

# Aarya Tiwary



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Experienced Developer with 4.7 years of working in the information technology and services industry. Skilled in Salesforce CRM customization, vlocity, vlocity CPQ and development with good analytical and troubleshooting. Strong engineering professional with a Bachelor's Degree focused in Computer Science. I thrive in unfamiliar situations and enjoy opportunities to learn and gain exposure to new ideas and experiences. I am open and willing to learn whatever is necessary to accomplish my goal. I believe in learning and self-improvement.

## SKILLS

- Experience using Salesforce Administration, Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Approval Processes.
  - Implementation and Integration experience using Custom objects, Triggers, Workflow rules, Approvals, Visualforce Pages, and Apex classes. Creating and scheduling Batch Apex and Schedule Apex.
  - Installing Apex Data Loader and Comparing and loading the features, update, insert and delete records.
  - Hands on experience on Force.com optimizing IDE, aside.io and workbench.
  - Experienced with third party integration with Salesforce by using Web Services API, REST API, and AWS API.
  - Designing and developing responsive Visualforce pages based on the business requirements with SLDS, HTML, CSS, and Bootstrap.
- Leveraging apex and Visualforce, custom/ standard controllers, extensions, and JavaScript.
- Working with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce database.
  - Working experience with Lightning Applications, Components, Aura Apex and JS Controllers for better customer visualization.
  - Working experience with basic Vlocity and Vlocity CPQ which includes – Cards, Omniscripts, Integration Procedures, EPC, Pricing, Context Rules.
  - Comfortable with unit testing and test methods, debugging and troubleshooting. Deploying metadata between organizations using Force.com migration tool and change sets.
  - Creating, deploying, and optimizing Live Agent and Omni channel and Creating branded chat for customers.
  - Committed to excellence, self-motivator, quick-learner, team-player with strong problem-solving, analytical skills and communication skills.

## WORK EXPERIENCE

### CONSULTANT, APPRIO(WIPRO), JAIPUR (IN) JAN '20 – PRESENT

My roles and responsibilities towards projects are related to Salesforce and Vlocity development. Implemented the functionality using Lightning Aura component, apex classes and using Vlocity platform (Telecom Domain). Along with that, I have volunteered in taking Interviews for salesforce and Vlocity for the hiring processes and took trainings for new Salesforce and Vlocity joiners.

### SALESFORCE SR. DEVELOPER , CELEBAL, JAIPUR (IN) OCT '16 – DEC '21

As a Sr. Developer at Celebal, I performed all the task from analysing and reviewing the requirements to deploying them as per the customer. I delivered End to End projects. My responsibilities included building functionalities with Visual force, Apex and Triggers and customizing applications by making the best use of point-and-click capabilities of the Salesforce platform in adherence with the customers' specifications.

### SALESFORCE TRAINEE, APPRIO(WIPRO), JAIPUR (IN) JUN '15 – JUL'15

Worked on salesforce admin and build admin-based project.

## PROJECTS

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- **Drei Telecommunication -**

**Skills Used** – Vlocity Omniscript, Integration Procedures, Cards, EPC, Vlocity Product Console, Apex, Trigger

**Details** - The aim of the project is to setup CRM and order management system for DREI. Worked on Omnichannel flows to sell telco products to b2b, b2c and d2c. Completed Integrations from third party using Integration Procedures. Worked on APEX triggers and custom implementations.

- **Stryker Corporation -**

**Skills Used** – Apex, Trigger, Batch Class, Schedule Class, Rest API

**Details** – Stryker is one of the world's leading medical technology companies and, together with its customers, is driven to make healthcare better. The company offers innovative products and services in Orthopaedics, Medical and Surgical, and Neurotechnology and Spine that help improve patient and hospital outcomes.

- **Boston Consulting Group -**

**Skills Used** - Lightning Components, Community, Apex Classes, Visualforce Page, Rest API, Webservice API

**Details** - The customer is a Content Delivery Network and Cloud Services Provider. I built a community to deliver content to users. The project includes development of various components in lightning along with event handling.

- **Child story -**

**Skills Used** - Visualforce Page, Apex Classes, Trigger, Approval Process, Workflow, Validation Rules, Conga Composer, Lightning Component, Community

**Details** - The project belongs to Australian Government, and it is an information technology system which places each child supported by the child protection system at the centre of their story with a network of family, careers, caseworkers and other service providers around them.

- **iCare -**

**Skills used** - Live Agent Configuration, Branding of Live Agent, Webservice API

**Details** - A console application which supports third party integration and end-users can coach agents in real-time with private messages. Also monitor agent queues to balance workloads and maximize productivity and track users records by automatically generating records in salesforce. Implemented Live Agent Configuration and customized it according to the requirement.

- **Cyber Security CRM Customisation -**

**Skills Used** - Apex classes, Triggers, Validations and Workflows

**Details** - The client is a US-based Security Company, which supports corporate and governmental security procedures and helps set processes for regulation at all levels through uniquely effective and focused on Salesforce Platform, solutions and services. We worked on triggers, handlers and customized the standard functionality and override them accordingly business requirements. Created Apex classes, Triggers, Batch Jobs and Schedule Jobs. Loading data into Salesforce using CSV and performed operations as insert/update/delete with Data Loader and Workbench. Worked with Validation Rules and Sharing Settings.

- **JARDEN Consumer Management -**

**Skills Used** – Apex classes, Triggers, Visualforce Pages, Validations, Workflows, Batch Jobs and Schedule Jobs

**Details** - The client is a US-based Consumer Products Company, which manages orders and ship it to consumers using Salesforce. I created apex classes, triggers, batch jobs and scheduled jobs. I also resolved issues, working on JIRA and maintained the pre-built CRM, and worked with Live Chat to provide consumer care.

## EDUCATION

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### **GYAN VIHAR UNIVERSITY, JAIPUR (IN) 2012-2016**

Bachelor of Technology in Computer Science & Engineering 8.01 CGPA

### **SHIVAM CONVENT SCHOOL PATNA 2010-2012 ( XII<sup>th</sup> )**

Percentage - 64.5%

### **ST JOSEPH'S HIGH SCHOOL PATNA 2010 ( X<sup>th</sup> )**

CGPA – 8.8

## CERTIFICATIONS

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Salesforce Certified Platform Developer I

Salesforce Certified Platform Developer II

Vlocity Platform Developer

## WEB INFO

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