

RESUME

S.PAVANI
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CAREER-OBJECTIVE:

To obtain a challenging position in the field of IT industry as Software Engineer that will enable me to utilize my experience and skills for organizational growth and help me to reach higher echelons.

Synopsis:

Young, energetic and result oriented professional with over 4+ Years of experience in IT industry as Software Engineer with expertise in Salesforce.com. Possessing valuable insights, keen analysis and team approach to implement best practices to achieve business excellence. Adept at working in high pressure environments with strict deadlines and multiple deliverables. Superior communications and interpersonal skills, multitasking with an ability to interact with a wide range of people.

EDUCATIONAL QUALIFICATION:

QUALIFICATION	INSTITUTION	BOARD	YEAR OF PASS	PERCENTAGE
M.Sc(Computer science)	UNIVERSITY COLLEGE OF SCIENCE(ou campus)	OSMANIA UNIVERSITY	2014-2016	82%
B.Sc(MECS)	SAROJINI NAIDU VANITHAMAHAVIDYALAYA	OSMANIA UNIVERSITY	2011-2014	91%(Gold Medal)
10+2(MPC)	PRIYANKA JUNIOR COLLEGE	BOARD OF INTERMEDIATE	2009-2011	89.4%
SSC	ST.JOSEPH'S HIGH SCHOOL	SECONDARY SCHOOL EDUCATION	2008-2009	89%

IT-SKILLS:

- Apex Visualforce
- Lightning Components
- Live Agent/Snap-ins/Einstein Bots
- Workbench & SOAP UI Tools

Employment History: Developer Support Engineer, Salesforce Nov 2016 – Present
Hyderabad

Certifications:

- ADM 201 Certified, Salesforce.com
Dec 2016 – Present
- App Builder Certified, Salesforce.com
Jan 2017 – Present
- Platform Developer-I Certified, salesforce.com
Jan 2017 – Present
- Service Cloud Consultant
March 2020 –present
- Community Cloud Consultant
Dec 2020 - Present

Work Experience:

Working as Salesforce Product Support Engineer, as part of this daily interaction with 20+ new customers, understanding the issues, finding the root cause for their issues and providing solutions/workarounds within SLA.

Nov 2016 – Present

Role & Responsibilities:

- Worked on troubleshooting issues related to process automation tools such as Workflows, Process Builder, Approval Process, Flows.
- Expertise in resolving issues related to Apex Classes, Apex Triggers, Visualforce Pages and Lightning Components.
- Expertise on Working with issues related to SOAP and REST API.
- Experience working on SOAP UI Tool and Workbench to debug
- Expertise working with SOQL and SOSL queries.
- Expertise in resolving SSO and integration issues.
- Expertise in resolving issue with live agent
- Expertise in resolving deployment issues.

Career Highlights:

- Received Customer Champ Award from Salesforce in Q3-2018
- Efficiently and productively analyzed all the tasks undertaken.
- Confidence, diligence and ability to take on challenging roles.
- Excellent decision making skills with a positive approach.
- Willingness to work in a highly dynamic environment and ready to take up challenges.
- Always helped the team in critical situations.

STRENGTHS:

- Positive Attitude.
- Gregarious.

- Adaptive to any situation.

PERSONAL-PROFILE:

Name : S.PAVANI

Nationality : Indian

Marital Status : Married

Languages Know : English, Hindi & Telugu.

I hereby declare that the above information provided by me is true to the best of my knowledge & I would prove my abilities to help in the development of the organization if provided me a chance.

Date: 01-02-2021

Place: Hyderabad

(S.PAVANI)