Satya Tiwari

Publicis Sapient , Bangalore

* Mobile : (+91)7985414015 Email : satty.cs2012@gmail.com
* Overall 5+ years of experience in Salesforce CRM application development.
* Hands on experience in Salesforce customization (Lightning Web components, Aura, Apex, Visualforce page, Visualforce component, Trigger, Batch class, Scheduler), configuration, Force.com, Lightning, Integration, B2B Salesforce (Cloud Craze).
* Working under Agile Model for project deliverables.
* Good analytical & logical reasoning abilities, Creativity, and a solid team player.
* Deploying components using third party tools like Source Tree, VS Code, GITLab, ANT, Bit Bucket and Salesforce standard tool like Change Sets.
* Expertise in data loading and analysis, hands on Pentaho and Data Loader, Workbench.
* **Babu Banarasi Das, Lucknow 2010–2014**

Bachelor of Technology | Information Technology| 72%

* Accenture Service Private Ltd. Apr 2015 – Oct 2017 2 Year 7 months
* Extentia Information Tech Oct 2017 – Apr 2018 6 months
* Publicis Sapient Apr 2018 – Till Date 2 Year 4months

**Total Experience 5 Years 4months**

* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer I
* Salesforce Certified [Data Architecture and Management Designer](https://trailhead.salesforce.com/credentials/dataarchitectureandmanagementdesigner)
* Copado Administrator

* Programming Platform : Salesforce classic and Lightning platform
* Domain : Sales and Service Cloud and Lightning, B2B commerce.
* Configuration : Object, User, Profile, Permission Set, Sharing rules, Email

template, Process builder, Flow, Workbench transition, Sites, change set, Reports, Report types, dashboard, Workflow rules, Approval process, Topics, Knowledge base, Custom metadata, Custom Settings etc.

* Customization : Lightning Web Components, Lightning Component, Apex, Visualforce page,

Visualforce component, Trigger, Batch class, Scheduler, Integration.

* Deployment Tools : ANT, VS Code, Workbench, Import Wizard
* Web Technologies : HTML, CSS , JQuery, JavaScript, JSON
* Project mgt. tools : Github, GitLab, Confluence, Jira, Bitbucket
* IDE : Visual Studio Code

1. **Iqvia Rimsmart**

* **Role:** Salesforce Developer
* **Duration:** Dec 2019 to Current
* **Team Size:** 17
* **Description:**

**Roles and Responsibilities**:

* Healthcare project, working on lightning web components.
* Integration with DMS
* Document and content management system
* Working with Alfresco, Nuxeo, InteliNotion and Box for CMS/DMS capabilities.
* Worked from scratch of project
* Setup entire CI/CD pipeline
* Worked with Docker, GCP, AWS EC2 , Kubernets and Azure
* Working on various frameworks i.e. DML, testing, integration.
* Working as Salesforce lightning developer.

1. **Cargill FIBI – Cargill – Sapient**

* **Role:** Associate Technology L2
* **Duration:** Apr 2018 to Dec 2019
* **Team Size:** 9
* **Description:**

**Roles and Responsibilities**:

* Currently working as CloudCraze developer.
* Building micro services using B2B Commerce for API layer
* Integration with Dell Boomi to load the data from SAP to Salesforce.
* Exposing CloudCraze REST API’s to Kong services
* Configuration and Customization of CloudCraze B2B e-Commerce product
* Building Lightning Pages for Internal Employees operations
* Proposing solutions to Clients using lightning components, which adds value to the product
* Loading Business Data using Pentaho (Spoon) tool to Salesforce
* Deploying stories using Git, BitBucket tools and workbench for scripts.
* Best code practices using SonarQube tool

1. **Precient : Extentia Information Technology**

* **Role:** Senior Software Professional.
* **Duration:** Oct 2017 to Apr 2018.
* **Team Size:** 4
* **Description:**

**Roles and Responsibilities**:

* Project was entirely handled by internal team starts with requirement capture till production results. Major development was built in Lightning.
* Only developer of my current project so I carry all the responsibilities of my entire project which starts from requirement gathering , understanding of flow and impact analysis of different requirements on one another.
* Presentation of technical and functional approach to client through demo and feedbacks.
* Development and deployment into different sandboxes and production.

1. **Splunk**

* **Role:** Application Development Analyst
* **Duration:** Feb 2017 to Oct 2017
* **Team Size:** 9
* **Description:**

Splunk (the product) captures indexes and correlates real-time data in a searchable repository from which it can generate graphs, reports, alerts, dashboards and visualizations. Splunk has a mission of making machine data accessible across an organization by identifying data patterns, providing metrics, diagnosing problems and providing intelligence for business operations. We covered two Splunk products (Splunk Lite, Splunk Cloud).

The main focus is to assign cloud to customer for trial purpose like 5 GB date for 1 year. It operates the purchase flow and controls the management of Account, Contact, Order, Sales cloud. Currently implementing PO flow (Purchase opportunity flow).

**Responsibilities**

* Worked as a developer and independently handled a complete module.
* Currently Handling the Rain Makr Module as an independent contributor.
* Developed entirely custom integration with data.com to enrich the on-demand salesforce Account, contact, and lead data.
* Having Experience in configuration and customization.
* Support during the implementation into production.

1. **Aristos-GeCep: AT&T**

* **Role:**Application Development Associate
* **Duration:** Jun 2015 – Aug 2015
* **Team Size:** 8
* **Description:**

GeCEP (Global Enterprise Custom Engagement Process) is a web based application designed to facilitate workflow management and documentation management for all engagements submitted by IBM. The workflow management capability directly supports the Sales Lead, Technical Architects, Pricing, Proposal, Delivery and subsequent billing functions of the process. The document management capability provides a centralized repository for all business functions supporting IBM including Service Delivery.

IBM will submit engagement requests into AT&T via the Customer Interface. Once the request is received by AT&T it will be managed and tracked via GeCEP. Updates will be provided back to the IBM Submitter via email as well as electronic status updates within the GeCEP Customer Interface

**Responsibilities**

* Worked on salesforce configuration – Profile Setting , creating Validation Rules, Workflows, Sharing rules, Custom objects, Custom Fields, Page Layouts, Record Types, Users, Permission Sets, OWD , Outbound Messages , Schedule Apex, Field Level Security
* Worked with ST team to complete module on time
* Delivered User Stories With Minimal defect count
* Worked on UAT defects of all severity along with complete deployment.

1. **Social Care : AT&T**

* **Role:** Application Development Analyst
* **Duration:** Sep 2015 to Oct 2016
* **Team Size:** 13
* **Description:**

Social Care was handling all the customer day to day life facing scenarios related to social networking and telecom & mailing services through Salesforce sales and service cloud. It was involved in the way customer reaches out to AT&T for any services, compliments and feedbacks.

**Roles and Responsibilities**:

* Worked on Social Customer service for Salesforce.
* Understanding the Specification Requirements and business process, maintenance, enhancement and/or development work of application modules.
* Writing Visual force Pages, classes ,validation rules, Workflow rules, Apex triggers, Assignment rules, Email templates, Email alerts, Batch apex, Scheduler and test classes.
* Created and presented Technical Design Documents for various demos.
* Worked with Data Loader for bulk import or export.

1. **DTV: AT&T**

* **Role:** Application Development Analyst
* **Duration:** Oct 2016 to Jan 2017
* **Team Size:** 10
* **Description:**

**Roles and Responsibilities**:

* Maintenance, enhancement and/or development work of application modules
* Apex Triggers, Classes, Validation Rules , Workflow Rules, sharing Rules.
* Worked on flows, Visual force Page, Visual force components.
* Delivering module on time with low defect rate.
* Like to play Cricket and Table Tennis.
* Like writing, cooking, listening music, watching movies and friends gathering.