

# Pragya Saraswat

Salesforce Developer (PAT)

Cognizant Technology Solutions, Noida, INDIA



## OBJECTIVE

Seeking a role which can give me an interesting, innovative and challenging work environment with targets and responsibilities that will utilize my education, professional skills and experience and offer scope for learning, advancement opportunity and continuous development through teamwork and self-expression.

## WORK EXPERIENCE

Cognizant Technology Solutions

August 2020

**Salesforce Developer(PAT)**

- Current

Noida, Uttar Pradesh

Client – [Amazon Audible](#)

Project – Multilingual Help Center Communities for iOS, Android and Web

Role – Salesforce Developer and Administrator

Responsibilities:

- Salesforce service cloud implementation to support multilingual knowledge articles management.
- Salesforce communities implementation for public knowledge base.
- SEO and Google Analytics enablement.

## EDUCATION

**Masters, Technology(Integrated)  
Computer Science**

June 2020

Jaypee Institute Of Information Technology

7.2/10(CGPA)

Noida, Uttar Pradesh

**Senior Secondary**

May 2015

Sumeet Rahul Goel Memorial Sr. Sec.School

CBSE, 90.4/100%

Agra, Uttar Pradesh

**Secondary**

May 2013

Sumeet Rahul Goel Memorial Sr. Sec.School

CBSE, 10/10(CGPA)

Agra, Uttar Pradesh

## PROJECTS

**Bitcoin Price Prediction Using Neural Networks and Other Machine Learning Algorithms**

Used Jupyter Notebook for implementation of recurrent neural networks + LSTM (2 LSTM layers) with 10-fold cross validation for the predictions with live streaming data captured from web.

**Online Banking Portal**

Used Eclipse IDE to build a java based web application using JDBC and JSP modules. Application allow users to perform different tasks related to banking.



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## SKILLS

Problem Solving



Core java



JavaScript



Apex



SFDC



## CERTIFICATONS

- [Copado Administrator Certification](#)  
Copado, Oct 2020
- [Salesforce Administrator Certification](#)  
Salesforce, Oct 2020
- [Salesforce App Builder Certification](#)  
Salesforce, Dec 2020
- [Salesforce Platform Developer I Certification](#)  
Salesforce, Jan 2021

## PUBLICATIONS

- [Bitcoin Price Forecasting using LSTM and 10-Fold Cross validation](#)  
IEEE, Mar 2019

## INTERNSHIPS / TRAININGS

- [IT Department DRM\(Divisional Railway Manger\) Office, Agra UP](#)  
May – Aug 2018  
Developed a java based web application for employees of DRM office to file complaints related with IT equipment's. Which is live on - [https://ncr.indianrailways.gov.in/view\\_section.jsp?lang=0&id=0,1,396,402,1638](https://ncr.indianrailways.gov.in/view_section.jsp?lang=0&id=0,1,396,402,1638)
- [Cognizant Technology Solutions, Pune Maharashtra](#)  
Feb – Jun 2020  
SFDC Internship.