

**Sonal Tiwari**

**Senior Associate**

**Cognizant Technology Services**

**Kolkata**

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## **Profile Summary**

Having 9.5 years of IT professional experience with 5+ years of experience in Salesforce CRM with strong technical and functional aspects, along with the role experience of building a team and leading it.

Background in designing highly efficient end to end CRM solutions with in depth knowledge of Business across different domains. Excellent analytical, written and oral communication skills.

## **CERTIFICATIONS**

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1
- Sales Cloud consultant
- Salesforce Community Cloud Consultant

## **AREA OF EXPOSURE/EXPERTISE IN SALESFORCE**

- Salesforce.com Implementations
- Requirements gathering and Gap Analysis
- Solutions involving best practices, Governance and Technical Leadership.
- Einstein Chatbot and Live Chat Implementation
- System Integrations and Functional Testing
- Siebel
- Other Tools: Force.com, Data loader, Workbench, MS Word, Excel, Powerpoint

## **WORK EXPERIENCE**

#### November 2020-Present : Gas and electric Supply Client

- Lead and drive implementations involving the Form Generation using Youreka Managed Package.
- Responsible for making sure best architectural practices are followed and the overall solution meets business needs.
- Code Review. Provide Technical leadership to the development team
- Responsible for gathering & understanding business requirements and ensuring they are implemented
- Implementation include designing custom logic at Service Appointment, WorkOrderLine Item levels.
- Rest API integrations to send the data to SAP systems.

#### August 2020 – November 2020: Automobile Client

- Briefly worked on Salesforce Dashboards,Salesforce reports
- Also helped in implementing the trigger framework

#### October 2019- Aug 2020:Hotel Industry Client

- Implemented Chatbot and Live Chat for the Client in English and Spanish Language. This included configuration as well as customizations to run the Business logic.
- Worked on Rest API
- Designed few Aura components

#### June 2014- October 2019: Auto industry client

- Involved in requirement gathering,comprehensive analysis of Global consumer behaviours and what they mean for their business processes for CRM
- Worked with the user group in requirement gathering throughout the planning and implementation.
- Configured Custom objects, custom fields, Entity Relationship data model, formula fields, page layouts, record type, Custom tabs and components to suit business need.
- Used Force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop customer business logic..
- Experienced in integrating Salesforce CRM with external system like Siebel.
- Webservice and Salesforce to Salesforce Integration.
- Designed password controlled Custom Force.com sites for external users login.

#### January 2013-January 2014: Orange Telecom

#### Highlights:

- Working for a Spanish Client, hence working on a multilingual Application
- Interacted with the Business Requirements and the design team and prepared the Low Level Design documentation studying the High Level Design documents implementing Account, Contact and Activity management modules.
- Configured and customized the Applets, Views, Screens, Business Components and Business Objects through Joins, Links, MVGs and MVLs.
- Involved in configuring State Model and worked in configuring List of Values, Pick Lists (Static & Dynamic), Toggles and Drilldowns.
- Extended the Siebel tables through Custom tables and columns and created User keys and Indexes.
- Implemented the Declarative Configuration Alternatives using Data Validations, User Properties, Workflows and Run time Events. Customized the application using Siebel VB Script as alternative to configuration extending the functionality.
- Solely responsible for my entity's build, test and defect fix.
- Part of the Build Team and Application Defect Fix Team.
- Have worked on Order management partly for defect fix.
- Winner of Various Weekly Start Awards at project level and Stellar Awards at Industry Level.

April 2012-January 2013:Pharma Client

#### Highlights:

- Implemented multiorganizational hierarchy for the existing application for different regions.
- Worked on two modules independently using e-scripting, workflows, web services and actuate reports.
- Well versed with SDLC model of development and implementation.

June 2011-March 2012: Bell canada

#### Highlights:

- Peer review of the design documents and the custom code and configurations.
- Prepare technical design documents for various entities.
- Develop/Configure application as according to the design documents prepared.
- Perform proper unit testing, component testing and end to end testing of the developed entities.

## EMPLOYMENT HISTORY

### Cognizant Technology Services

Senior Associate(October 2019-Till Date)

### Accenture Services Pvt.Ltd

Technical Lead (April'11 – October 2019)

## EDUCATION QUALIFICATION

Computer Science Engineering from RGPV Bhopal in 2010.

## PERSONAL DETAILS

Languages known : English, Hindi and Bengali

Hobbies : Travelling, Listening to music and Reading Books

Notice Period :2 months(60 days)

Location : Kolkata

Preferred Location : Kolkata