**Sweta Agarwal**



Ph: +91- 9871102062

Email: sweta5agarwal@gmail.com

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| **Objective** | |
| To contribute and grow with a team that enhances the organization's growth and success. | |
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| **Experience** **Overview** | |
| * Offering over 13 years of experience where relevant **Salesforce** experience is 7+ years including around 2 years of experience in **Vlocity Order Management.** * Working with **Accenture Private Limited** since **June 2018**, as a Technical Assistant Manager which includes Technical Designing, Solution Designing, Team Handling, Team Mentoring, Development, Third Party Integrations, Enhancement, Support, Customization and Configuration of Salesforce Applications. * Completed **Application Architect Certification** and pursuing Salesforce Technical Architect Certifications. * In preparation of Vlocity **Order Management Certification**. | |
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| **Project Management Skills** | |
| * **3 months of experience at Client-Side USA**. * Familiar with English work culture. **Have travelled to US on B1 Visa** and comfortable in communicating with USA/Asian accent co-workers. * Extensive exposure to **Client Management** and building strong professional relationships. * Rewarded many times with COA’s for showing up technical and management skills in projects. * Deft at mapping the requirements, technical designing, custom solutions, development, deployment and troubleshooting for application problems. * In-depth knowledge of Agile Methodology, Salesforce CRM, Service Cloud, expertise in root cause analysis of bugs and identifying bug prone areas of application. * Strong communication, interpersonal & technical skills with the capability to grasp new concepts quickly and utilize the same in a productive manner, keeping UpToDate on technology trends, developments & best practices. | |
| **Skills Summary** |  |
| Special Skills | Client Interaction, worked extensively on onsite-offshore model-based projects. |
| Programming Languages: | Vlocity Product Modelling, Vlocity Order Management, Vlocity Lightning Web Components, Salesforce Aura Components, Visual Force, Apex, Triggers, Apex Batch, Vlocity Omni Script, Vlocity Integration Procedure, Vlocity Data Raptors, Vlocity Cards, Java, J2EE, Java Script, Servlets, HTML, JSP, Web Services, Test Classes. |
| Software/IDE: | Visual Studio Code, Eclipse, Ant, Putty (telnet tool for Unix/Solaris), Net beans, TOAD, WinSCP, Win CVS, SVN, Apex Data Loader. |
| Frameworks: | ATG Dynamo framework basics, Struts, Spring, Hibernate. |
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**Certifications Done**

* Salesforce Application Architect
* Salesforce Development Life Cycle and Deployment Designer
* Salesforce Data Architecture and Management Designer
* Salesforce Sharing and Visibility Designer
* Salesforce Advanced Administrator
* Salesforce Platform Developer2
* Salesforce Sales Cloud
* Salesforce Service Cloud
* Salesforce Platform Developer1
* Salesforce App Builder
* Salesforce Administrator 201
* Salesforce Vlocity Developer
* Salesforce Vlocity CPQ
* Sun Certified Web Component Developer
* Sun Certified Java Programmer

**Professional Experience**

* June 2018 to Present: **Accenture Private Limited.**
* July 2007 to June 2018: DXC Technology/ Formerly Computer Sciences Corporation India Private Ltd.

**Engagement Overview**

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| **Project Name #2** | Century Link | | **Start Date** | March 2019 |
| **Client** | Century Link, USA | | **End Date** | Till Date |
| **Project Location** | Noida, India | **Team Size** | | 11 |
| **Technologies** | Vlocity Order Management, Product Modelling, Decompose and Orchestration Items, Vlocity Omni Script, Vlocity Integration Procedure, Vlocity Data Raptors, Vlocity Cards, Integrations, Platform Events, Lightning Web Components, Apex Classes, Apex Batch, Triggers | | | |

**Project Description:** The Order Management Application of CTL is designed for B2B Customers. CenturyLink is a telecommunications company that offers high-speed internet, fiber, voice, phone, and TV services for both residential and small business customers. This OM application is based on Salesforce Managed Package Vlocity CPQ by Customizing its Standard features. On the application front Authenticated and Unauthenticated both type of users can log in and can place their Orders.

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| **Role / Responsibilities** | * Working as a Tech Arch, involved in team handling, technical designing, solutioning, analysis, implementation, and support of application. * Completely utilizing Vlocity CPQ configuration and Order Management features including fulfillment of Orders. * Involved in end to end implementation of requirements including Requirement Gathering, Designing, Solutioning, implementation and Code Reviewing * Working on Vlocity Lightning Web Components, Omni Script, Integrations Procedures, Data Raptors, Aura Components, Apex, Triggers, Batches, Custom Metadata. * Involved in Apex Rest Integrations by using Platform Events. * Following Agile methodology to maintain backlogs and Sprints. * Involved in Day to Day Support activities where I have supported to the Users and business for their issues with the Vlocity SFDC. |

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| **Project Name #1** | PennyMac (Financial Service Cloud) | | **Start Date** | June 2018 |
| **Client** | PennyMac (Financial Service Cloud), USA | | **End Date** | Feb 2019 |
| **Project Location** | Noida, India | **Team Size** | | 7 |
| **Technologies** | Apex Integrations, Aura Components, Visual Force, Apex Classes, Apex Batch, Triggers | | | |

**Project Description:** PennyMac is based on Financial Service Cloud managed package. FSC is a number 1 CRM helps personal bankers understand who their customers are, what financial products they have, and what they can use to achieve their life goals. PennyMac is a Loan provider company basically involved in Lead Management. It’s getting lead from different external system and managing those in different ways. It was a complete implementation of Campaign Management, Lead Management and Opportunity Management.

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| **Role / Responsibilities** | * Worked as a Tech Lead, involved in team handling, technical designing, analysis, implementation and support of application. * Worked on FSC Objects like Financial Account, Financial Goal, Financial Holdings, Insurance Policies, Assets & Liabilities, Person Account. * Involved in end to end implementation of requirements including requirement gathering, designing, implementation and Unit testing. * Worked on Aura Components, Visualforce pages, Apex, Triggers, Batches, test Classes. * Involved in Apex Rest Integrations. |

**DXC Technology Projects:**

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| **Project Name #4** | Aon Hewitt | | **Start Date** | April 2015 |
| **Client** | Aon Hewitt, USA | | **End Date** | June 2018 |
| **Project Location** | Noida, India | **Team Size** | | 11 |
| **Technologies** | Salesforce Service Cloud, Visual Force, Apex Classes, Apex Batch, Data Loader, Jira | | | |

**Project Description:** The Service Connect Application of Aon Hewitt is designed for maintaining and optimizing the Customer service experience. The Service Connect is developed in Salesforce.com and holds the data for Account, Contacts, Requests and Activities amongst other objects. Other highlights of this application are Chat functionality, Calling features, Automated Request creation etc. This is configured for adding new Clients in the future with minimalistic changes.

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| **Role / Responsibilities** | * Worked on the cases which has been raised by the users for any enhancements or new request and then involved in Implementation of those changes. * Worked on the security Controls like profiles, Permission sets, sharing rules to provide/restrict user access. * Involved in object creation, workflows, also Data loading activities using Apex data loader. * Worked on Visualforce pages, triggers, test Classes, Custom Labels and Custom Settings. * Used basic JavaScript to enhance the functionalities. * Involved in Day to Day Support activities where I have supported to the Users and business for their issues with the SFDC. * This Support included related to Data Support, Customization and Configuration. |

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| **Project Name #3** | Breezway –Insurance Policy System | | **Start Date** | March 2013 |
| **Client** | CSC | | **End Date** | March 2014 |
| **Project Location** | Noida, India | **Team Size** | | 10 |
| **Technologies** | Visual Force, Apex, Webservices | | | |

**Project Description:** The project is development of a CSC product for insurance companies to help the agents submit and maintain the insurance applications for their client online through Sales force cloud. One of the nice things about Breezeway is that it can leverage the CRM and other features of Sales force to make an agent immediately more productive.  Breezeway is also configurable – the admin can combine custom configurations with role-based authorizations to provide a streamlined experience to meet an agent’s specific day to day needs.

The front end is developed on Salesforce.com, a well-known cloud-based application development platform. The front end is integrated with the client’s in-house systems through web services in java. The web services are deployed on Fuse ESB framework.

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| **Role / Responsibilities** | * Involved as developer of the system to implement the technical changes required by the client via standard SDLC. * Worked with Custom Settings, Custom Labels, Apex Classes, VF Pages. * Worked on test Classes, Custom Labels and Custom Settings. * Used basic JavaScript to enhance the functionalities. * Testing of the changes done and getting the UAT done from. * Migration of code from Test, QA to Production using Change sets. |

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| **Project Name #2** | State Farm Insurance | | **Start Date** | Feb 2012 |
| **Client** | State Farm Insurance, Bloomington, USA | | **End Date** | Feb 2013 |
| **Project Location** | Noida, India | **Team Size** | | 7 |
| **Technologies** | Struts Framework, Java, JSP, Servlet, IBM WAS 6.1 | | | |

**Project Description:** The project involves the complete maintenance and enhancement of the existing production site. The whole of Managed Services is divided into five different portfolios based on the services provided by them. I am involved in maintaining the critical applications of BRP Portfolio.

BRP portfolio encompasses various applications that facilitate generation of bills, receipts, making payments. It comprises of 3 major applications grouped into 3 clusters: BOS (Billing Online System), SFPP WLM (Work Load Management) and Claims Confirmation.

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| **Role / Responsibilities** | * Business and System Analyst of BRP Application. * Mentoring/Guiding other team members. * Development and deployment of functionalities. * Maintaining the overall quality of the developed modules. * Application design, implementation, enhancement and upgrade. * Reviewing the code, Junit test cases and design documents. |

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| **Project Name #1** | | Royal Mail eBusiness | | | | **Start Date** | Oct 2008 | | |
| **Client** | | Royal Mail Group, London, U.K. | | | | **End Date** | Jan 2012 | | |
| **Project Location** | | Noida, India | | | **Team Size** | | 10 | | |
| **Technologies** | | ATG Dynamo Framework, J2EE, Java, JSP | | | | | | | |
| **Project Description:** Royal Mail is an organization that has been in the existence since early days of Postal services in UK. Now this has been a one of the major vendors of Logistic Supply chain management to the Whole of the Europe and provides its services to various industries that involve Postal or delivery features.  The project involves the complete Maintenance and enhancement of the existing production site. The whole of the Royal mail is divided into three different communities based on the services provided by them. I am involved in maintaining some critical applications of the three sites. These communities provide services such as Track & Trace, Postcode Address Finder, Find The Nearest. To help them do better in business CSC has been involved in doing enhancements and maintaining the three communities of the Royal Mail Portal. | | | | | | | | | |
| **Role / Responsibilities** | | | * Worked as SME of some of the applications on RMG Portal. * Mentoring my other team members for the applications. * Interaction with internal and external interfaces of the project * Automated some of the manual activities for the client. * Involved in implementing the modules assigned. * Routine functional area includes resolving many service requests for Royal Mail end customers. This involves bug fixing for the following applications at the Royal Mail site. E.g. Track n Trace, Find the Nearest, Postcode Address Finder, OBA etc. * Apart from bug fixing, delivered many ARCFs (small projects) within the criteria of above applications. | | | | | | |
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| **Academic Qualification** | | | | | | | |
| * MCA from Banasthali Vidyapith, Rajasthan (76%) – (2007) * B.Sc. (Comp. Hons. with Maths) from Banasthali Vidyapith, Rajasthan (77%) – (2004) * 12th from Rajasthan Board, Alwar, Rajasthan (80%) - (2001) * 10th from Rajasthan Board, Alwar, Rajasthan (84%) – (1999)   **Personal Details** | | | | | | | |
| Date of Birth | | | 5th Aug 1984 | | | |
| Passport Number  Status  Language Known | | | G2333023 with Valid B1 Visa  Married  Hindi, English, French (3 year Advanced Diploma Course) | | | |
| Current Address | | | Jaipuria Sunrise Greens, Ahinsa Khand, Indirapuram, Ghaziabad | | | |