



Ishita Bhardwaj

ishita.bhardwaj462@gmail.com

Senior Advisory Consultant [Salesforce]

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Education

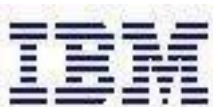
Qualifications	Graduate - Bachelor Of Technology in Electronics And Communication Engineering Guru Gobind Singh Indraprastha University, India, 2014	
Languages	English	Fluent
	Hindi	Fluent

Professional experience

Profile	<ul style="list-style-type: none"> - Requirement Analysis & Design: 8 years of Experience in Solution Design, Development, Effort Estimations & FitGap Analysis for Salesforce Implementations spanning Consumer Group, Power & Utility Sector & HealthCare Industries - SFDC Customization: 8+ years of Implementation experience including Lightning Web Components(LWC), Lightning Aura Components, Apex classes, Triggers & Frameworks, VF pages, JavaScript, Asynchronous Apex, Email Services, Integration Frameworks, Platform Events - SFDC Configuration: setting up Security & Sharing settings, workflows, Process & flows, Approvals, entitlements, Report & Dashboards, Wave Analytics, FSL, Duplicate Rules, Data.com Jobs, Profiles, Permission sets, Role hierarchies, Custom Settings, Custom Metadata, Territory Management, Forecasting, SSO, Gantt Configurations, FSL Scheduling etc. - Deployment: Experienced in leading multiple Go Live Deployments and Adept in deployments Using Git, VS Code, Copado, Force.com Migration Tool kit, Apache ANT & Changesets, performed & lead major Go-Live Deployments, Implemented & worked with SalesforceDX Deployments - App-Exchange Add-ons: Integrating products & features like OpenCTI, Outlook Connector, Pardot, Mobile SDK etc. - Data Migration: Data Mapping, migration using Data Loader, Dataloader.io & workbench using Bulk API - Environments: Worked on Sales & Service Cloud, Field Service Lightning implementations. Good experience in configuring Campaign & Lead Management, Account, Contact & Asset Management, Opportunity, Product & Quote Management, Contract management, enhancing the existing features using Customization.
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Key Skills [Certifications]

- **Salesforce Certified System Architect** from Salesforce on 27-Sep-21,
- **Salesforce Certified Application Architect** from Salesforce on 17-Jun-21,
- **Salesforce Certified Integration Architecture Designer** from Salesforce on 27-Jul-21,
- **Salesforce Certified Identity and Access Management Designer** from Salesforce on 27-Sep-21
- **Salesforce Certified Data Architecture and Management Designer** from Salesforce on 17-Jun-21
- **Field Service Lightning Consultant** from Salesforce on 2019-06-18
- **SAFe for Teams Course (4.6)** from SCALED AGILE on 2019-05-07
- Salesforce Certified **Development Lifecycle and Deployment Designer** certification from Salesforce on 2018-12-10
- Salesforce Certified **Platform Developer II** certification from Salesforce on 2018-07-12
- Salesforce Certified **Sharing and Visibility Designer** certification from Salesforce on 2018-07-04
- Salesforce Certified **Service Cloud Consultant** certification from Salesforce on 2018-04-25
- Salesforce Certified **Sales Cloud Consultant** certification from Salesforce on 2018-03-27
- Salesforce Certified **Platform Developer I** certification from Salesforce on 2017-09-05
- Salesforce Certified Administrator certification from Salesforce on 2016-08-12
- Salesforce Certified Platform App Builder certification from Salesforce on 2018-12-17



SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED
System Architect	Application Architect	Data Architecture and Management Designer	Integration Architecture Designer	Identity and Access Management Designer	Development Lifecycle and Deployment Designer	Sharing and Visibility Designer
SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED
Service Cloud Consultant	Platform Developer II	Field Service Lightning Consultant	Sales Cloud Consultant	Platform App Builder	Administrator	Platform Developer I



Career History

04/2019 - To date

IBM Consulting, India , Senior Advisory Consultant - Salesforce

- Extensively worked on the Sales transformation module for a Consumer Group vendor to build and enhance a platform to support the field agents and dispatchers based on Salesforce and providing the Scheduling Solutions using OOB FSL and custom implementations
- Worked as a Tech Lead , Solution Architect, Deployment Lead handling teams spread across geos and coordinating between various teams to achieve compound feature completions
- Work with the client during PI Planning event to understand pain points, plan, write and estimate User Stories. Participated in one such planning event at **Client's US headquarters**
- Solution designing and implementation focusing on the Sprint based delivery model Training the internal team, Knowledge Transitions, Performing Code Reviews, Leading the dev team
- Coordinating with multiple teams, working across the application, designing and developing the salesforce integration with other systems
- Worked extensively on the Salesforce FSL Platform and Lightning Web components, writing custom scheduling and optimization logics and building UI for the field resources
- Ensured on-time deliveries involving best practices, and have been appreciated and acknowledged multiple times by client and Program Architects alike for quality code and deliverables
- Designing and developing various internal utilities for the practice

02/2017 - 03/2019

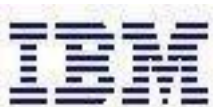
Deloitte Consulting USI, India, Salesforce Consultant

- Lightning implementation for US based Gas & Power Utility Vendor- Responsible for Solution Design and development for Sales and Service implementation , Leading the offshore Team, training client & internal team, lead Deployments, Knowledge Transitions, Design Documentations, Developing Integration framework to integrate with Downstream legacy systems, Lightning Component Development, Code Review & Optimization
- Lightning implementation for Google- Responsible for Solution Design and Implementation, Leading Deployments for a team of 200+ using SalesforceDX, Training the internal team, Knowledge Transitions, Performing Code Reviews, following the extensive and very restrictive development process laid out by the client with a strict focus on best practices
- Presented Salesforce Hacks/Solutions representing Deloitte India during **TrailheadDX** conference in **San Francisco, US**
- Awarded Deloitte Applause Award & Spot Award for extraordinary performance in projects, strong SFDC knowledge & building a positive impact on client
- Deloitte One Time Recognition Award for being a Consistent Top Performer throughout the year
- Lightning Award for the contribution to Lightning Development and training Deloitte Digital Salesforce Practice

06/2014 - 01/2017

Infosys Ltd, India, Senior System Engineer

- Bagged INSTA Award for project performance & extended support
- Appreciated across Infosys Salesforce Practice during Town-Hall session for contribution to practice
- Received number of client & internal Appreciations for efficient Deliveries, Design Suggestions & Code Quality
- Worked on Salesforce Green field implementation for US based Air, Water & Oil Filter Manufacturer. Responsible for FitGap Analysis, Blueprint Documentation, Drafting Visio Process Diagrams & Requirement Re-validation, Campaign, Lead, Account, Case Management, End to end scenarios for Opportunity while integrating with Oracle ERP, Territory Management
- An enhancement & support implementation spanning Sales & Service cloud for leading global power & automation company spanning over 100 countries delivering more than 135,000 users.
- Responsible for Developing enhancements & handling high priority incidents and fixing defects and



closing them within stipulated time

- Developing Hybrid Mobile Application using Java Script, JQuery mobile, HTML5 and CSS for globalHealth care Organization
- Infosys Training with Advanced Java modules, developing an enterprise app. Scored 93% (awarded Top Performer)

Assignment History

04/2019 – To Date

3 Years 2 months

IBM Consulting

Pepsico

PepsiCo Frito Lay Sales Transformation

Project Description: To build and enhance a platform to support the field agents and dispatchers based on Salesforce Field Service Lightning and providing the Scheduling Solutions using OOB FSL and custom implementations

Contribution: As the Tech Lead and Arch - Understanding Feature Requirements, and work with the client during PI Planning to plan, write and estimate User Stories. Participated in one such planning event at Client's US headquarters
Training the internal team, Knowledge Transitions, Performing Code Reviews, Leading the dev team

Coordinating with multiple teams, working across the application, designing and developing the salesforce integration with other systems

Worked extensively on the Salesforce FSL Platform and Lightning Web components, writing custom scheduling and optimization logics and building UI for the field resources, Ensured on-time deliveries involving best practices, and have been appreciated and acknowledged multiple times by client and architect alike for quality code and deliverables

08/2018 - 03/2019

8 months

Deloitte [USI]

Google

Google Sales & Marketing Implementation

Project Description: Salesforce Lightning Implementation for Google Sales & Marketing following Agile Scrum Methodology

Contribution: Responsible for Solution Design and Implementation, Training the internal team, Knowledge Transitions, Performing Code Reviews, Leading Deployments for a team of 200+ using SalesforceDX, following the extensive development process laid out by the client with a strict focus on best practices

02/2017 - 08/2018

19 months

Deloitte [USI]

US based Gas & Power Utility Vendor

Salesforce Lightning Implementation

Project Description: Lightning implementation for US based Gas & Power Utility Vendor following Agile

Contribution: Responsible for Solution Design and development for Sales and Service implementation, Developing Integration framework to integrate with Downstream legacy systems, Lightning Component Development, Lead Deployments, Code Review & Optimization, training client & internal team, Knowledge Transitions, Design

05/2016 - 01/2017

9 months

Infosys India Ltd

US Based Air, Water and Oil Filter Manufacturer

Salesforce Greenfield Implementation

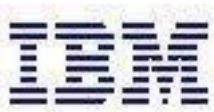
Project Description: Salesforce Greenfield implementation for US- based Air, Water & Oil Filter Manufacturer

Contribution: Responsible for:

FitGap Analysis, Blueprint Documentation,

Drafting Visio Process Diagrams & Requirement Revalidation, Campaign, Lead, Account, Case Management,

End to end scenarios for Opportunity closure while integrating with Oracle ERP, Territory Management



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Service Cloud Consultant	Platform Developer II	Field Service Lightning Consultant	Sales Cloud Consultant	Platform App Builder	Administrator	Platform Developer I



11/2014 - 05/2016

19 months

Infosys India Ltd

Leading Power & Automation Technology Company

Salesforce Enhancement & Support

Project Description: An enhancement & support implementation spanning Sales & Service cloud for a leading Swiss-Swedish power & automation company spanning over 100 countries delivering to more than 135,000 users.

Contribution: Responsible for Developing enhancements on the existing Sales & Service Implementation, conducting POC's and solutioning, Handling high priority incidents and fixing defects and closing them within the stipulated time, Leading the offshore team and performing code reviews

07/2014 - 10/2014

4 months

Infosys India Ltd

Global Health Care Organization

Healthcare Mobile Application

Project Description: Developing a Salesforce integrated Mobile Application for a Global Health Care Org

Contribution: Developing Hybrid Mobile Application using JavaScript, JQuery mobile, HTML5, CSS and integrating with Salesforce