PRIYADARSHINI SUNDARAM

Software Developer

priyasundar318@gmail.com | +91 95977 40573 | linkedin.com/in/priyadarshini-sundaram/ | trailblazer/priyasundar318

PROFILE SUMMARY

Software Developer with 2+ years of experience delivering complex enterprise solutions. Salesforce expert, with success in innovation in a crucial client project using Omnistudio, and a range of cutting-edge certifications. Consistent record of implementing efficient solutions by data analysis of existing processes and optimizing project steps. Dependable team player with immaculate technical knowledge, can-do attitude, and strong communication skills. Looking to work as a Salesforce Developer with a progressive organization.

SKILLS

Technical Skills | Salesforce Developer + Admin, LWC, Lightning Components, Flows

Advanced Salesforce Features | Omnistudio, Workbench

Salesforce Programming | SOQL, SOSL, Apex

Salesforce Tools | Data Loader, Workbench, VScode

Project Management Suites | Jira, Agile Framework

Database Management | MySQL

Programming Languages | C

Web Development (Frontend) | HTML, CSS, JavaScript

Communication Skills | Excellent written and verbal skills in English, Tamil, Hindi, Telugu

Team Player | Skilled Project Manager, Efficient Work Planner, Collaborative Colleague

Keen Learner | Largely self-taught in Omnistudio

CERTIFICATION

Salesforce Certified AI Associate	Oct 2024
Salesforce Certified Administrator	April 2024
Financial Services Cloud Accredited Professional	Nov 2023
Salesforce Certified Platform App Builder	July 2023
Salesforce Certified Associate	June 2023
Salesforce Certified Platform Developer 1	Oct 2022

PROFESSIONAL EXPERIENCE

Accenture || *Packaged App Development Analyst*   Dec 2022 - Present

Project: Canadian Imperial Bank of Commerce (CIBC) | Financial Sector

Key Achievements

- Efficiency: Optimized accuracy and saved time and costs to reduce manual tasks by 80% through automation of rejection, approval, and referral cancellation.
- Recognition: Appreciated for excellent performance and leadership potential through a promotion to an Analyst role in under two years.
- Innovation and Expertise: Mastered advanced Omnistudio techniques within a month; implemented groundbreaking problem-solving techniques with minimal training.
- International Project Relevance: Successfully completed projects to provide support in English and French for a diverse user base and ensured accessibility.

Taking the Initiative: Omnistudio Implementation

Developed the Client 360 page for Canadian Imperial Bank of Commerce (CIBC); integrated, analyzed, and customized data from external sources.

- World Class Troubleshooting & Problem Solving: Independently provided an optimal solution to a major issue related to Flexcards communication despite lack of knowledge within the team.

- Sharp Learning Curve: Successfully progressed from tackling basic Salesforce concepts to single-handedly implementing advanced Omnistudio features within 1 month.
- Subject Matter Expertise: Published detailed primer posts on LinkedIn to guide other Salesforce users with innovative solutions; appreciated for knowledge transfer.
- End-to-end Feature Management: Utilized Omnistudio components e.g. Flexcards, DataRaptors, and Integration Procedures to display details from external systems seamlessly.
- On time delivery: Ensured client satisfaction by providing a full-feature, user-friendly solution by the agreed-upon deadline

End-to-end Feature Implementation

- Data Integrity and Security: Implemented watertight User Access Control rules by creating and enforcing validation rules, custom objects, fields, and permission sets.
- Seamless Communication: Translated product requirements into customized email templates and priority events into in-app notification triggers.
- Error-Free Solutions: Spearheaded system testing to ensure quality control for international clients; developed and executed successful unit tests.

Driving Business Goals through Salesforce Solutions

- Data-Driven Decision Making: Aggregated and displayed insights from data analysis to empower client business leaders to make robust decisions.
- Translating Requirements to Reality: Implemented complex business logic conditions by developing and maintaining APEX classes and triggers.
- Scalability: Ensured extension of the project seamlessly at larger scales to meet changing business requirements.

Seasoned Team Player

- Target Achievement: Conquered multiple issues to assist team members with achieving the overall goals committed to the client.
- Communication Skills: Utilized world class written communication skills to document work transparently and verbal communication skills to build consensus within the team.
- Finding the Best Solution: Persuaded senior team members to persevere with the Flexcards solution in Omnistudio despite limited training.
- Cross-Functional Collaboration: Worked closely with clients and internal teams to identify the best possible solution; served as a trusted thought partner for client leadership.

Designing User-Friendly Products

- User Experience Upgrade: Utilized Salesforce Flows to automate common UX paths and enhance usability of software solutions.
- UI Excellence: Designed and Implemented LWC features to make the User Interface more intuitive and facilitate accessibility.
- Practical Expertise: Successfully deployed required features including record types, lightning record pages, page layouts, compact layouts, and app pages.

Smart Bridge || *Salesforce Developer Intern*   June 2022 - Nov 2022

- Technical Skills: Gained practical knowledge of Lightning Web Components, Salesforce Admin functions, Triggers, web development.
- User Focus: Implemented various techniques to ensure that the software solutions were user-friendly, from UI/UX meetings to user stories and unit testing.
- Familiarity with the Production Environment: Implemented no-tolerance quality control and gained end-to-end expertise of testing and deployment.
- Exposure to Custom Objects and Automation: Built intuitive automated processes to enhance efficiency using LWC and Salesforce Flows.
- Recognized for excellent performance with a strong recommendation from Accenture.

Mark Technologies || *Web Developer Intern*   Dec 2019

EDUCATION

RMK College of Engineering and Technology | Bachelor's Degree, Computer Science   2018 - 2022