

Swati Rai

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Objective:

Seeking a good position in an organization with a creative, technology-driven environment that encourages innovative thinking, recognition and career development. I am keen to lend my services in a learning environment to develop my professional, personal and organizational skills.

Professional Snapshot:

- Software professional with more than 2+ years of experience in Salesforce technology.
- Hands on experience in **Sales Cloud, Service Cloud & Marketing Cloud**.
- Worked on Salesforce Classic & Lightning UI.
- Hands on experience in creation of Operational Report & dashboard.

Technical Skills:

Technical Exposure

<ul style="list-style-type: none">• Good exposure on report and dashboard skill group.• Hands on experience in creating dashboard and dataflow.• Extensively worked on Salesforce application configured using features like Approval Processes, Validation Rules, Assignment Rules, Workflow Rule.• Proficiency in administrative tasks like creating Roles, Users, Sharing rules, Record types, Page layouts, Workflow, Validation rules, Reports and Dashboards.• Interacted with Client and Business users.	
Salesforce Technical Areas	<ul style="list-style-type: none">• Reports, Dashboards.• Einstein Analytics• Permission Sets, Profile, Page layout, Security settings.• Workflow Rules, Validation Rule, Approval Process, Assignment Rules.
Operating Systems	Windows

Experience Details:

Company: Tata Consultancy Services	
Duration	Nov 2019 to Till Date
	Working in a skill group which comprises operational Reports & Dashboards. I provided assistance to the customers to troubleshoot issues which arise during implementation of any Salesforce functionality.
Role	Salesforce Consultant

Responsibilities	<ul style="list-style-type: none"> • Played the role of Salesforce.com Administrator and Analyst. • Understand User requirement/Issue and resolve incidents within Deadlines. • Resolved Service Request depending upon user requirement. • Used to setup Roles and assign respective Permission Sets while Go-Live. • Worked with various salesforce.com objects like Accounts, Contacts, Leads, Cases, Reports and Dashboards. • Worked upon various Custom Objects, Reports. • Created page layouts, validation rules, email template, workflows, approval processes and lead assignment rules as per the Business requirements. • Creating and managing profiles, roles, visibility settings. .
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Company: Tata Consultancy Services	
Duration	April 2018 to Oct 2019
Role	SharePoint Consultant
Responsibilities	<ul style="list-style-type: none"> • Worked on SharePoint 2010 & Online. • Design and develop SharePoint master pages and create new SharePoint site. • Worked on Sharegate to migrate the old site into new. • Resolved issues of users through the service now ticketing tool. • Provided access permission to SharePoint site as per requirement. • Design webpart and create list and library as per the user requirements.

Company: Tata Consultancy Services	
Duration	Nov 2017 to Mar 2018
Role	SME (Subject Matter Expert)
Responsibilities	<ul style="list-style-type: none"> • Understand User requirement/Issue and resolve Incidents within Deadlines. • Resolved Service Request depending upon user requirement • Gave support to associates on the floor. • Used to setup Roles and assign respective tickets to associates. • Responsible for ensuring availability and performance of the applications that support the system. • Coordinate with the respective team for application bugs. • Participated in an on- call schedule.

Company: Teleperformance	
Duration	May 2016 to July 2017
Role	Process Associate & Process/Product Trainer

Responsibilities	<ul style="list-style-type: none"> ● Responsible for maintaining daily production log. ● Accountable for customer satisfaction and providing high quality service. ● As a trainer, Conduct training sessions for New Hire Batch to maximize performance. ● Worked with management to schedule training programs for all staff. ● Keeps up with and applies the latest training techniques to a corporate training environment. ● Conduct Refresher session on floor.
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