

# SWATI HARISHPRASAD TIWARI

Mumbai | **Contact:** +91-8097186610 | **E-mail:** swatitiwari04@gmail.com

*Currently in India, willing to relocate at the earliest*

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## PROFILE SUMMARY

- Detail-oriented and Salesforce Certified Engineer equipped with 6+ years of experience in Finance, Insurance, Retail & Manufacturing industry.
- 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 organizational objectives and work towards development of data provision solutions.

## AREAS OF EXPERTISE

### Technical:

Platform: Salesforce (Classic + Lightning (Aura+LWC+DevOps+Integration)) | QAD (CUI + GUI)

Programming languages: Apex/Visualforce | Aura/LWC | HTML/CSS/JS | Java/C/C++ | SOSL/SOQL | XML/JSON | Progress 4GL

Methodologies: Agile – Scrum, Kanban, XP, Crystal | Waterfall | Six Sigma

### Non-Technical:

Customer Development | Public Relations | Organizational & Management Skills | Commitment Driven | Communication | Analytical Skills | Agile Methodology

## PROFILE EXPERIENCE

### Salesforce Developer & Technical Lead | PricewaterhouseCoopers (PwC) | June '22- Present

- Working as a Salesforce Technical Lead and Developer and involved in creating custom components for the 3 Fortune 500 companies in Finance, Insurance and Manufacturing Sector.
- Arrange meetings with key stakeholders regularly to discuss ongoing plan 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 to take care of requirement gatherings, produce functional analysis, and facilitate 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 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).

### Salesforce Developer | Capgemini | May '21-Jun'22

- Provided consulting solutions on Salesforce Technology to cater business needs for various industries like Manufacturing, E-Commerce and Healthcare.
- Worked with Clients to increase engagement and adoption of Salesforce platform for Sales, Community, Marketing and Service needs.

- Responsible for creating new functionalities and redesign the existing interface with Lightning which also include 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 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 business can leverage Salesforce to streamline their business operations.
- Handled deployment and version control using DevOps process like Copado, GitHub and Jenkins and received satisfactory index rating from the customer
- Conducted training for young Salesforce enthusiast and helping them get command over the platform.

#### **Salesforce Developer | Tata Consultancy Services | Feb '19- May '21**

- 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 CRM Team to identify the lacking, reviewed operational procedures and developed scalable solutions that drives 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, profiles and implemented security and shared rules at object, field, and record level 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.
- 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.

#### **QAD Developer | Tata Consultancy Services | July '17- Feb '19**

- Worked as a QAD Developer and Techno-Functional Consultant in migrating old versions of MFG/PRO to eb2 version and streamlined business processes to 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 in end-to-end unit testing of codes to identify the loop holes and fix them.
- Actively involved handling the exceptions and clearing them off and consulted with the engineering team to determine system loads and develop improvement plans.
- Identify root cause of repetitive upcoming issues and deployed permanent fix for them.
- Worked on various third-party vendor applications like Esker, FacturaYa, GoSocket, and Cyberquery.
- Involved in Smoke Testing of applications after upgrade and created reports for clients using Cyberquery, BI Solution for QAD.

#### **Associate System Engineer| Tata Consultancy Services| Feb '17-July '17**

- Attended training on QAD, MFGPRO and Progress 4GL and gained a good understanding on the Manufacturing, Distribution and Finance module with QAD.
- Learned the programming techniques for developing robust modules and attended the programming training
- Developed inquiry reports through progress 4GL language.

#### **Associate System Engineer| Tata Consultancy Services-Initial Learning Program| Sept'16-Jan'17**

- Participated in an Initial Learning Program Training on Enstol Oracle Apps.
- Focused on personality development and technical skills learning including Java, UNIX, Oracle, SQL, and PLSQL.

- Developed Oracle App for Hotel Management.

## ACCOMPLISHMENTS

- Recognition for Quality Delivery: Recognized for providing quality delivery to clients for a lean project within stringent deadlines.
- Project Accelerator: Recognized as the key person responsible for the Project Acceleration by the Switzerland Capgemini Team. Awarded with the Project Accelerator award for showcasing multiple initiatives throughout the project tenure and providing guidance and support to the team members.
- Awarded with Extra Mile Award for my contribution in Q3 for the Salesforce Project.
- Awarded with Star of the year 2020-21 for showcasing exceptional performance that consistently exceeded goals and expectations in quality and quantity.
- Awarded with Best Performer (Sept '20) and Star of the Month (Aug '20) for understanding client requirements and developing solutions for them and working extended hours to complete the task within deadline.
- Client appreciation for being available off hours and improving customer experience.
- Appreciation from team in handling application effectively and providing solutions.
- Awarded with TCS Gems for understanding business workflow and handling it in short span of time.
- Received "Learning achievement Award" from TCS, for having more than 1500 learning points and certification on internal TCS learning platform and, for contribution on learning new technologies.
- Received "Commitment and Service Award" from TCS in Sept, 2019.
- Received "On the Spot Award" from TCS for outstanding contribution to organization, Q4, 2018- 19, Q2, 2018-19, Q1, 2018-19 and Q4, 2017-18.
- Appreciation Note and TCS Gems from NGO Head of Samarthan, for contribution towards the NGO.
- 5th Rank Holder in Engineering College, 2016.

## EDUCATION

Bachelor of Engineering in Computer | University of Mumbai | Aug '16

Higher Secondary in Computer Science | Birla College of Science | Aug '12

## TRAINING & CERTIFICATIONS

### Salesforce Trailhead | Nov '19-Current

- I am 3x Trailhead Ranger with over 350+ badges and 190K+ Miles
- 11x Certified in Salesforce (6x Salesforce Certified, 5x Copado DevOps Certified)
- Completed 9x Superbadges successfully in Trailhead.
- Key skills in creating custom components, interacting with third party apps and managing heavy data load.
- Also in managing users, security controls, and data as well as creating roles, profiles, and reports, designing custom objects, custom fields, picklists, page layouts, workflow, approval processes, validation rules, custom tabs, reports, VisualForce pages, dashboards, and email generation.
- Great interest in Einstein and CPQ Modules.
- Preparing for Financial Services Cloud Consultant, Manufacturing AP & CPQ Certification.

### Projects:

- **Project 1:** United Parcel Service – Shipping & Supply Chain Management  
Role: Lead Developer & Solution Architect
- **Project 2:** Fiserv – Financial Services Technology (American Multinational Company)  
Role: Technical Lead & Salesforce Developer and Scrum Master
- **Project 3:** Western Union – Financial Services Company  
Role: Salesforce Developer & Lead Architect
- **Project 4:** Sonova – Hearing Device Company (Phase 2)  
Role: Salesforce Developer and Scrum Master
- **Project 5:** Sonova – Hearing Device Company (Phase 1)  
Role: Salesforce Developer and Analyst
- **Project 6:** Avery Dennison – RFID Tags and adhesive materials' manufacturer  
Role: Salesforce Analyst and Support

- **Project 7:** Avery Dennison – RFID Tags and adhesive materials’ manufacturer  
Role: QQA Analyst and Support