

**SOWMYA T**  
**Salesforce.com Certified Developer**

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**OBJECTIVE**

A formidable analyst, administrator and developer, with zeal to achieve a key leadership position in the fast-paced technology company with varied responsibilities and the potential for advancement while being a part of software/business systems and practices of SFDC.

**EXPERIENCE SUMMARY**

- Overall experience of **4 years** and **3 years** of experience in **Salesforce (SFDC) in building extensive CRM applications**
- **Proficient at administering, design, development, testing and deployment**
- Expertise in Sales cloud implementation
- **Customization using Apex Class, Apex trigger, Lightning and Visual force**
- Extensive experience in **Data migration** using Apex Data Loader & Import Wizard
- **Effective Team Player** and possess good logical skills suitable for configuration & maintenance
- **Excellent communication and presentation skills** and Customer Oriented attitude

<b><u>PROFESSIONAL AND BUSINESS HISTORY</u></b>
• Tejas networks : Engineer, Sept 15 2016 till date



**EDUCATION**

2016- Bachelor of Telecommunication from BMS College of Engineering, Bangalore with an aggregate of 71%

2012 – PUC from The National College Jayanagar, Bangalore with 88 %

2010 – SSLC from Janak Vidyalayaa School, Bangalore with 84.44%

**CERTIFICATIONS**

Salesforce Certified Developer-PD-I

## TECHNICAL EXPERTISE

**Salesforce:** Data Migration, Configuration, Apex Class, Trigger, VisualForce, Apex Data Loader, lightning, Data Integration

## PROJECT DETAILS

<b>Project</b>	<b>Sales cloud implementation</b>
<b>Organization</b>	Tejas Networks, Bangalore
<b>Duration</b>	Sept 2017 to current
<b>Description</b>	Tejas Networks designs, develops, manufactures and sells high-performance optical and data networking products, which are used to build high-speed communication networks over optical fiber. We decided to move to a cloud based CRM. Hence Salesforce was implemented.
<b>Role and Responsibilities</b>	<ul style="list-style-type: none"><li>• Worked on <b>data integration</b></li><li>• Used process builders to create business flows</li><li>• Also responsible for the data model for the business solution</li><li>• Developed <b>Visualforce pages</b> and <b>Apex classes</b></li><li>• Helped to build few <b>Lightning components</b></li><li>• Managed roles, profiles and users as per the business requirements</li><li>• Customized Accounts, Contacts and opportunities</li><li>• Created lead management module</li><li>• <b>Developed reports and dashboards</b></li><li>• Responsible for gathering the requirements and creating the workflow and approval processes</li></ul>

<b>Project</b>	<b>Pro bono : Volunteer management system</b>
<b>Client</b>	<b>ICAN Volunteer organization</b>
<b>Duration</b>	Apr 2019- June 2020
<b>Role and Responsibilities</b>	<ul style="list-style-type: none"><li>• SFDC customization support related to Custom Objects &amp; fields, Assignment Rule, Workflow rules, triggers, users.</li><li>• Developed various Validation rules on objects as per the business requirement using process builder</li><li>• Implemented VFS (Volunteer For Salesforce) app for non-profits</li><li>• Customized the VisualForce pages in the app like Volunteer sign-up form, Volunteer personal site, Volunteer contact lookup form, Volunteers Job Listing, Volunteers Report Hours and Personal Site Contact Info</li><li>• Created an attendance app for the admin to manage the attendance of the volunteers</li><li>• Development of reports and Dashboards</li><li>• Customization of volunteer personal site to track the activities of the volunteers along with their upcoming shifts and previously worked shifts, report their hours worked and also cancel the shifts</li></ul>

	<ul style="list-style-type: none"> <li>• Customization of email templates to send a notification of acknowledgement for signing up to be a volunteer, a reminder message to all the volunteers about their upcoming jobs &amp; shifts, a notification to the volunteer manager in case of a new volunteer sign-up or volunteer shift cancellation and many more</li> <li>• Responsible for gathering the requirements and creating the workflow and approval processes</li> <li>• Implemented the feature of the admin assigning shifts through shift calendar and jobs through Job Calendar</li> </ul>
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<b>Training and Qualification (fibre optics)</b>	
<b>Organization</b>	Tejas Networks, Bangalore
<b>Duration</b>	Sept 2016-Sept 2017
<b>Role and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Reviewed and interpreted data sheets and evaluate all components and perform required tests on same for development of current and next generation telecom systems</li> <li>• Extensive qualification in the field of fibre optics i.e., transceivers (multiple range and rates) and OADM's and thorough understanding of technical parameters and working of <b>SFPs, XFPs, GPON OLT and ONU transceiver</b></li> <li>• Installed and maintained parts and educated other team members on their use and maintenance</li> <li>• Resolved issues if any, with the samples tested on field and provide complete RCA</li> <li>• Worked with SCM and QA teams regarding queries on part usage confirmation and cost reduction</li> <li>• Monitored, identified and resolved all lifecycle issues and assisted various teams to identify appropriate resources and substitutes for components</li> <li>• Ensured compliance to all lead free solder process and all component designs</li> <li>• Documentation of various reviews and processes for auditing purpose</li> </ul>

## **ACHIEVEMENTS**

Won overall championship in **Brainobrain mental arithmetic abacus competition** twice at **state level** and once at **national level**

Place: Bengaluru  
Name: Sowmya T

Date: 15<sup>th</sup> Jun 2020