

 **Sweta 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:**

* Currently working in Salesforce, Hyderabad as a Salesforce Success Engineer – Tier 2**.**
* Overall 6 years 10 Months of extensive IT experience in Production Support. Within Salesforce 4+ years of experience.
* Worked on Sales, Service cloud and Einstein Analytics.
* Have a good knowledge of Einstein Analytics and lightning User Interface(UI).
* Apart from above mentioned certifications I have cleared Sales cloud, Einstein Analytics and Discovery, Community cloud certifications too.
* Completed Einstein Analytics and Discovery Consultant and Commnity cloud certifications too.
* Excellent capability to explore, learn and understand new business domains and technology.
* Good Understanding of Salesforce CRM.
* Hands on experience in analysis of an requirement, testing and providing support on various applications to customers.
* Worked on merging and deploying codes through VSTS tool of Microsoft.
* Worked on Data Migration using Apex Data Loader as well as Workbench.
* Trained newbies on Analytics.
* Excellent communication and inter-personal skills.

**Technical Skills:**

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| **Technical Exposure** |
| * Good exposure on report and dashboard skill group. * Hands on experience in handling issues related to Einstein analytics. * Extensively worked on Salesforce.com 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. * Worked on issues related to community, Managed packages. * Interacted with Client and Business users. | |
| **CRM Packages** | Salesforce / Force.com |
| **Salesforce Technical Areas** | * Reports, Dashboards. * Einstein Analytics * Permission Sets, Profile, Page layout, Security settings. * Work flow Rules, Validation Rule, Approval Process, Assignment Rules. |
| **Operating Systems** | Windows |
| **Tools** | Apex Data Loader and workbench |
| **Database Application** | MSSQL 2008 R2, 2012 R2, 2014 R2 servers |

**Experience Details:**

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| **Company: Salesforce** | |
| **Duration** | April 2019 to Till Date |
|  | Currently, I am working on Sales cloud configuation, Reports & Dashboards and Einstein Analytics issues where I being from Salesforce technical support side I provide assistance to the customers to troubleshoot issues which may arise during implementation of any Salesforce functionality. |
| **Role** | Success Engineer – Tier 2 |
| **Responsibilities** | * Report or report type creation issue. * Report performance issues, List view issues. * Data discrepancy issues in a report and Dashboard. * Security/sharing related to report and dashboard folder. * License or permission set issues in Einstein Analytics. * Issues related to dataset, lens, dataflow and of replication in Einstein Analytics. * Event Monitoring and Sharing inheritance issues. * Dataprep related issues. * Feature activation in Analytics issues. * Issues related to Permission Sets, Profile, Page layout, Security settings. * Issues related to Work flow Rules, Validation Rule, Approval Process, Assignment Rules, Process Builder. |

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| **Company: RLABS Enterprise Services Pvt. Ltd.** | |
| **Global Technology Services(GTS)** | |
| **Duration** | June 2018 to March 2019 |
|  | GTS involved in various areas like Financial Advisory, Tax and legal, Audit and assurance and enabling areas. In GTS we have Global Pipeline, Global Contracting and GCRM Phase II applications. These applications works under sales cloud. It is involved in providing support and services for all the regions globally. |
| **Client** | Deloitte |
| **Role** | Salesforce Business Analyst |
| **Responsibilities** | * Worked on Regression Testing. * Worked on testing wave analytics reports and dashboards with lightning. * Merging and deploying codes through VSTS tool. * Worked on data quality checks and resolve issues if data discrepancy occurs. * Resolved issues of users through service now ticketing tool. * Used to setup roles and assign respective Permission Sets as per requirement. * Worked with various salesforce.com objects like Accounts, Contacts, Opportunity, Reports, and Dashboards. * Worked upon various Custom Objects, Reports, Dashboards, Tabs. * Managing profiles, roles, visibility settings of users. * Implemented data migration using Data loader, import wizard. |

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| **Company: Tech Mahindra** | |
| **Project 1: REXIS** | |
| **Duration** | Feb 2016 to May 2018 |
|  | REXIS is an application which is mainly involved in Sales, Service and Marketing the Roche Diagnostic products globally. REXIS providing services to their customers globally for the regions EMEA, APAC, NALA. Involved in providing Support Globally. |
| **Client** | ROCHE Diagnostics |
| **Role** | Salesforce Consultant |
| **Responsibilities** | * Played the role of Salesforce.com Administrator and Analyst. * Understand User requirement/Issue and resolved Incidents within Deadlines. * Resolved Service Request depending upon user requirement * Gave support while Release Go-Live. * 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, Tabs. * Created page layouts, validation rules, email templates, workflows, approval processes and lead assignment rules as per the Business requirements. * Creating and managing profiles, roles, visibility settings. * Implemented data migration using Data loader, import wizard. |

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| **Project 2: CFIT (Corporate Finance IT)** | |
| **Duration** | July 2014 to Feb 2016 |
|  | It's a production application support MSSQL DBA, L3 level where we support microsoft employee's databases and applications. We use ticketing tool i.e service now through which we troubleshoot employee's issues related to applications. We have some configured jobs which needs to be monitored on daily basis as it refreshes data of employees. |
| **Client** | Microsoft Corporation |
| **Role** | Associate System Engineer |
| **Responsibilities** | * Provide 24/7 support as sole MS SQL DBA. * Managed SQL Server -based Applications. * Responsible for ensuring availability and performance of the databases that supports the system. * Regular monitor of servers, which includes backup job monitoring, Disk space monitoring, Services monitoring. * Achieved 99.9% uptime on all MS SQL Servers. * Provided 24-\*7 production support for MS SQL Server Databases. * Experience in monitoring, tuning, and analyze data base performance and allocates resources to achieve optimum data base performance. * Responsible for setting up MS SQL Server jobs to monitor disk space and CPU activity. * Configured, supported Log Shipping and Database Mirroring strategies to support our client's expectations. * Responsible for troubleshooting all MS SQL Server databases issues on production and testing environments. * Co-ordinate with Service Engineering team for application bug/enhancement requirements. * Participated in on-call schedule to respond to SQL Server alerts and potential production database issues. |

**Personal Details:**

Name : Sweta Rai

Date of Birth : 7th Nov 1990

Gender : Female

Languages : English & Hindi

Nationality : Indian