

**TECHNICAL SKILLS:**

**Salesforce CRM: Lightning, Users, Roles, Profiles, Permission sets, Escalation rules, Auto-response rules, Assignment rules, Process Builder, Flows, Approval Processes, CPQ, Reports & Dashboards, Record types, Visualforce Pages, APEX.**

**Salesforce Tools: APEX Data Loader, Import Wizard, Aside.io, Force.com IDE**

**Databases:** SQL, My SQL

**IDE’S:** Eclipse, R Studio, MySQL Workbench, Visual Studio

**Web Technologies:** HTML5, CSS, Java Script, AMP Script

**Programming languages:** APEX, Visualforce, R programming, Python

**EDUCATION:**

* **Master’s** in **Computer Science**- University of Houston- Clearlake, Tx, December 2017.
* **Bachelor’s** in **Computer Science**-Vignan’s University, A.P, India, August 2015.

**EXPERIENCE:**

**Salesforce Administrator/Developer Nov 2018- Present**

**Automation Finance, NY**

**Description:** Developing and building the Community Portals for end users (Law Firms) to access and manage the loans related reporting records of all the Mortgage non-performing loans they own in their corresponding Jurisdiction States. They can post any updates through chatter comments and our internal team responds back with solutions and close the deals and loans by mostly converting non-performing loans into the performing stage.

**Responsibilities:**

* Interacted with various internal teams and end business users to gather the requirements, analyzing the impacts of changes based on existing functionality.
* Involved in creating complex processes to auto populate the custom fields on objects and some fields of their related objects.
* Involved in creating custom fields, complex formulas and worked with the relationship fields like Look ups, Master Detail.
* Responsible in creating triggers on standard objects like accounts, feed items and on custom objects for automatic email triggering to primary contacts on law firms of the portal.
* Worked with DocuSign and Conga templates to merge the fields from our custom objects and used those for Loss mitigation team to send notices to the borrowers.
* Involved in creating several Lightning Components which included logic and fields, milestone updates behind button clicks.
* Created several reports and dashboards which reflects modified loans on monthly basis and performance of the loans.
* Performed Data Analysis, developed functions and features based on business needs.
* Performed configurations like creating Queues, Enabling Customer Portal Users, working with various custom meta data types.
* Dealt with Permission Set Assignments, created logins for Law Firms using dashlane who deals with our mortgage non-performing Loans.
* Implemented SOQL and SOSL queries within the governor limits from the force.com explorer for the data manipulation.
* Created Several standard paths depending on fields and placed them on suitable lightning record pages.
* Assigned the records to the firms who own them depending upon their accounts and contacts.
* Onboarded number of new law firms and created logins for them to see their associated reporting records of foreclosure loans.
* Involved in creating Lightning components for reflecting the chatter posts and comments made on one object to another, Applied filters for certain button visibilities.
* Implemented the display of Header Icons and some complex fields in lightning components using the CSS Style sheets.

**Salesforce Administrator Feb 2018 – Oct 2018**

**Bio-Rad Laboratories, CA**

**Description:**It is about creating one of the applications which are used to track the percentages of bacteria found after executing food safety, water safety methodologies. Whenever the tests products and instrumentation are shipped to the labs, sending the email notifications to the manager.

**Responsibilities:**

* Involved in all stages of the Salesforce development projects (i.e. definition, development, deployment)
* Worked with the business user group in the grooming sessions in gathering the planning and implementation.
* Thorough understanding of SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application.
* Designed, developed and deployed Custom objects consisting of validation rules with effective formula fields, Workflow Rules if the necessary criteria are met to suit the needs of the application.
* Experience with Lightning App Builder, Lightning components and Lightning Design System.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Defined Org wide default to restrict access from users and Created Data Validation rules and Formulas as per business requirement.
* Designed various pages in Visual Force for capturing various customer inquiries and Implemented logic for migrating cases to different queues based on the type of customer inquiry.
* Developed Lightning Components and Lightning Apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Responsible for activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Created new User Accounts and assigned Profiles as per their role in the role hierarchy.
* Perform SFDC Administrative tasks like creating/modifying Profiles, Roles, Users, Page Layouts, Email Services, Workflows, Approval Processes, Reports, and Dashboards.
* Work closely with QA to review test plans and test cases.

**Salesforce Administrator Aug 2017- Dec 2017**

**Student Success Center, UH**

**Description:** Managed our university lab portal system through salesforce and improved the existing portal efficiency by maintaining it through toolforce on record pages. Managed the user records and maintained the day to day vital activities through automatic email triggering.

**Responsibilities:**

* Created various lightning components and assigned varioustabs for our app in accordance with the requirements.
* Responsible for adding the Lightning components to our pages which we developed using Lightning Record pages.
* Involved in the creation of workflow approvals based upon the discounts of the health care related equipment.
* Leveraged the app exchange products for solving the existing needs of the customer.
* Responsible for using the force.comdeveloper toolkit including Apex classes for the development of custom logics.