

## Name : Swapna.V

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**Profile**

Possess 4 Years of experience as **SalesForce Developer in Sales and Service Cloud and CPQ**

**Additional Information**

**Area of Expertise:**

* Experienced with Administration, Customization, Development and Support experience on Salesforce.com.
* Possess knowledge of CRM processes like Sales,Customer Service and Customer Support, Business processes.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Proficiency in SFDC Administrative tasks like creating Process builder, flow, Profiles, Roles, Users, Page Layouts, Email to case, Workflows, Process Builder Reports, Dashboards.
* Extensive experience over creating workflows, approval processes, and sharing & security rules.
* SFDC Configurations and Customizations -Web Services, User Interface, Page Layouts, Tabs, Custom fields, Custom objects.
* Experience in data migration using  Import wizard, Apex Data Loader,Command Line Interface.
* Experience in SFDC related technologies such as Apex, Visual Force, Triggers and Web Services (REST API).
* Converting the Leads into Accounts, Contacts.
* Designed and developed Apex Triggers for various functional needs in the application
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Quote,Quote Line,Opportunities, Products, Cases, Leads,Reports and Dashboards.
* Experienced in Developing and Administrating projects on Salesforce platform.
* Basic Knowledge on Saleforce B2B Cloud.
* Basic understanding on LWC.

**Education**

* B.Tech(C.S.E) – 2014 From Sree Kavitha Engineering College.

## Work Experience

* Working as Salesforce Developer at S.D.S IT SOLUTIONS , from Jan**-2020** to till date.
* Worked in INVIGO SOFTWARE PRIVATE LIMITED as Salesforce Developer from sep-2016 to 2020

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| **Project 1 Experience: Sales Cloud Implementation** |
| **Title : Online Products Pricing and Billing.**  **Client : Sunmoon, India**  **Technology :** Application development, Apex, Java Script, CSS.  **Role : Developer**  **Period :** September 2016 – January 2018  **Project Description**:  It is Customer and Inventory management App. This innovative and simple app helps to Track orders, Billings, Invoice, product list.   * **Roles & Responsibilities** * Created objects, fields, designed page layouts, custom tabs and components. * Involved in writing Apex,Visualforce. * Involved in writing triggers for Webservices callouts. * Reports, Dash boards, Workflows, and Approval Processes for automated alerts, field updates, & Email generation according to application requirements. * Data Migration using import wizard and Data Loader . * REST integration experience. |

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| **Project 2 Experience: Sales Cloud Implementation** |
| **Title :** Sales Cloud Implementation & Support  **Client :** Nicholas Anthony, UK  **Technology :** Application development, Apex, Java Script, CSS. etc.  **Role:** Developer & Admin  **Period:** January2018-2020  **Project Description:**  Nicholas Anthony (NA) are explored Salesforce as their strategic CRM platform. Primarily, the platform is to be used across the business lines and different departments to aid management in setting accounts & contacts information, support Sales, tracking the quotes, managing product catalog and booking survey appointments etc.   * **Roles & Responsibilities** * Configured Custom fields, Page Layouts,Roles, Profiles. * Email alerts, Created Email templates etc. * Worked on Work flows,Reports and Dash boards * Converted Leads into Accounts and Contacts. * Data Migration using Import Wizard.  |  | | --- | | **Project 3 Experience: CPQ Lightning** | | * **Title :** IQ-CPQ * **Client :** LUXENT(US) * **Technology :** Application development(Using Lightning), Apex, Java Script, CSS. etc. * **Role:** Developer * **Period:** January 2020 – till date. * **Project Description:**   Configure-Price-Quote (CPQ) solutions can deliver considerable improvements to client business in areas such as efficiency, predictability and conformity.   * **Roles & Responsibilities** * Developed Application for CPQ in **Lightning**. Implemented code for Quote, Price, Quantity and Configure the issues. * Worked on the Lightning Events. * Worked on the Lightning Component Bundle . * Worked on the SVG and Design files. * Worked on the Lightning Page Layouts. * Worked on the Field set and Record Types. * Data Migration done for Product catalogue Object and other Objects by using Data Loader and Import Wizard. * Worked in VS code to implement logic in local machine . * Worked in Git to create Pull Requests . * Coordinated with client to update the work progress and collecting the Requirements. * Experienced using Salesforce Lightning UI. * Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.   **Personal Details:**  Name: Swapna Veesam  Father’s Name: Yedukondalu  Gender: Female  Languages Known: English, Hindi and Telugu  Address: Gayatri Nagar, Madhapur, Hyderabad, Telangana.  **Declaration:**  I hereby declare that the details given above are true to the best of my knowledge.  SWAPNA VEESAM,    Thank you.  **Date**: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .** | |