## 

**Swati Kumari**

**Swati.singh57@gmail.com**

**7209191438**

**SFDC**

**Career Objective:**

* To make best use of my skills and strive hard to come up to the organization and expectations. **Total 4 years of** hand-on experience in IT. I earn for excellence in applying technical skills to various project environments, facilitating effective contribution and thus establishing myself as a consummate professional.

**Professional Summary**

* **4 years’ experience in Salesforce Development**
* Proficient in developing **Apex Classes, Visual force pages, Triggers, Batches and Scheduler.**
* Work experience in developing user interfaces using **Visual force Pages** and **Components.**
* Worked on SFDC configurations like creating **Page Layouts, Email Templates, Validation Rules, Workflows and Process Builder.**
* Hands on experience with data migration tools **Import Wizard, Apex Data Loader**
* Experience in writing **SOQL, Classes, VF pages and Triggers.**
* Code optimization with governor limits of Salesforce.
* Hands on experience with data migration tools **Import Wizard, Apex Data Loader.**
* Strong knowledge of writing **SOQL, SOSL**, **Triggers.**
* Worked on users, roles and record level permissions to provide shared access among different users.

Created lightning components and used events interfaces.

**Technical Skills**

|  |  |
| --- | --- |
| **Salesforce Technologies** | VisualForce, Apex, lightning, omni channel, live agent |
| **Salesforce Tools** | Data Loader |
| **Programming Languages** | Apex |
| **Operating Systems** | Windows |
| **Technologies** | HTML, CSS, Visual force, JavaScript |

**EXPERIENCE**

**BIT ORDER TECHNOLOGIES** (August 2020 - Current)

**Project 1:**

**August 2020**

**Role**: Technical Specialist

**Project Description:** Building an einstein builder, where they already have one community, so we have to modify and add on to that einstein builder, worked for live agent chat bot, where we have to build that if customer has some issues they can redirect with that particular agent. Need to create a field name with all picklist values and rename them.

**Responsibilities:**

* Created a live agent chat bot, worked on einstein builder, created field name and validation on that field, email templates, page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Enhancements of alerts by issue, by deleting the old alert created by issues.

**PWC** (April 2020 – August 2020)

**Project 2:**

**April 2020**

**Project Name**: Global CRM

**Role**: US Advisory

**Project Description**: PWC internal sales and marketing cloud-based CRM tool. It consisted of marketing, sales cloud.

This tool mainly controls all the PWC’s customers marketing and sales related activities. Multiple external systems are also connected to the CRM tool like D&B. Project is mainly developed on Lightning platform (AURA). It’s an ongoing project from 2016. PWC has offices all over the globe, this project is used across multiple countries around the globe.

**Responsibilities:**

* Mainly working on the enhancements and defect fix.
* Taking care of deployment activities and doing merging with azure and devops.
* Communication with testers and businesspeople.
* Development of the application components using the Lightning components.

**Technologies Used:** Apex, Salesforce admin, VS Code, DeVos, Lightning framework.

**Project** 3:

**Mobily InfoTech, Bangalore, India**

**Feb 2016**

**Role: Salesforce Developer**

**Project Experience:**

Project Title: Event Management (Classic Experience)

Environment : Apex Programming, Visual Force Page

Tool: Force.com

**Project Description:**

The purpose of this software is to help businesses organize and sell tickets to events online-

while helping people discover events that fuel their passions. It allows businesses and

individuals to automate much of the event planning process. With features like registration

tracking, payment processing, and opportunities for audience engagement, these software

solutions have one goal: to make your next event a success.

**Project 4**

**Role: Salesforce Developer**

Project Title: FYI (Lightning experience)

Project Description:

Majid Al Futtaim is an Emirati holding company based in Dubai, that as of 2015 owned and operated shopping malls, retail, and leisure establishments in the Middle East and North Africa, with operations in 13 countries. The fundamental objective of a Customer Relationship Management solution is to provide a 360-degree view of the Customer, entailing the history of the relationship with the organization. It is required to provide the same visibility of the customer to all customer touch points, ensuring the same treatment and contributing for a better customer experience.

**Responsibilities:**  
  
o Developed multiple complex Lightning Component in order to the business requirement.  
o Developed Apex classes, Visual Force Pages for all Standard Objects, Wrote Developed Apex classes  
and Triggers to support the custom functionality

**My Role:** Salesforce Consultant

**Key Responsibilities:**

• Created email templates, page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

• Implemented pick lists, dependent pick lists and formula fields.

• Object and Field level security.

• Designed, developed and deployed Apex Classes, Triggers, Visualforce Controller and Extensions for various functional needs.

**Project 5:**

E- Digital E Sales

**My Role:** Salesforce Consultant

**Description**: This is a transformation project which provides the UI to customer so that they can perform some basic activities like buying package or device or MSISDN based on his requirement

**Key Responsibilities:**

• Created email templates, page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

• Implemented pick lists, dependent pick lists and formula fields.

• Object and Field level security.

• Designed, developed and deployed Apex Classes, Triggers, Visualforce Controller and Extensions for various functional needs.

**Academic Qualification:**

**Graduate (computer Science) from Monad University, 2015 with 67.7%**

**Personal Profile:**

Father’s Name **:** Mr. A.K Singh

Gender **: Female**

Marital Status **:** Unmarried

Date: Swati kumari