VASUPRADHA RAGHUNATH

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Career Objective

Certified Salesforce developer with an overall experience of 6 years & around 4.5 years of experience in the Salesforce domain. Skilled in development, Configuration and experienced in working in Agile environments. Desirous of a challenging role that welcomes innovative ideas and offers opportunities to grow in a positive environment for accomplishing the goals. Hoping to gain expertise in Salesforce Technology and other emerging trends in the IT sector. I would like to learn and grow in the areas of salesforce marketing cloud and salesforce Business analysis to expand my horizons so I can contribute to the company in various areas apart from just development.

Roles and Responsibilities

- Experienced in Salesforce development and Administration.
- Experienced in Sales cloud, service Cloud, Community Cloud.
- Reviewed, evaluated, and identified requirements for successful implementation.
- Operated under Agile and Scrum frameworks to complete releases in well-organized sprints.
- Involved in creating and tracking various reports that are shared with the stake holders.
- Mentored and lead the team.

Project Experience:

Projects Name	Google, State of Indiana, District of Columbia, Blue Cross Blue Shield State of Minnesota
Business sector, Market	Heath care Public sector & Child Welfare , North American Market
Roles	Senior Salesforce developer

Responsibility	• Worked closely with various solutioning teams to ensure SFDC developed applications continue to meet current and future functional & technical business needs. • Developed features basing the best practices, governance, functional and technical acceptance criteria. • Have worked in analysis and optimization of the orgs for better performance. • Have created multiple handbooks of our features for other business support teams. • Have been part of extensive change control and release managements process which comprises of multiple teams building features on a singular client platform.
Technical Skills	• Salesforce Lightning setup management, Admin & development, Apex, Automations like flows and Process Builders, Integration, Aura, LWC components, Vlocity Omni Studio. • Other Tools – Perm comparator, workbench, JIRA, Copado, GIT Hub, GIT Bash.

Project Name	AXA Healthcare Services (UK) at TATA Consultancy Services Ltd.
Business sector, Market	Insurance, UK
Roles	Salesforce Admin/Developer
Responsibility	• Setting up Salesforce platform for the client based on business requirements through various customization and development activities. • Working on various pilot Projects for the client to help and assess their migration to the salesforce platform.
Technical Skills	• Salesforce Lightning setup management, Admin & development, Workbench, Apex, Process Builders, Flows, Aura. • Worked on Knowledge Management, Case Management Projects in Service cloud, Community Cloud based project and setting up of Embedded chat features. • Experienced in Sales cloud, with Basic knowledge in Marketing cloud and Einstein Analytics.

Project Name	CCB Salesforce- Citicorp Credit Services Inc. (USA) at TATA Consultancy Services Ltd.
Business sector, Market	Banking, North America
Roles	Salesforce cross functional Administrator/tester
Responsibility	• Various customized objects, fields, Record types, Page layouts, flows and Process are developed and tested along with necessary Profile settings, field level settings and other object-based settings are setup based on the requirements from the stake holders. • As an Agile based scrum team, I undertook cross-functional roles based on timely requirements and work in collaboration with my team members and the business team to produce high quality service to the clients in limited time frame.
Technical Skills	• Salesforce Lightning setup management and supporting tools like Workbench, JIRA.

Project Name	Citibank, N.A. at TATA Consultancy Services Ltd.
Business sector, Market	Banking, North America
Roles	Quality Assurance Engineer
Responsibility	• Restructured and Automated the Regression Suite, Debugging the issues faced in the automated code. Created comprehensive test plans, test scripts, and use cases to support testing objectives. • Automated and optimized the test cases to maximize success of working software with consistent thorough approaches. • Defect Reporting and Tracking using tools like JIRA, ALM.
Technical Skills	• Functional and Automation Scripting, executing scripts Defect Lifecycle Management, UFT-VB Scripting ARD & JIRA

Skills

Software Skills	Salesforce development, Administrator Setup, Salesforce Service /cloud /Sales cloud, JavaScript, Java.
Tools Used	Data Loader , GIT Hub , Git Bash , Copado , GIT Lab, UFT, Workbench, ALM, JIRA, Visual Studio, Perm Comparator.
Methods	Agile Scrum and Waterfall
Domain	Banking & HealthCare Insurance, Public Health & Childcare Sectors.
Management Experience	A good team player proactively handled various additional responsibilities in the team. Have Experience in mentoring and leading a team. Have Taken ownership of functionality and delegation of tasks.
Business Development	Quick Learner, excellent Communication skills, interpersonal skills, well organised with good Analytical & Problem-solving abilities.

Certifications

Certification Name	Acquired On
Salesforce.com Certified Administrator	22-Feb-2020
Einstein Analytics and Discovery Consultant	13-june-2020
Salesforce.com Certified App Builder	30-oct-2020
Salesforce.com Community Cloud consultant	30-Jan-2021
Salesforce.com Platform Developer - I	10-Mar-2022

Salesforce Certified Service Cloud Consultant	07-July-2023
International Software Testing Qualifications Board (ISTQB) Software Tester Certifications: Certified Tester - Foundation Level	06-Jun-2018
Digital: DevOps - DevOps Foundation	18-Jan-2018
Process: Agile Way of Working	28-Oct-2018
Business Analysis Foundations - Project Management Institute	Apr 2023

Achievements & Awards

Award Name	Award Date	Award Category
On the Spot Award	30-Jun-2020	Awards for Excellence
Applause for Team Award	30-Dec-2019	Beyond Performance Awards
On the Spot Award	03-Aug-2018	Awards for Excellence

Education

Qualification	Subject	Year of Graduation	Percentage/Grade
SSC	Others	2011	85.80
STANDARD XII / H.S.C.	Others	2013	90.50
CHELOR OF ENGINEERING	Electrical & Electronics Engineering	2017	78.40

Reference

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