

Supriya Nagesh

PA, USA

Phone: (484) 636 8330

LinkedIn: www.linkedin.com/in/supriya-nagesh



Email: Supriyajnagesh88@gmail.com

Trailhead: <https://trailblazer.me/id/snagesh8>

SUMMARY

- Over 10+ years of IT experience in various stages of Software Development which includes last 4+ years as Salesforce certified Administrator/Developer with Software Engineering Major, and hand-on experience in **Configuration** and **Customization** in Salesforce Ecosystem using Classic and **Lightning Components**.
- Excellent Team Player, Self-Motivated, Quick Learner with good communication skills and troubleshooting capabilities.

EDUCATION

- Master of Science, Software Engineering, **Villanova University, PA, USA** GPA: 3.7 / 4.0
- Bachelors of Science with Honors in Computer Science Engineering, INDIA

SKILLS

- Work Flow, Process Builder, **Apex- Classes, Trigger**, Batch Class, SOQL, SOSL, **Visual Force, Lightning Components – Aura, JavaScript, HTML, CSS**, and Excel.

CERTIFICATION

- ✓ Salesforce.com certified Administrator
- ✓ Salesforce.com certified Advanced Administrator
- ✓ Salesforce.com certified PD1
- ✓ Platform App Builder

EXPERIENCE

BRIO Solutions, Conshohocken, PA

June21 – Present

Role: Salesforce Administrator/Developer

- Attending client discovery meetings to assist in gathering requirements and designing custom solutions that use Salesforce components, apps, and integrations.
- Interfacing with internal and external Project Managers and stakeholders to estimate, task, and build custom Salesforce functionality.
- Building Salesforce solutions using automation tool – FLOW.
- Creating Lightning pages, quick actions, reports, Email templates.
- Installing and configuring 3rd party applications – Blackthorn, Litify inbox, AssureSign, Form Assembly.
- Building custom solutions using Apex, Visual force page.

University Information Technologies (UNIT), Villanova University, PA

October19 – May21

Role: Salesforce Administrator/Developer

- Responsible for implementing and management of a new platform to support tracking research events at the Villanova University.
- Configured and maintained solutions on the Salesforce platform with custom **objects, triggers, formula fields**, workflow and **custom views**.
- Worked on customizing **Salesforce pages using Lightning card styles, button groups, CSS** etc.
- Maintained system security and usability through user profiles and role management.
- Generated **reports** and configured **dashboard** to deliver accurate information related to research events.
- Provided CRM support to online programs across Villanova University.

Checksum info soft pvt ltd, INDIA

June17 – June19

Role: Salesforce Administrator/Developer

- Extensively worked on **classes, triggers** and **Visual Force** pages to improve the performance of code and enhancements to meet the business needs. Experience in creating and deploying **Custom objects, Custom tabs**, and **validation rules, Workflow Rules, Auto-Response Rules, Page layouts** to suit to the needs of the application.
- Created roles, profiles and assigning roles in the organization hierarchy, Profiles and Security setup to users within the organization.
- Created **page layouts, search layouts** to organize fields, **custom links, related lists**, and other components on record pages.
- Worked with **Data loader tool extensively**, to import data from legacy systems to Salesforce Objects during migration and handled large number of records.
- Used the **sandbox** for testing and **migrated the code** to the deployment instance after testing.

iNetFrame Technologies, INDIA

June16 – June17

Role: Salesforce Administrator

- Created Various Profiles and roles, modified various sharing settings for the security needs of the application.
- Used Pick lists, Dependent Pick lists, Record Types to enforce data quality.
- Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
- Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and UI changes.
- Experience in creating and deploying Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts to suit to the needs of the application.

Comcast, PA

August15 - March16

Role: Technical Support Representative

- Managed support for telecommunication products and services including troubleshooting, hardware support, and on-the-phone support for 30+ customers per day; resolved customer issues, cross-sold new products and sold \$1000 worth services.

Cooperate Call Center, PA

August 14 - January 15

Role: Licensed Medicaid Agent

- Medicaid agent supporting Tele-calls to register senior citizen for Medicaid policy
- “Hundred Club” certificate in Quality Assurance, Corporate Call Centre (2014).

The Hartford, Wipro, INDIA

February11 – June 13

Role: Project Engineer

- Modified Vehicle Insurance modules during new release employing MFS editor using COBOL, and executed Job Control Language (JCL) for procedures to track requirement changes.
- Identified five defeats in Vehicle Insurance Module during developmental testing phase.
- Led executing and maintenance of a sub-project-Consumer Pricing Index (CPI) for a period of six months

BEL, INDIA

January 10 - February 11

Role: Project Engineer

- Part of QA team for Akash missile system stimulation project.
- Create and designed application and software testing processes.
- Monitored system and software functionality.
- Collaborated with fellow QA lead to develop test plans and new approaches for seeking out bugs and exploits in end-user-facing applications.
- Established reports.