

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