



Swati Harishprasad Tiwari

Salesforce Developer & Consultant

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Professional Summary

Detail oriented and Persistent Salesforce Developer and growing Architect equipped with 6+ years of comprehensive experience in Finance, Manufacturing, Insurance and Retail industry. Responsible and articulate individual with strengths in solutions optimization, mobile and cloud solutions, and global project management.

I am a dedicated and strategically minded software developer capable of working independently or in diverse team to customize Salesforce Environment. I am organized and logical professional able to quickly yet concisely understand departmental and organizational objectives and work towards development of data provision solutions.

Work Experience

Salesforce Developer | PricewaterhouseCoopers (PwC) | June 2022 > Present

Salesforce Technical Lead and Developer involved in creating custom components for the 3 Fortune 500 companies. Development, implementation including configuration and database activities. Implemented Security and Sharing, automated business process via Lightning components and Flows and provided dynamic integration solutions.

Roles and Responsibilities:

1. Responsible for developing and customizing Salesforce applications using Apex, Visualforce, JavaScript, SQL, SOAP and REST Web Services.
2. Automated processes using Salesforce automation tools, such as Process Builder, Workflows, Formulas, Flow, Assignment Rules, E-mail Alerts.
3. Involved in data mapping and migration of data from legacy systems to salesforce.com objects and fields using tools like data loader, ring lead, and Jitterbit evaluated cast iron for migrating data within the salesforce.com implemented SFDC integration using rest/ soap web service API's extensive experience creating roles, profiles, email services, and page layouts.
4. Proactively identified areas of improvement and functional gaps.

Technical Skills

Platform:

- Salesforce Classic & Lightning
- QAD (CUI & GUI)
- Oracle DB
- Azure

Salesforce Skills:

- Functionality:
 - Aura & LWC
 - Flow & Process Builder/Workflow
 - Approval Process
 - Apex Classes & Triggers
 - Apex Synchronous & Asynchronous Batches
 - Integration
 - Data Management & Migration
 - Email Templates
 - Communities & Sites
- Product Expertise:
 - Financial Services Cloud
 - Sales & Service Cloud
 - Insurance Cloud
 - Analytics Cloud
 - Marketing Cloud
 - Community Cloud
 - Experience Cloud
 - Manufacturing Cloud
 - App Cloud
- Others:
 - Omnistudio/Vlocity
 - Power BI
 - Tableau CRM
 - Pardot

Development Lifecycle:

- Copado
- Azure DevOps
- GIT Version Control
- Jenkins / ANT
- Salesforce Change Sets

Work Experience

5. Created and maintained technical documentation including process documents, and commenting conventions and Salesforce policies/procedures.
6. Evaluated, installed and administered 3rd party apps and provide first-tier-support.
7. Arrange meetings with key stakeholders regularly to discuss ongoing plan to communicate problems encountered and workshop solutions.
8. Collaborated with multifunctional teams to determine the company's needs, discuss progress, and plan the implementation of the system.
9. Project manage all Salesforce development projects within the company, including setting goals and timelines and assigning tasks
10. Design and code unique Salesforce applications, test possible Salesforce development solutions, analyze results, and implement fully functional applications to ensure minimal downtime
11. Communicate solutions to staff, provide written documentation of applications, and train all staff to ensure the application is used efficiently and effectively.
12. 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 2021 > June 2022

Worked as a Salesforce Consultant providing Consulting solutions on Salesforce Technology to cater business needs for various industries like Manufacturing, E-Commerce and Healthcare.

Roles and Responsibilities:

1. Worked with Clients to increase engagement and adoption of Salesforce platform for Sales, Community, Marketing and Service needs.
2. Worked as Salesforce Consultant providing technology consulting on how business can leverage Salesforce to streamline their business operations.
3. 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.
4. 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.
5. Received multiple appreciations for developing effective solutions to their designated problems, being available whenever needed and conducting effective End User Training.
6. Handled Deployment and version control using DevOps process like Copado, GitHub and Jenkins.
7. Received customer satisfaction index rating of 4.6 on 5.
8. Conducting training for young salesforce enthusiast and helping them get command over the platform.

Technical Skills

Tools:

- Visual Studio Code IDE with Salesforce CLI
- JetBrains IntelliJ IDE + Illuminated Cloud
- Talend + MS SQL
- Android Studio
- Developer Console
- Workbench & Data Loader
- Cyberquery
- Putty + WinSCP
- Qualtrics
- Service Now
- HPQC/HPALM
- Salesloft + Demandware

Languages:

- Apex/Visualforce/Java/SQL
- Aura/LWC
- HTML 5/CSS 3/Javascript
- jQuery, AJAX, JSON, REST APIs
- C/C++/Python
- SOSL/SOQL
- XML/JSON
- Progress 4GL

Methodologies

- Agile – Scrum, Kanban, XP, Crystal
- Waterfall
- Six Sigma

Key Impact Areas

- Business Analysis
- Product Management
- Requirement Gathering
- Scrum Meetings
- Gap Analysis and Troubleshooting
- Stakeholder Management
- Release Management
- Data Migration and Integration
- Solution Designing

Work Experience

Salesforce Developer | Tata Consultancy Services | Feb 2019 > May 2021

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.

Roles and Responsibilities:

1. Resolve Technical issues (Configuration, Apex, Visualforce, and Lightning Components) and implement solutions alongside associated system. Work with CRM Team to identify inefficiencies, review operational procedures and craft & document scalable solutions that drives sales growth.
2. Worked closely with business analysts and performed a detailed analysis of business and technical requirements and designed the solution by customizing various standard objects and custom objects of the Salesforce.
3. Developed various custom objects, custom workflows, formula fields, master-detail, lookup relationships, tabs, validation rules.
4. Developed workflows, validation rules, Apex triggers, apex classes, controllers, and formula fields.
5. Created roles, profiles and implemented security and sharing rules at object, field, and record level for different users at different levels of the organization.
6. Extensive experience creating email templates, email services and page layouts.
7. Worked on the approval process, lightning process builder and workflows to automate the business process without depending on custom code development.
8. Managing interface between Mfgpro and Salesforce.
9. Experience in designing custom objects, custom fields, picklists, page layouts, workflows, approval processes, validation rules, assignment rules, approval process, custom tabs, reports, VisualForce pages, dashboards, and email generation according to application requirements.
10. Data Migration using Data Loader and Import Wizard.
11. Creating Reports and Dashboards for clients in Salesforce.

QAD Developer | Tata Consultancy Services | Jul 2017 > Feb 2019

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.

Roles and Responsibilities:

1. QAD Development using Progress 4GL language.
2. Requirement Understanding from the Clients and providing estimates for the completion of the Work Orders.
3. Created Workflow and Test Cases for the Work Orders. Involved in Unit Testing of the Codes.
4. Also included in End-to-End testing to identify the loop holes and fix them.

Certifications

- Salesforce Certified Javascript Developer 1
- Salesforce Certified Platform Developer II
- Salesforce Certified Platform Developer 1
- Salesforce Certified Advance Administrator
- Salesforce Certified AI Associate
- Salesforce Certified Associate
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Business Analyst
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator
- Copado Certified Consultant
- Copado Certified Essentials +
- Copado Certified Extension Builder
- Copado Certified Robotic Testing
- Copado Certified Administrator
- Copado Certified Developer
- ERP/CRM: Salesforce for Administrators and Developers, TCS Internal, 2020
- Metamorph: Business Analyst, TCS Internal, 2020
- Agile, TCS Internal, 2018
- Project Management: Quality Management System, TCS Internal, 2017
- ITIL 2011 Foundation, TCS Internal, 2017

Soft Skills

- | | |
|-------------------|----------------|
| • Diversity | • Communicator |
| • Leadership | • Analytical |
| • Problem Solving | • Work Ethic |
| • Strategic | • Adaptable |
| • Leadership | • Team Work |
| • Approachable | • Collaborator |
| • Perseverance | • Empathetic |
| • Innovator | • Committed |

Work Experience

5. Actively involved in Exception Handling and clearing of the Exceptions.
6. Consulted with engineering team members to determine system loads and develop improvement plans.
7. Identify root cause of repetitive upcoming issues and deployed permanent fix for them.
8. Worked on various third-party vendor applications like Esker, FacturaYa, GoSocket, and Cyberquery.
9. Involved in Smoke Testing of applications after upgrade.
10. Creating reports for clients using Cyberquery, BI Solution for QAD.

Associate System Engineer | TCS | Feb 2017 > Jul 2017

1. Training on QAD, MFGPRO and Progress 4GL.
2. Understanding the Manufacturing, Distribution and Finance module with QAD.
3. Programming techniques for developing robust modules.
4. In-Depth programming training, with help of test cases.
5. Developed inquiry reports through progress 4GL language.

Associate System Engineer | TCS ILP | Sep 2016 > Jan2017

1. ILP Training on Enstol Oracle Apps.
2. Personality Development and Technical Skills learning including Java, UNIX, Oracle, SQL, and PLSQL.
3. Developed Oracle App for Hotel Management.

Education

University of Mumbai

Bachelor of Engineering in Computer (Jul '12 > Aug '16)

1. Computer Engineer graduated with 8.96 CGPA grade.
2. 5th Rank Holder in College.
3. Placement Committee Head.

Birla College of Science

Higher Secondary in Computer Science (Jul '10 > Aug '12)

1. Higher Secondary Schooling with 87.6% in Computer Science Field. 4 rank holder in College.
2. Part of Dean's Team for volunteering NGO

Holy Cross Convent School

Secondary School (Jul '10)

1. Completed School with 93.55% scoring full in Maths and Science Field.

Interests

- Sports
- Outdoor Games
- Educational Development
- Crossword Puzzles
- Knowledge Sharing through various Platforms
- Dance Fundraising
- Volunteering
- Social/Charitable (Orphanage & Old Age Home)

Personal Details

- Father's Name: Mr. Harishprasad Tiwari
- Mother's Name: Ms. Neelam Tiwari
- Birthday: 9th August 1994
- Gender: Female
- Marital Status: Single
- Nationality: Indian
- Passport No.: P2716594, Expires 07/07/26

Language

- English
- Hindi
- Marathi
- Spanish

Awards and Honors

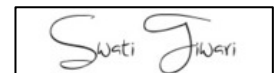
1. Recognized for managing team and showcasing leadership qualities by Director & Clients in PwC, March 2023.
2. Recognized for delivering fast paced solutions and driving team success in PwC, Nov 2022.
3. Awarded with Star Performer for Project Delivery in PwC, Oct' 2022.
4. Awarded with 'Going Above and Beyond' in PwC for
5. Presented with 'SF Rockstar of the Month' in PwC for delivery complex solutions with timelines in PwC, Sept' 2022.
6. Awarded for Quality Delivery in PwC, Aug' 2022.
7. Awarded with Star of the year 2020-21 for showcasing exceptional performance that consistently exceeded goals and expectations in quality and quantity.
8. 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.
9. Client appreciation for being available off hours and improving customer experience.
10. Appreciation from team in handling application effectively and providing solutions.
11. Awarded with TCS Gems for understanding business workflow and handling it in short span of time.
12. 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.
13. Received "Commitment and Service Award" from TCS in Sept, 2019.
14. 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.
15. Appreciation Note and TCS Gems from NGO Head of Samarthan, for contribution towards the NGO.
16. 5th Rank Holder in Engineering College, 2016.

Extra-Curricular Activities

1. Mentoring other trailblazers in learning Salesforce.
2. Part of Fun Committee in Account.
3. Part of Creative Team in Account's Monthly Magazine.
4. Part of Samarthan Group which is a form of NGO to help needy ones.
5. Actively involved in all activities held at Account and TCS level.
6. Campus Co-Ordinator of Engineering College – Communicating with companies and organizing the campus placement.

Declaration

I, Swati Harishprasad Tiwari, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.



Swati Harishprasad Tiwari
Thane, Maharashtra
2nd January, 2024

ANNEXURE

1. Salesforce Trailhead Walkthrough

Badges and Miles	300+ 180K+	General, CRM, Apex, App Logic, Reporting, Security, Data Management, Integration, Lightning, Chatter, Database, Partner, Mobile, App Lifecycle, Tools, Visual Force, User Interface, etc
Superbadges	9	<ol style="list-style-type: none">1. Lightning Experience Specialist2. Business Administration Specialist3. Lightning Experience Reports and Dashboard Specialist4. Apex Specialist5. Selling with Sales Cloud Specialist6. Security Specialist7. Process Automation Specialist8. App Customization Specialist9. Lightning Experience Rollout Specialist
Projects	32	Build an App to track SF Journey, Suggestion App, Build First App, Discount Approval Process, Mars Communication Uplink, Lemonade Stand App, Battle Station App, Process for Managing Support Cases, Recruiting App, Lightning App Builder, Reports and Dashboards, Lightning Experience, Customize Salesforce Object, Import and Export Data with Data Management Tools, Process Builder, Protect Data in Salesforce, etc
Trails	51	Admin Beginner, Admin Intermediate, Build Platform Apps, Learn CRM Fundamentals with Salesforce, Grow Faster with CRM, Sales Cloud, Lightning Experience, Build your Sales Career, Build B2C Commerce Consulting, Cultivate Equality at Work, Empower your Salesforce Users, etc

2. External Certifications & Courses

TCS Internal	<ul style="list-style-type: none">• Knowledge Management & Innovation• Writing Business Cases & Propositions• Communicate Effectively in Global Teams - Intercultural Communication• Inclusive Interaction in Global Teams• Workplace Etiquette Essentials - L1 Certification• Personal Mastery - Working with Agility• Inclusive Interaction in Global Teams - Business Culture & Project Delivery (T1) Certification• Complex Problem-Solving Capabilities• Collaborative Decision Making• Business English Certification• Business analysis - Manufacturing• Metamorph: Certificate in Business Analysis• Assurance: ERP/CRM Testing - Salesforce for Beginners• Environment Health & Safety Foundation• Metamorph: Certificate in Manufacturing domain• Process: Agile Way of Working Foundation• PM_Integrated Quality Management System (iQMS)• LDP: Innovation & Creativity Foundation• Process: ITIL Foundation Certification• ILP: EntSol Oracle Apps Essentials v2
Capgemini	<ul style="list-style-type: none">• Agile with Atlassian Jira (Certified by Atlassian – Coursera)• Conflict Management• 5 steps to Salesforce DevOps Enlightenment