

Swati Shankar Machhewar

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PROFESSIONAL SUMMARY:

- Salesforce Certified Developer with 4 years of IT experience, including 3.5+ years in Salesforce development and administration.
- Skilled in Apex, Triggers, Lightning Web Components (LWC), Flows, CPQ, Field Service Lightning (FSL), and Salesforce Service Cloud.
- Hands-on experience in Sales Cloud, Service Cloud, and Experience Cloud implementations.
- Strong expertise in Salesforce configuration, security, automation, and custom development.
- Proven ability to deliver scalable, efficient CRM solutions while collaborating with cross-functional teams.

TECHNICAL SKILLS:

- **Salesforce Development:** Apex, Triggers, Lightning Web Components, Aura Components, Lightning Community
- **Salesforce Administration:** Profiles, Permission Sets, Roles, Security Settings, Sharing Rules, Validation Rules, Process Builder, Flows, Workflows, Approvals, Custom Objects, Fields, Page Layouts, Dashboards, Reports, Salesforce CPQ, Field Service Lightning (FSL), Data Management
- **Tools:** Workbench, Data Loader, Dataloader.io, Postman, Insomnia, Salesforce Maven Tool, GitHub, Visual Studio Code
- **Web Technologies:** HTML, CSS, JavaScript

WORK HISTORY:

Cognizant

CLIENT: BioMérieux

PROJECT: BioMérieux

TENURE: June 2024 – Present

Position: Associate

PROJECT DESCRIPTION:

bioMérieux is a global leader in in vitro diagnostics, providing innovative solutions for healthcare and industrial sectors in over 150 countries. The Salesforce project involves implementing Field Service Lightning (FSL) to manage medical equipment servicing and Salesforce CPQ to streamline the quoting process for equipment sales. Responsibilities include configuring security settings, workflows, validation rules, and automation to support end-to-end sales and service operations efficiently.

ROLES AND RESPONSIBILITIES:

- Configured Salesforce setup including roles, profiles, permission sets, sharing rules, objects, and relationships as per business requirements.
- Developed Apex classes, triggers, Lightning Web Components (LWC), and test classes with >85% code coverage.
- Implemented Salesforce CPQ (product bundles, pricing rules, quote templates) and Field Service Lightning (resources, territories, appointments, dispatch console).
- Built Flows for automating lead assignment, service case routing, and field notifications.
- Performed deployments using Change Sets and handled bulk data loading with Workbench and Data Loader.
- Collaborated with cross-functional teams to gather requirements, resolve user issues, and deliver scalable solutions.

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CLIENT: BMW

PROJECT: BMW

TENURE: April 2021 – June 2024

Position: Programmer Analyst

PROJECT DESCRIPTION:

BMW is a leading global automotive company, well known for premium cars and mobility solutions. The Salesforce project focused on streamlining customer relationship management, dealer interactions, and after-sales service processes across regions. The implementation involved configuring and customizing Salesforce Sales Cloud and Service Cloud to support BMW's business operations.

ROLES AND RESPONSIBILITIES:

- Created custom objects, fields, validation rules, workflows, approval processes, and page layouts as per business requirements.
- Developed and enhanced Apex classes, triggers, Lightning Web Components (LWC), and test classes with >85% code coverage.
- Worked on Lightning Community (Experience Cloud) and implemented Flows for lead management, case routing, and approval processes.
- Administered Salesforce security including roles, profiles, permission sets, and sharing rules.
- Built custom Reports and Dashboards for sales, service, and operations teams; ensured data quality through maintenance and cleansing.
- Supported end users by resolving issues, conducting training, and ensuring adoption of Salesforce tools.
- Performed post-deployment sanity checks.
- Collaborated with stakeholders to gather requirements and deliver scalable solutions.
- Created technical documentation and adhered to Salesforce best practices.

CERTIFICATIONS:

Salesforce Certified Administrator (SCA) - Aug 2022

Salesforce Certified Platform Developer I - Feb 2023

Salesforce Certified Platform App Builder Certification - Mar 2023

Salesforce Certified Associate - May 2023

Salesforce certified AI Associate - Feb 2024

Salesforce Certified Marketing Cloud Administrator - Feb 2024

Salesforce Certified Sales Cloud Consultant - Sep 2024

Salesforce Certified AI Specialist - Dec 2024

ACADEMICS:

Qualification	Board/University	Name of institute	Year of pass out	Marks (%)
B. TECH in CSE	DBATU University	SITOCe, Yadrav	2021	85.9
DIPLOMA in Computer Engineering	MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION	Sharad Institute of Technology Polytechnic, Yadrav	2018	76.19

ACHIEVEMENT:

Successfully participated in Cognizant's Digital Honors Program, which led to earning a promotion to GenC NEXT, reflecting dedication to excellence and professional growth.

STRENGTHS:

- **Effective Communication** – Strong client-facing and business communication skills.
- **Problem-Solving** – Skilled at analyzing requirements and resolving complex issues quickly.
- **Adaptability** – Quick to learn new technologies and adjust in dynamic environments.
- **Team Collaboration** – Collaborative team player with a positive and proactive attitude.
- **Detail-Oriented** – Self-starter with strong attention to detail and quality delivery.

DECLARATION:

I hereby declare that all the information furnished above is true to the best of my knowledge.

Date:**Current Address:** Hyderabad, Telangana, India (500081).**SIGNATURE****(Swati Shankar Machhewar)**