SWATHI DASARI

RESUME OBJECTIVE

A Certified Salesforce professional having 6 years plus experience relevant into IT Industry. Thrives in dynamic environments, collaborating seamlessly with cross-functional teams to align Salesforce strategies with evolving market trends, committed to continuous learning and staying at the forefront of Salesforce advancements.

PROFESSIONAL EXPERIENCE

Senior Software Engineer
VMWARE C2H HORIZANTAL 03/2022 - Current

- Worked closely with stakeholders to troubleshoot and implement new enhancements as per the Business requirements and creating user stories.
- Closely monitored the technical performance of internal systems, documenting and investigating malfunctions when identified.
- Actively worked with the Business related issues and queries with stakeholder involvement like collecting requirements.
- Performing necessary analysis on Business requirements, help and guide businesses to improve the efficiency in Business process.
- Worked extensively on Objects, Fields, Formulas, Relationships and Other validations.
- Worked on Related Lookup Filters, Record types, Support Process, Page layouts, Fields Sets, Compact layouts, Search Layouts, Buttons, Links and Actions etc..,
- Implemented Solutions to resolve system errors and data issues to avoid downstream effects on sales & marketing teams.
- Having Good Knowledge in querying Salesforce database using SOQL and SOSL.
- Worked on Flows, Workflow rules & Process Builder actions as per the requirements.
- Worked extensively on email-to-case functionalities, case assignment rules, case notifications, email templates, email alerts, and entire case management process.
- Worked on ECMS - Enterprise Contract Management System process 'ECMS' is a centralized platform to streamline agreement workflow and leverage associated business practices as defined by each Geo.
- Worked on Statement of Work, Work Order and War at Risk for Geo wise Agreements.
- Worked on State of art contract management system with integration Process.
- Created approvals steps and added new rules on Apttus Approval Process in ECMS and Adobe E-Sign process.
- Closely monitored the technical performance of internal systems, documenting and investigating malfunctions when identified.
- Maintaining the necessary documentation to deal with the challenges in the Business Process.

CONTACT

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CORE SKILLS

- ✓ HTML
- ✓ CSS
- ✓ SOQL & SOSL
- ✓ Basics of Java Script
- ✓ Salesforce CRM
- ✓ Service Cloud

EDUCATION

B Tech / Mechanical Engineering [2010-2014]

Aditya College of Engineering Madanapalli.

Percentile {73%}

Software Engineer

IQVIA C2H ABACUS April 2021 – March 2022

- Raising Tickets to the developers by identifying the behavior of Customer support requests and help them in resolving the issues.
- Involved in deployment activities using GIT LAB, beyond compare tools etc..,
- Reporting the bugs to developers in the form of tickets and providing the details to users.
- Tracking the details and updates of the bugs, new product features available on the platform with the help of Cases and chatter groups.
- Ability to handle administrative functions including user account maintenance, workflows and other access related issues.
- Hands on experience in Service Cloud and with Case Objects.
- Proficiency in SFDC configurations related to Data modeling, Data Security i.e Profiles, OWD etc., Automation process i.e Workflows, approval process & process builder.
- Hands on experience with usage of Permission sets and Salesforce automation and Creating Workflows, sharing rules and email alerts to meet different needs of application.
- Maintaining chatter groups and providing access to the chatter feed thus providing knowledge base to the users.
- Create new user profiles and monitor the access levels of the users and Translate business requirements to automated, streamlined solutions.
- Maintaining multiple records and data using the Salesforce Data loader.
- Maintaining necessary case documentation and preparing FAQ documents related to the case types.
- Generating passwords, assigning permissions to the users, and granting the access.
- Creating the Dashboards, Reports, Maintenance of records and such various platforms to track and communicate with customers.

Process Associate

INFOSYS July 2017 – April 2021

- Provide End user support regarding various services offered by the company related to payment processors, web applications and other technical queries.
- Collaborate with project team members and key client stakeholders to scope out and execute projects.
- Manage user roles, security, profiles, workflow rules, best practices and other configurations.
- Manage data loads and data clean-up as needed, Identify and manage vendors and external consultants.
- Manage user roles, security, profiles, workflow rules, best practices and other configurations.
- Managing the tickets based on their Priority and providing the resolutions with maintaining stipulated SLA.
- Involved in Bug Tracking and Requirements estimation tracking using tools like JIRA.
- Replicating the issues in the application and testing the new features and tasks in Sandbox environment's such as UAT and Staging to determine its functionality.
- Created FAQ documentation in order to create a good valid knowledge base for the organization.
- Support and maintain all data management, including dashboards, reports, custom objects, fields and objects.
- Flexibility and adaptability in regards with new technologies and environments.
- Highly motivated with an ability to work effectively in teams as well as independently.
- Thorough participation in project development discussions, acquired analytical skills to solve complex technical issues.
- Aiding and support to the Development and QA teams with regarding the Bug fixes and the update release details.