

SHIVANI BHATIA

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Professional Summary

Associate Consultant with around 3 years of experience in Salesforce Ecosystem. Have strong conceptual thinking and an excellent ability to learn new concepts quickly. Highly motivated to learn new technologies and overcome new challenges. Excellent reputation for solving problems, improving customer satisfaction and driving overall improvements.

Education

Bachelor of Technology in Computer Science
Manipal University Jaipur

Jul 2018
GPA 7.25

Skills

- Programming Language : Apex
- Front End : HTML, Lightning Component, Lightning Web Component, Communities
- Web Languages : JavaScript, JSON
- Administrative Skills : Flow, Process Builder, Validation Rules, Workflows, Sharing & Visibility, Report & Dashboard
- Integration : SOAP API, REST API, Bulk API, Metadata API
- Other Tools : Data Loader, Workbench, Visual Studio Code, Ant, Github Desktop, Postman, Jira
- AppExchange Tools : EDA, Advisor Link, Copado, DataLoader.io

Work Experience

Associate Consultant

Appirio – A Wipro Company

May 2018 – Present

Projects

Telstra Agent Console

- **Service Cloud Implementation**
- Setup case assignment and auto response for Email to Case functionality.
- Exposed Apex Classes as REST resources to handle API calls to salesforce for Web to Case functionality.
- Performed code optimization and SOQL query optimization to increase efficiency in legacy codebases.
- Leveraged CI/CD methodology using Github Desktop, Bitbucket and Bamboo.
- Responsible for complete development lifecycle along with client demos and showcases.

Harvard Student Bolt

- **Community Cloud Implementation**
- Created Appointment Scheduling and Management System using Lightning Web Components and fullcalendar.io javascript library.

West Virginia University

- **Work.com Implementation**
- Worked on Apex Classes and Apex Triggers for employees to create a design that could handle selective execution of code based on configurable parameters.

National University

- **Education Cloud Implementation**
- Used Education Cloud to build CRM Framework for enhanced student onboarding process.
- Developed Custom Lead Conversion and Duplicate Management System using HEDA Framework which facilitated synchronization of Accounts, Contacts, Program Enrollment, Affiliations and Documents.
- Worked on Lightning Web Components, Flows, Apex Classes, Apex Triggers, Batch Classes and Scheduled Classes.
- Deployments using changesets.

Becton Dickinson FSL FIRE

- **Mulesoft Integration**
- Single handedly built an Integration Framework for getting data from SAP via Mulesoft for Service Contracts and Work Orders using Rest API, Apex Triggers, Queueable class and Scheduled Class.
- Handled persistent requests and generated logs based upon the current configuration of the system.
- **Field Service Lightning Implementation**
- Utilised Lightning Components, Flows, Lightning Data Service to create Work Orders, take users through guided steps, capture signature and generate Field Service Report.
- Utilized Apex Classes for logics related to Guaranteed Response Time, Asset Warranty Management and API calls to SAP to get Service Contract Information.
- Utilized Apex Triggers on Work Orders, Service Contracts to extend out of box functionality of Salesforce FSL.

Comenity LLC

- **Sales + Community Cloud Implementation**
- Utilised Lightning Components to create application submission functionality for credit check.
- Utilised Batch class to keep backend system and Salesforce in sync in case of API Failures.
- Created a Custom Duplicate Management System to identify applications from existing approved dealers using Apex Classes and Triggers.

Stryker Mako Image Intake

- **Health Cloud Implementation**
- Utilized LWC Components to read Zip files uploaded to Salesforce.
- Configured Profiles, Permissions, Sharing and Setup of Surgical Case, Patient Scans, Treatment Plan, Treatment Plan Request.
- Worked on Apex Classes, Apex Triggers, Test Classes.

Carnegie Mellon University MC

- **Community Cloud Implementation**
- Spearheaded development of Communication Preference Center for CMU Alumni for authenticated and unauthenticated users using Lightning Components.
- Built a system to feed insights to Marketing Cloud on the topics and groups of interest to users based on regions using Lightning Component and Apex Classes.
- Deployment using ANT.

Staples Europe Service Cloud

- **Service Cloud Implementation:**
- Developed Web to Case, Email To Case functionality and configured Omni-Channels for skill based case routing.
- Worked on Macros, CLI Integration, Knowledge Management.
- Created Dynamic Lightning Components using Fieldsets to control field edit operations.
- Worked on Apex Classes, Apex Triggers, Batch Classes, Scheduled Classes.
- Deployment using ANT.

Wounded Warriors Project

- **Sales Cloud Implementation**
- Worked on Salesforce Configuration including Workflow Rules, Process Builders, Validation Rules.
- Responsible for bug fixes related to sharing and security configurations.
- Worked on VF Controllers, Triggers and Test Classes.
- Deployment using Changeset.

Certifications

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- Salesforce Certified Community Cloud Consultant
- Salesforce Certified Service Cloud Consultant