

SHATWIK TIWARI

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SUMMARY

Highly skilled and results-driven Salesforce Developer with a strong background in web development and Customization having 2+ Years of Experience. Demonstrated expertise in Salesforce administration, automation, and customization, complemented by Six Salesforce certifications. Proven track record of providing first-level support and addressing complex issues with a focus on maintaining clean and accurate data.

EXPERIENCE

SOFTWARE DEVELOPER, GYANSYS INFOTECH

April 2022 – Current

- Spearheaded Salesforce development efforts and earned 6x Salesforce certifications, showcasing deep expertise in the platform.
- Provide first-level support and monitor support channels, ensuring prompt issue resolution for internal and portal users.
- Effectively manage user creation, inactivation, and periodic data loads for International Masters, Domestic Stores, and Franchises.
- Resolve approval workflow bottlenecks and review error logs from daily batch jobs to maintain system integrity.

PROJECT

(DOMINOS PIZZA LLC)

- Provide first-level support and monitor support channels, ensuring prompt issue resolution for internal and portal users.
- Effectively manage user creation, inactivation, and periodic data loads for International Masters, Domestic Stores, and Franchises.
- Resolve approval workflow bottlenecks and review error logs from daily batch jobs to maintain system integrity.
- Collaborate with business teams to create insightful reports and dashboards, enhancing decision-making processes.
- Perform light configurations in hotfix environments, meticulously migrating changes through SandBox to Production.

SKILLS

- Salesforce Administration
- Salesforce Development
- JavaScript
- HTML5
- CSS

CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1
- Salesforce Certified CPQ Specialist
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified JavaScript Developer 1
- Salesforce Certified Platform App Builder

EDUCATION

B. TECH, KASHI INSTITUTE OF TECHNOLOGY

August 2021

Bachelor's degree in computer science engineering (CSE) with a 71% score.

INTERMEDIATE (UP BOARD), J S P I C VARANASI

June 2017

Completed intermediate studies in Mathematics (PCM) with a 62% score.

HOBBIES AND INTERESTS

- Solving Trailheads
- Photos and Video Editing
- Traveling
- Playing Multiplayer Games

ACTIVITIES

- Student Convener in Zonal AKTU Art And Cultural Fest 2020.
- Campus Ambassador in Technex'19 IIT(BHU).
- Technical Head in Ankuran'18 and Anugunj (College Cultural Fest).
- Hospitality Head in Anukuran'19 and Anugunj'19 (College cultural fest).