

# SHWETA MISHRA

## CONTACT



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**Location:**

Arihant Harmony,  
Indirapuram, Ghaziabad

## Area of Expertise

Salesforce Lightning

Lightning Web Component

Field Service Lightning

API Integration

Apex Class

Apex Trigger

Batch Class

Salesforce Service Cloud

VS Code

Deployment

HTML

CSS

JavaScript

XML

## Technical skills

Salesforce CRM, Service Cloud,  
VS Code, Eclipse, Developer  
Console, Git, Service Now,  
Deployment – Change set,  
ANT, Agile, JIRA, Scrum

## ABOUT ME

Experienced professional with 5 years of Salesforce Implementation experience at TCS and currently working as a Salesforce Consultant at IBM India Ltd. With hands on experience on Service Cloud, and technical delivery of custom development, integration and data migration elements on Salesforce.com platform. Expert knowledge in configuration, integration, and customization using Apex, Lightning Components, Web Components, Visualforce and Standard Configuration

## WORK EXPERIENCE

**Salesforce Consultant, IBM Inc.**

07/2020 – Till date

### Field Service Lightning Implementation - ABB

- Implemented Field Service Lightning for a multinational Electrification and Industrial Automation giant
- Using FSL objects, built a scheduling and dispatching system.
- Handled Dispatcher Console and performed Scheduling Optimization
- Integrated with other third-party systems using REST API Webservices and JSON.

**Salesforce Consultant, IBM Inc.**

02/2020 – 06/2020

### Customer Identity & Access Management - Honda Motor Company

- This application used Salesforce as an Identity Provider for around 20 million users. External Identity users were created in Salesforce and Communities were used to manage their profile.
- Actively participated in design, development and delivery.
- Built robust and scalable solutions for common components on the force.com platform that meet Industry best practice
- Created Apex trigger, class and batch classes to handle complex business logic and designed and deployed Lightning Web Components to incorporate custom user experience for the community.

**Senior Salesforce Developer, IBM Inc.**

06/2018 – 01/2020

### HR Applications – Nextep, Inc.

- This application managed HR activities like onboarding, managing payroll, capturing details related to performance
- Managed and maintained coding standards and ensured code adheres to Industry standards
- Migrated applications built on Salesforce Classic to Lightning Experience.
- Engaged in requirement gathering calls with client and delivered multiple applications built on Lightning Framework and Web Components within specified time limits.
- Designed communities with custom themes, login and registration

pages for external users.

- Worked on enhancements for various applications which includes creating apex triggers and batch classes to handle business logic

## **Licenses and Certification**

Salesforce Certified Field Service  
Lightning Consultant

Salesforce Certified Platform  
Developer I

Salesforce certified Platform App  
Builder

Salesforce Certified Service  
Cloud Consultant

**Salesforce Developer, TCS**

12/2015 – 05/2018

Global Customer Connect - Eli Lilly and Company

- An application built for call-center agents to manage their daily work
- Performed major enhancements with every release and handled critical functionalities.
- Revised architecture keeping baseline functionality stable.
- Resolved performance issues within critical hours to ensure on-time delivery.
- Carried out several Proofs of Concepts for new Salesforce Features and presented these to client to help them with their business needs.

## **Industry Experience**

IT (Automobile, Pharma)

## **EDUCATION**

Bachelor of Technology (CSE) - Uttar Pradesh Technical University  
HSC (PCM) — CBSE Board  
SSC — CBSE Board

## **Hobbies and interests**

Board games, Travel and  
Exploring new cultures

**References & Supporting Documents Available upon Request**