# Shweta Dayal

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## Summary

A 1X certified Salesforce Developer with 3 years and 6 months of working experience in structuring, developing and implementing interactive Applications. Have good analytical design and problem-solving capabilities. A language agnostic person having the ability to grasp new language/Technology. Looking for challenges in Salesforce ecosystem and integration with external systems.

## Skills

- Apex(Synchronous) and Triggers
- Batch Apex class
- Configurations and Drag-Drop Developments
- Security configurations
- Salesforce Lightning(Basics)
- Bulk API

## Experience

### Salesforce Developer/Administrator

Cognizant Technology Solutions • Bangalore, Karnataka
01/2019 - Present

- **A Salesforce lightning development project using sales and service clouds to install various IGT devices such as X-Ray machines and train new users to use those devices. (02/2020 till the date)**
  - Gathering of requirements from client and implementing those using developement of lightning components, apex classes, triggers, performing unit testing, and deploying to staging environments and production for smoother business operations.
  - Implementation of Email-to-case along with email templates, various processes, approval and workflows to automate various functionalities, helped client in improving business operations.
  - Implemented quote functionalities, used various automations like approval process, triggers and process builders for smoother selling of products which helps business to grow faster.
  - Received Cognizant Cheers Awards in the last two quarters for increasing sales process speed upto 5 times than the previous process.

- **Telstra P2A Implementation : It is the process of development of product where we will get inputs/variables from third party system and store the value of variables in Salesforce by deserializing using rest API. Attributes and quote for a product are created, assigns a price value for a product based on rules of cloud sense and response is be sent back to third party system. (01/2019 to 01/2020)**
  - Developed Salesforce application based on requirements using Apex classes and triggers, and performed unit testing using test classes.
  - Worked on data modeling, security settings, validation rules, Page layouts, Record types, workflows, Process builder and data loader.
  - Quick resolution of defects and new implementations.

## IVR Developer

Cognizant Technology Solutions • Bangalore, Karnataka
06/2017 - 01/2019

- **Ally Financial Inc. : Ally Financial Inc., known as GMAC Inc. (an acronym for General Motors Acceptance Corporation) until 2009, is a bank holding company headquartered in Detroit, Michigan. The company provides financial services including auto financing, corporate financing, insurance, mortgages, stock brokerage, and online banking. Ally is one of the top auto lenders in the U.S. by volume.**
  - Closed out/moved the stories/defect in JIRA, closed out the sprint, updated clarity, completed sprint retrospective. Identify, access and manage the risks associated with our operations and products throughout the release , change requirements and estimations. Monitoring of the application and environments execution /processing of health checks.
  - Experience in root cause analysis of post-production performance related issues through Splunk tool. Also modified and updated the Splunk dashboard
  - Assist Level 2 personnel involving technical problems and triaging, analyzing, and prescribing solutions or workarounds related to the IVR applications.
  - Perform proactive problem and incident management to identify repetitive failures from daily handling of tickets as well as identify potential fixes, enhancements and automation that will reduce the failures.

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## Certifications

- Salesforce Certified Administrator

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## Education

## Bachelor of Technology

Subharti Institute of Technology and Engineering • Meerut, Uttar Pradesh
06/2016