

PROFESSIONAL BIOGRAPHY

Name: SWATI TIWARI

Role: Sr Salesforce Developer

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CERTIFIED

Administrator

CERTIFIED

Platform App Builder

CERTIFIED

Platform Developer I

CERTIFIED

Platform Developer II

CERTIFIED

Sales Cloud Consultant

CERTIFIED

Business Analyst

CERTIFIED

Associate

COPADO CERTIFIED

Copado Extension Builder

COPADO ROBOTIC TESTING

SPECIALIST

COPADO CERTIFIED

Consultant

COPADO CERTIFIED

COPADO FUNDAMENTALS I MP

COPADO CERTIFIED

Copado Essentials +

COPADO CERTIFIED

Copado Fundamentals II

Professional Summary: -

- 7+ years of Total Experience in the IT Industry as a Salesforce Developer in managing each responsibility of gathering project info from clients, documentation, designing, developing & testing. Currently, working on an Insurance Project.
- Detail-oriented and Salesforce Certified Engineer equipped with 6+ years of experience in Finance, Insurance, Retail and manufacturing industries.
- Responsible and articulate individual with strengths in solutions optimization, mobile and cloud solutions and global project management.
- Meticulous in the inspection process to ensure products are in proper condition and working as intended.
- Firm understanding of quality control to provide accurate status updates and communicate information with software development managers and quality control managers.
- Possess an ability to quickly yet concisely understand departmental and organisational objectives and work towards developing data provision solutions.

Skills Summary: —

Platform	Salesforce Classic & Lightning			QAD (GUI & CUI)	Oracle
Salesforce Specific Skills	Functionality	Apex/Visualforce, Aura & LWC Apex Classes/Triggers Apex Sync/Async Methods Lightning Flow/Approval Process Salesforce Integration Data Management & Migration Email Templates Communities & Sites			
	Competencies	Salesforce CRM administration Workflow automation Data management and architecture			

		Integration with external systems Security model implementation Release management and testing Performance optimization User training and support Code review and quality assurance Marketing automation integration Project management		
	Product Expertise	Clouds		Industry Specific Product
		Financial Services Cloud (FSC)		CPQ & Billing
		Sales & Service Cloud		Salesforce Field Service
		Insurance Cloud		Email Studio
		Community & Commerce Cloud		Mobile Studio
		Marketing & Experience Cloud		Loyalty Management
		Einstein Analytics Cloud		Pardot
		Data Cloud (Salesforce CDP)		CRM Analytics
				Sales Enablement
				Quip
	Cross-Functional Tools	Tableau	Power BI	SalesLoft
		JIRA	Talend	Service Now
	Development Lifecycle (DevOps)	Copado	Azure DevOps	GIT Version Control
		Jenkins	ANT	Change Sets
		Gearset		
	Development Tools	Visual Studio Code IDE with Salesforce CLI JetBrains IntelliJ IDE with Illuminated Cloud Android Studio Developer Console Workbench & Data Loader		
Methodologies	Agile		Waterfall	Six Sigma
	Scrum	Kanban		
	XP	Crystal		
Languages	Apex/Visualforce/Java/SQL		Aura/LWC	HTML 5/CSS 3/Javascript
	SOAP & REST APIs		jQuery, AJAX, JSON	SOSL/SOQL
	XML/JSON		Progress 4GL	C/C++/Python
Soft Skills	Communicator		Analytical	Work Ethic
	Adaptable		Team Work	Collaborator
	Empathetic		Approachable	Perseverance
	Innovator			

Project Highlights:

1. Project: Data Migration & Integration for Leading Manufacturing Firm in UK.

Role: Omnistudio Developer & Integration Specialist

Description:

As part of the IT Roadmap and Strategic vision, the company wanted to provide a unified, collaborative and efficient solution that would allow them to center a CRM system on its customers, build stronger relationships and execute its digital strategy.

Key components of the Delivered Application:

- Worked closely with the sales team and business analysts and performed a detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- Worked with Vlocity Omni Script and its Input and action components, designing and deploying. Setup and configure Omni-Script components.
- Created & designed data raptors using Vlocity including data import, data mapping with workbench and JSON script.
- Used HTML and CSS in Vlocity cards and consoles for the design of various medical plans based on county and state information.
- Experience with system integrations involving Salesforce.com web services (JSON, SOAP), REST, XML, as well as Vlocity Integration Procedure.
- Worked on aura framework, JavaScript, and Salesforce Lightning Design System (SLDS) to build Lightning components.
- Experienced with agile and scrum team environments across multiple vendors. Resolve user stories issues and coordinate with the testing team as needed.

2. Project: Multi Integration to Salesforce CRM Greenfield Project for European Online Retailer and Technology Provider

Role: Salesforce Lightning/Integration Specialist

Description:

As part of the IT Roadmap and Strategic vision, the company wanted to provide a unified, collaborative and efficient solution that would allow them to center a CRM system on its customers, build stronger relationships and execute its digital strategy.

Key components of the Delivered Application:

- Developed and maintained Salesforce integrations with other systems, resulting in a 40% reduction in data silos and a 25% increase in data visibility.
- Designed and implemented a custom security model, including profiles, roles, and sharing rules, resulting in a 30% increase in data security and a 20% decrease in data breaches.
- Participated in Salesforce release management and testing, resulting in a 50% reduction in deployment errors and a 20% increase in system uptime.
- Worked on Steelbrick and salesforce integration for automating, quoting, contracting and billing processes.
- Worked on Apttus configuration, Pricing, discounting, approvals and proposal generation.
- Maintained CPQ Configure-Price-Quote tool updated with the latest functionality by installing Apttus CPQ releases.

3. Project: Customer 360 Platform for Parcel Service for US Government Company.

Role: Salesforce Technical Lead & Scrum Master

Description:

As part of the IT Roadmap and Strategic vision, the company wanted to provide a unified, collaborative and efficient solution that would allow them to center a CRM system on its customers, build stronger relationships and execute its digital strategy.

Key components of the Delivered Application:

- Created a robust 360 Salesforce system that ensures that all the relevant information such as contacts, leads,

opportunities, claims and more is securely stored and easily accessible to the employees.

- Created a unified integration with Guidewire system to empower the sales users by providing seamless support for their daily activities mitigating the need to swivel their chairs between the systems.
- A plethora of CRM Reports and Dashboards were created to support daily activities tailoring the view for enhanced data insights and decision-making.
- Developed Sales Engagement Tool along with Data Raptors of Omnistudio which enables lead development and sales representatives to efficiently complete the work across cadences and manage engagement with prospects and customers.

4. Project: Insurance Application

Role: Senior Salesforce Developer & Technical Lead

Description:

Online Insurance is a web application which is used to track the details about the insurance policy, customer details and company details. This is useful for any kind of insurance to manage the insurance details, sanction the insurance for customers, process the insurance policy details and all kinds of insurance processes through online.

Key components of the Delivered Application:

- Working as a Salesforce Technical Lead and Developer and involved in creating custom components for the 3 Fortune 500 companies in the Finance, Insurance and Manufacturing sectors.
- Arrange meetings with key stakeholders regularly to discuss ongoing plans to communicate problems encountered and workshop solutions.
- Support business requirements and deal with all the CRM needs of the client.
- Provide customized solutions using the Salesforce platform (FS – LWC, Tableau).
- Responsible for taking care of requirement gatherings, producing functional analysis, facilitating customer workshops, etc.
- Collaborate with the pre-sales support and solution architecture team on integrations and solution deployment.
- Project manage all Salesforce development projects within the company, including setting goals and timelines and assigning tasks.
- Design and code unique Salesforce applications, test possible Salesforce development solutions, analyze results, and implement fully functional applications to ensure minimal downtime.
- Collaborated with multifunctional teams to determine the company's needs, discuss progress, and plan the implementation of the system.
- Communicate solutions to staff, provide written documentation of applications, and train all staff to ensure the application is used efficiently and effectively.
- Involved in migrating data into the Salesforce application using Apex Data Loader through CSV Files and used ANT, GitHub and Copado for deployment.
- Extensive exposure to Black Box Testing, Smoke Testing, Usability Testing, End-to-End Testing, System Testing, Regression Testing and User Acceptance Testing (UAT).

5. Project: Leading healthcare US Company migrating from Oracle to Salesforce

Role: Salesforce Developer

Key components of the Delivered Application:

- Created a Competitor Pricing Screen (using Aura and LWC) serving as a client UI for entering the details about the competitor products in the market that helped customer in improving their products by 30%.
- Integrated multiple external systems like Revenue Grid, Docebo, Cvent and Outlook Connector with the Salesforce Platform.

- Configured and managed the website of the client to produce and show only relevant information country wise which included working on multiple customized pages with lightning components, creating flows to trigger the functionality and multiple customized objects.
- Performed unit, regression & end-to-end testing for the developed systems.

6. Project: Customized Financial Cloud Setup for Leading Bank

Role: Salesforce Developer

Key components of the Delivered Application:

- Provided consulting solutions on Salesforce Technology to cater to business needs for various industries like Manufacturing, E-Commerce and Healthcare.
- Worked with Clients to increase engagement and adoption of the Salesforce platform for Sales, Community, Marketing and Service needs.
- Responsible for creating new functionalities and redesigning the existing interface with Lightning which also included migration from Classic to Lightning and developing custom Lightning screens.
- Worked as Business Analyst and Scrum Master to drive kick-off/discovery sessions to gather requirements and act as a mediator between Stakeholders and the Delivery Team and to streamline the agile process in the project.
- Received multiple appreciations for developing effective solutions to their designated problems, being available whenever needed and conducting effective End User Training.
- Worked as Salesforce Consultant providing technology consulting on how businesses can leverage Salesforce to streamline their business operations.
- Handled deployment and version control using DevOps processes like Copado, GitHub and Jenkins and received satisfactory index ratings from the customer
- Conducted training for young Salesforce enthusiasts and helped them get command over the platform.

5. Project: Manufacturing & Finance Operations for US Company (Migration to Salesforce)

Role: Salesforce Administrator & Developer

Key components of the Delivered Application:

- Worked as a Salesforce Developer and Analyst for a Fortune Global 500 - US based Manufacturing Company wherein more than 5000 users were involved helping them design solutions to their day-to-day problems and resolve the end users' issues.
- Resolved technical issues (Configuration, Apex, VisualForce, and Lightning Components) and implemented solutions.
- Worked with the CRM Team to identify the lacking, reviewed operational procedures and developed scalable solutions that drive sales growth.
- Designed the solution by customizing various standard objects and custom objects of the Salesforce.
- Worked closely with business analysts and performed a detailed analysis of business and technical requirements
- Developed various stages and processes like custom objects, custom workflows, formula fields, master detail, lookup relationships, tabs, validation rules, validation rules, Apex triggers, apex classes, controllers, and formula fields.
- Created roles, and profiles and implemented security and shared rules at object, field, and record levels for different users at different levels of the organization.
- Extensive experience creating email templates, email services and page layouts.
- Worked on the approval process, lightning process builder and workflows to automate the business process without depending on custom code development.
- The managed interface between Mfgpro and Salesforce and worked on Data Migration using Data Loader and Import Wizard.
- Creating Reports and Dashboards for clients in Salesforce.

6 Project: Manufacturing & Finance Operations for US Company

Role: QAD Developer

Key components of the Delivered Application:

- Worked as a QAD Developer and Techno-Functional Consultant in migrating old versions of MFG/PRO to eb2 version and streamlined business processes to a common platform.
- Implemented MFGPRO in Distribution, Manufacturing and Finance modules to manage the integration needs with external systems.
- Worked on QAD Development using Progress 4GL language and requirement understanding from the Clients and providing estimates for the completion of the Work Orders.
- Created workflow and test cases for the work orders and involved end-to-end unit testing of codes to identify the loopholes and fix them.
- Actively involved in handling the exceptions and clearing them off and consulted with the engineering team to determine system loads and develop improvement plans.
- Identify the root cause of repetitive upcoming issues and deploy permanent fixes for them.
- Worked on various third-party vendor applications like Esker, FacturaYa, GoSocket, and Cyberquery.
- Involved in Smoke Testing of applications after the upgrade and created reports for clients using Cyberquery, BI Solution for QAD.

Educational Qualification:

- Bachelor of Engineering in Computer | University of Mumbai | Aug '16
- Higher Secondary in Computer Science | University of Mumbai | Aug '12