SWATI SINGH

Senior Salesforce Developer

Phone: +91 7903123895

Email: singh993singh@gmail.com

INTRODUCTION:

7.8 years of IT experience in CRM technology and Salesforce 4X Certified Developer with significant exposure through all phases of project (Design, Development, Implementation and Deployment) as a developer with experience in working both as an individual and as a part of diverse team. Skilled in Agile, Scrum, Salesforce (Sales and Service Cloud) and SDLC processes always ensuring on-time project completion and zero-defect delivery.

TECHNICAL SKILLS:

- **Lightning Web components:** Lightning Data Service, Lightning Navigation, Communication using events, Apex call using wire method and imperative call, Lightning message service, event handling, conditional rendering, connected, rendered callback and disconnected callback, JavaScript, CSS, Wire Adapters in LDS, Basic LWC components in LDS, external JS and CSS

- **Aura and Lightning Components:** Component and Application events, Event handling, Lightning Design service, etc.

- **Integration:** REST based integration with 3rd party applications, webservices, Connected Apps, Remote Site Settings, Named Credentials, Auth Providers, Connected App, JSON.

- **Apex:** Triggers, Classes, Controllers, Batches, Schedulers, Future method, Apex sharing, Test classes for Async apex, Mock callouts, Trigger Design Pattern, Unit Of Work framework, FFLIB framework.

- **Deployment and CI/CD:** Bitbucket, Git, Github, SourceTree, Code Review, Branch Creation, Code Scan, Solving Merge Conflict, Backsync of branches, Change Sets, Ant Migration, Jenkins, DevOps(Beta) version of Salesforce for supporting deployment.

- **Tools:** IDE(Eclipse, VS Code, Lightning Studio, Intellij), Jenkins(CI/CD), SourceTree, Bitbucket, Git, Github, SonarQube, CodeScan,ApexStyleGuide, Postman, Workbench, DataLoader, Salesforce Import Wizard.

- **Agile Practices**

- **Documentation and Testing**

EMPLOYMENT SUMMARY:

1. **HCL Technologies**   **June, 2022 – Present**
   Senior Consultant

   Client: Office Depot, USA
   Office Depot is a US based company that provides all office related products and supplies. We as a team used to manage their deals, contacts, prospects, how sales team can perform better and manage their sales data which was spread across various tools and applications which also needs to be synced on regular basis.
   Role: Team Lead and Lead Salesforce Developer
   Roles and Responsibilities:
   - Worked closely with business users to enable business processes using Salesforce Technologies.
   - Migrated the solutions designed for Desktop view to Salesforce Mobile App.

- Designed and developed Apex Classes, Controller classes, extensions, Apex triggers, Batch Classes, Lightning Web Components for various functional needs in the application.
- Migrated already designed Workflows and Process builders to Flows.
- Improved data quality by implementing validation rules, duplicate rules, assignment rules, record types and customizing page layouts in Salesforce.
- Implemented REST based webservices to communicate with different platforms in order to fetch and sync data.
- Monitored various jobs that was created to sync data across platforms using Snowflake and AWS.
- Build re-usable LWC components.
- Worked on Salesforce Maps and Territory Planning.
- Optimized day-to-day operations through the creation of workflow rules, approval processes, and process builders.
- Supported organization-wide change management initiatives pertaining to the adoption of new features or enhancements within the Salesforce platform.
- Integrated third-party applications such as DocuSign and Marketo into existing Salesforce infrastructure for improved functionality.
- Ensured code quality by following best practices and conducting thorough unit testing before deployment into production environments.
- Managed numerous successful release cycles following Agile methodology principles throughout project lifecycles.
- Configured security settings and access controls within Salesforce orgs, safeguarding sensitive data from unauthorized access.
- Developed customized reports and dashboards for various departments, enabling better decisionmaking and always focusing on documentation.
- Influenced positive change within the organization through strategic thinking, innovation, problem-solving abilities, and consistent leadership style.
- Developed and maintained effective relationships with key stakeholders to better understand their needs and expectations.

2. **Cognizant Technology Solutions**   **May, 2019 – June, 2022**
Senior Salesforce Developer

Client: Johnson & Johnson, US
The company focuses on business around medical products for all age groups, eye lenses, provide doctors consultation by collaborating with them so we as a team used to manage their sales team and managing their data and business and proposing them best possible solution to increase their business multifolds.
Role: Lead Salesforce Developer
Roles and Responsibilities:
- Worked on multiple projects that involved working both as an individual developer and as a team.
- Development using FFLIB Apex patterns and Apex best practices including unit testing, code review and documenting regularly on confluence.
- Developed and deploying of approved approach of the requirement taking into consideration of process and coding standard specified by client. Worked on build failure, resolving merge conflict, rebase, squashing / cherry picking commits and backsyncing branch while deploying our changes.
- Have experience of using code quality check using SonarQube.
- Created webservices to communicate with other platform using Restful webservices.
- Developed Lightning components, Lightning App Builder and record pages to meet business requirements.
- Collaborated with a team of SFMC & Canvas developers and teamed with Release Managers for smooth release deployments.
- Worked on enhancement requirement of integration of Salesforce with other environment as specified in project.
- Frequent demo to business to stay aligned with the requirements.
- Strong participation in Salesforce release points review, Scrum, Design, Backlog refinement, Sprint Retrospective and Sprint Planning meetings.
- Maximized system capacity by identifying bottlenecks in existing codebase and devising strategic optimization plans.
- Enabled informed decision-making through the development of custom reports and dashboards in Salesforce.
- Enhanced user experience by designing and implementing custom Salesforce applications.

3. Infosys Ltd. June, 2016 – May, 2019

Salesforce Admin and Developer

Client: ABInBev
Role: Salesforce Developer
Roles and Responsibilities:
- Performed Salesforce configuration including Page Layouts, Standard and Custom objects, Approval Processes/Workflow Rules and led custom development of Apex classes, Triggers, Scheduled jobs,
- Batch Classes, Queuable and Future classes and Controllers.
- Worked on DocuSign Functionality, integrating salesforce with DocuSign.
- Supported business in their Sales and Services functionalities needs, SLA Management, Cases and Entitlement data.
- Designed, developed and documented high-quality business solutions on the Force.com platform in the SF space.
- Directed customization, development, enhancement and support for Salesforce CRM Applications.
- Understanding and correction of bugs in the code or process to meet the requirement of the clients.
- Providing proper resolution and ensuredd solving each issue with its permanent solution which ensured better customer response.

CERTIFICATIONS:

- Salesforce Platform Developer I
- Salesforce Platform Developer II
- Salesforce Sales Cloud Consultant
- Salesforce Administrator ADM 201

SKILLS IN PROGRESS:

- Salesforce.com Certified JavaScript Developer I Trailmix & Superbadge

ACADEMIC BACKGROUND:

Degree	Year of Passing	Institution	University/ Board	Specialization
B.Tech	2016	C.V Raman College Of Engineering, Bhubaneswar	BPUT, Rourkela	Computer Science and Engineering

ACCOMPLISHMENTS:

- Was appreciated by manager and client for hard work and dedication in the team.
- Was appreciated by Client and identified as one of the best Salesforce resource of the team.
- Was identified as the 'Star Performer' in 2017.

Declaration:

I hereby declare that all the particulars furnished above are true, genuine, and reliable to the best of my knowledge, belief and faith.

- Swati