**Vedant Tiwari**

**Email:** vedanttiwari@outlook.com

**Mobile:** **+**91-9604444646

**Experience Summary**

I have total experience of 4 years. Currently working as Associate Application Developer at **BMC Software** since June 2019.

**Professional Summary**

* An overall experience of 4 years in **Salesforce CRM** as a developer mostly on service cloud.
* **Certified Salesforce Platform Developer 2.**
* **Coveo Certified Platform Administrator.**
* **Trailhead Ranger** with 100000+ points.
* Strong experience in Salesforce Development and Design.
* Strong knowledge of **agile methodology.**
* **Certified Scaled Agile Practitioner.**
* Worked on continuous integration by using perforce as code repository and Jenkins as deployment tool
* Very good experience in **gathering** and **analyzing business requirements.**
* **Expertise in writing optimized code.**
* Proficiency in SFDC Administrative tasks like creating **Workflows, Process Builders, Validation & Assignment Rules and Custom Objects & Fields.**
* Experience on building Salesforce security model by creating **Profiles, Roles, Users, Permission Sets, and Sharing Settings.**
* Proficiency in writing **Apex Classes, Apex Triggers, Visualforce Pages, Test Classes.**
* Creating and modifying **Reports and Dashboards.**
* Hands-on experience in creating **Lightning Components and Lightning Applications.**
* Hands-on experience on **Data Migration** using **Apex Data Loader.**
* Expertise in **Deployment** using **Change Sets, Jenkins.**
* Knowledge on writing **Batch and Schedule** classes.
* Good knowledge on the functional flow of **Service cloud.**
* Worked on version control systems like perforce, bitbucket.

**Education Qualification**

* Bachelor Degree (BE) from **GHRCEM Pune** affiliated to **SPPU Pune University** (2015).

**Technical Summary**

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| --- | --- |
| **Salesforce Technologies** | **Tools** |
| * Salesforce CRM * Salesforce Service Cloud * Apex classes and Apex Triggers * Apex test classes * Lightning Components & Applications * Visualforce Pages & Components * Schedulers & Batch Classes * Deployment(Change Set, Packages and Jenkins ) | * Apex Data Loader * ANT * Force.com IDE Eclipse Plugin * SFDX * Visual Studio |

**Professional Experience**

**PROJECT #3**

**Project Name :   BMC Service Cloud Lightning and Knowledge Migration**

**Client :   BMC Software**

**Software**

**/Language :   Salesforce, Apex, Visualforce Page, Aura component, Lightning knowledge migration tool, Data Loader**

**Environment :   Salesforce and Force IDE.**

**Period :   June 2019 to present.**

**Description:**

BMC Software use Service cloud and Salesforce Knowledge Base for its customer support organization supporting its 10k+ customers. With this project we are migrating our Knowledge base and Service console to lightning.

**Responsibilities:**

* Leading the lightning knowledge migration pillar of the project.
* Developed batches to update knowledge articles as we cannot directly update it as another salesforce record.
* Developed logic to maintain data which will be lost after migration of articles.
* Reduced the migration efforts from a week to 3 days by automating the process.
* Understood the requirements and designed new features.
* Developed quick action component to create article from case within lightning service console and prepopulate fields from case on article record. This functionality is not present in lightning knowledge as in classic. So fulfilled the requirement by going beyond the assigned requirements.

**PROJECT #2**

**Project Name :   i-kiki Japan Medics**

**Client :   Eli Liily USA for JAPAN operations**

**Software :   Apex, Visualforce Page, Data Loader**

**Environment :   Salesforce and Force IDE.**

**Period :   July 2018 to present.**

**Description:**

Eli-Lily is a leading global company in Health Care Sector. The goal of this project was to automate the current documentation process to fulfill the regulatory requirements of the Japanese PMDA agency. I developed the critical functionality of XML generation so the client can directly generate XML from existing data and upload the same on PMDA portal.

**Responsibilities:**

* I was directly involved with the client on XML report generation functionality.
* Understood the requirements and designed new features.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Involved in developing visual force page design with respect to the requirements.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Created Apex Triggers, Apex Classes for implementing the functionalities.
* Involved in unit testing and writing test classes with maximum code coverage.
* Created Process builders, Workflows and profiles and implemented Object level, field-level and record-level security.
* Created the Reports and Dashboards.
* Used packages and ANT tool for deployment.
* Supporting the product after successfully completing the development.

**PROJECT #1**

**Project Name :   Service Cloud (SC 1.2, SC 1.3, SCFY19)**

**Client :   BMC Software**

**Software :   Apex, Visualforce Page, perforce, Eclipse, Coveo, Knowledge Articles**

**Environment :   Salesforce and Force IDE.**

**Period :   Nov 2016 to July 2018.**

**Description:**

BMC Software use Salesforce Service cloud to serve its clients and internal users to provide them better customer services. I was part of this project and its production maintenance. We have built complex functionality on Salesforce community and Service console. During this period, I have fixed 150+ maintenance defects in the system.

**Responsibilities:**

* Worked on community cloud, Service Console, Service Cloud, Coveo for Salesforce
* We were strictly following the Agile model And Continuous integration with the help of Rally, perforce and Jenkins.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created the Reports and Dashboards.
* Also worked with administration activities such as user management, roles and profiles, security settings.
* Created profiles and implemented Object level, field-level and record-level security.
* Involved in Unit testing of all the classes and triggers (via test methods) ensuring the smooth deployment of the project to production

**DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Date :  **Vedant Tiwari**

Place : Pune