




Swati Harishprasad Tiwari

+91-8097186610

 Swatitiwari04@gmail.com

 [Linkedin.com/in/swatitiwari09](https://www.linkedin.com/in/swatitiwari09)

 [Twitter.com/Swati_tiwari](https://twitter.com/Swati_tiwari)

 [Trailblazer.me/id/swatitiwari](https://trailblazer.me/id/swatitiwari)

 [Github.com/swati_tiwari](https://github.com/swati_tiwari)

Key Strengths

I am very skilled at customer Development, public relations, Organization and management. I am Detail-oriented, Commitment driven with proven communication and analytical skills, well accustomed to SDLC and Agile Methodology as part of Project life cycle. Possess Effective communication skills and have ability to work well in team or individual environment. Experience in working from onsite-offshore model and in multi-vendor project.



Professional Summary

Persistent professional equipped with 6+ years of comprehensive experience in manufacturing industry. Provide strong technical direction across multiple projects. Responsible and articulate individual with strengths in solutions optimization, mobile and cloud solutions and global project management.

I am a dedicated and strategically minded software developer capable of working independently or in diverse team to customize Salesforce Environment. I am organized and logical professional able to quickly yet concisely understand departmental and organizational objectives and work towards development of data provision solutions. I am always ready to go for an extra mile to accomplish the task assigned.

Experience

Salesforce Developer – PricewaterhouseCoopers (PwC) (June '22 > Present)

Salesforce Technical Lead and Developer involved in creating custom components for the 3 Fortune 500 companies in Finance, Insurance and Manufacturing Sector.

Roles and Responsibilities:

1. Arrange meetings with key stakeholders regularly to discuss ongoing plan to communicate problems encountered and workshop solutions.
2. Support business requirements and deal with all the CRM needs of the client
3. Provide customized solutions using the Salesforce platform (FS – LWC, Tableau, Omniscript).
4. Take care of requirement gatherings, produce functional analysis, and facilitate customer workshops, etc.
5. Collaborate with the pre-sales support and solution architecture team on integrations and solution deployment.

Accomplishments

- 6X Salesforce Certified
- 6X Copado Certified
- Recognized for leadership qualities by client, Mar, 23.
- Recognized for fast paced solutions driving team success, Nov'22
- Awarded for Team Work and Delivery, PwC, Oct' 22
- Awarded for going Above and Beyond, PwC, Oct' 22
- SF Rockstar of the Month, PwC, Sept' 2022
- Awarded for Quality Delivery, PwC, Aug 2022
- Star of the Year 2020-2021, Capgemini, '20-'21
- Star of the month, Capgemini, Aug '20
- Best performer, Capgemini, Sept '20
- Q3 '19 Best Performer, TCS
- 8X TCS Awards
- 9X Superbadges in Trailhead Salesforce.
- 300+ Badges, 180k + Miles
- 3X Trailhead Ranger
- 5+ Years of SF Experience
- 5+ years of Lightning Exp.

Experience

7. Collaborated with multifunctional teams to determine the company's needs, discuss progress, and plan the implementation of the system.
8. Project manage all Salesforce development projects within the company, including setting goals and timelines and assigning tasks
9. Design and code unique Salesforce applications, test possible Salesforce development solutions, analyze results, and implement fully functional applications to ensure minimal downtime
10. Communicate solutions to staff, provide written documentation of applications, and train all staff to ensure the application is used efficiently and effectively.
11. Involved in migrating data into Salesforce application using Apex Data Loader through CSV Files.
12. Experience in Azure DevOps, ANT, GitHub and Copado for deployment.
13. Extensive exposure to Black Box Testing, Smoke Testing, Usability Testing, End-to-End Testing, System Testing, Regression Testing and User Acceptance Testing (UAT).

Salesforce Developer – Capgemini (May '21 > Present)

Worked as a Salesforce Consultant providing Consulting solutions on Salesforce Technology to cater business needs for various industries like Manufacturing, E-Commerce and Healthcare.

Roles and Responsibilities:

1. Worked with Clients to increase engagement and adoption of Salesforce platform for Sales, Community, Marketing and Service needs.
2. Worked as Salesforce Consultant providing technology consulting on how business can leverage Salesforce to streamline their business operations.
3. Responsible for creating new functionalities and redesign the existing interface with Lightning which also include migration from Classic to Lightning and developing custom Lightning screens.

Technical Skills

Platform:

- Salesforce Classic & Lightning
- QAD (CUI & GUI)
- Oracle DB
- Azure

Salesforce Skills:

○ Functionality:

- Aura & LWC
- Flow & Process Builder/Workflow
- Approval Process
- Apex Classes & Triggers
- Apex Synchronous & Asynchronous Batches
- Integration
- Data Management & Migration
- Email Templates
- Communities & Sites

○ Product Expertise:

- Financial Services Cloud
- Sales & Service Cloud
- Insurance Cloud
- Analytics Cloud
- Marketing Cloud
- Community Cloud
- Experience Cloud
- Manufacturing Cloud
- App Cloud

○ Others:

- Omnistudio/Vlocity
- Power BI
- Tableau CRM
- Pardot

Experience

4. Worked as Business Analyst and Scrum Master to drive kick-off / discovery sessions to gather requirements and act as a mediator between Stakeholders and Delivery Team and to streamline the Agile process in the project.
5. Received multiple appreciations for developing effective solutions to their designated problems, being available whenever needed and conducting effective End User Training.
6. Handled Deployment and version control using DevOps process like Copado, GitHub and Jenkins.
7. Received customer satisfaction index rating of 4.6 on 5.
8. Conducting training for young salesforce enthusiast and helping them get command over the platform.

Salesforce Developer – Tata Consultancy Services (Feb '19 > May '21)

Worked as a Salesforce Developer and Analyst for a Fortune Global 500 - US based Manufacturing company wherein more than 5000 users were involved helping them design solutions to their day-to-day problems and resolve the end users' issues.

Roles and Responsibilities:

1. Resolve Technical issues (Configuration, Apex, Visualforce, and Lightning Components) and implement solutions alongside associated system. Work with CRM Team to identify inefficiencies, review operational procedures and craft & document scalable solutions that drives sales growth.
2. Worked closely with business analysts and performed a detailed analysis of business and technical requirements and designed the solution by customizing various standard objects and custom objects of the Salesforce.
3. Developed various custom objects, custom workflows, formula fields, master-detail, lookup relationships, tabs, validation rules.
4. Developed workflows, validation rules, Apex triggers, apex classes, controllers, and formula fields.
5. Created roles, profiles and implemented security and sharing rules at object, field, and record level for different users at different levels of the organization.
6. Extensive experience creating email templates, email services and page layouts.

Technical Skills

Development Lifecycle:

- Copado
- Azure DevOps
- GIT Version Control
- Jenkins
- ANT
- Salesforce Change Sets
- Code Review

Tools:

- Visual Studio Code IDE with Salesforce CLI
- JetBrains IntelliJ IDE + Illuminated Cloud
- Talend
- Android Studio
- Developer Console
- Workbench & Data Loader
- Cyberquery
- Putty + WinSCP
- MS SQL
- Qualtrics
- Service Now
- HPQC/HPALM
- Salesloft

Languages:

- Apex/Visualforce/Java/SQL
- Aura/LWC
- HTML 5/CSS 3/Javascript
- jQuery, AJAX, JSON, REST APIs
- C/C++/Python
- SOSL/SOQL
- XML/JSON
- Progress 4GL

Methodologies

- Agile – Scrum, Kanban, XP, Crystal
- Waterfall
- Six Sigma

Experience

7. Worked on the approval process, lightning process builder and workflows to automate the business process without depending on custom code development.
8. Managing interface between Mfgpro and Salesforce.
9. Experience in designing custom objects, custom fields, picklists, page layouts, workflows, approval processes, validation rules, assignment rules, approval process, custom tabs, reports, VisualForce pages, dashboards, and email generation according to application requirements.
10. Data Migration using Data Loader and Import Wizard.
11. Creating Reports and Dashboards for clients in Salesforce.

QAD Developer – Tata Consultancy Services (Jul '17 > Feb '19)

Worked as a QAD Developer and Techno-Functional Consultant in migrating old versions of MFG/PRO to eb2 version and streamlined business processes to common platform. Implemented MFGPRO in Distribution, Manufacturing and Finance modules to manage the integration needs with external systems.

Roles and Responsibilities:

1. QAD Development using Progress 4GL language.
2. Requirement Understanding from the Clients and providing estimates for the completion of the Work Orders.
3. Created Workflow and Test Cases for the Work Orders. Involved in Unit Testing of the Codes.
4. Also included in End-to-End testing to identify the loop holes and fix them.
5. Actively involved in Exception Handling and clearing of the Exceptions.
6. Consulted with engineering team members to determine system loads and develop improvement plans.
7. Identify root cause of repetitive upcoming issues and deployed permanent fix for them.
8. Worked on various third-party vendor applications like Esker, FacturaYa, GoSocket, and Cyberquery.

Certifications

- Salesforce Certified Associate, Salesforce, 2023
- Copado Certified Consultant, Copado, 2023
- Copado Certified Essentials +, Copado, 2023
- Copado Certified Extension Builder, Copado, 2023
- Copado Certified Robotic Testing, Copado, 2023
- Salesforce Certified Sales Cloud Consultant, Salesforce, 2022
- Salesforce Certified Business Analyst, Salesforce, 2022
- Salesforce Certified Platform Developer 1, Salesforce, 2021
- Salesforce Certified Platform App Builder, Salesforce, 2020
- Salesforce Certified Administrator, Salesforce, 2020
- Copado Certified Administrator, Salesforce, 2020
- Copado Certified Developer, Salesforce, 2020
- ERP/CRM: Salesforce for Administrators and Developers, TCS Internal, 2020
- Metamorph: Business Analyst, TCS Internal, 2020
- Agile, TCS Internal, 2018
- Project Management: Quality Management System, TCS Internal, 2017
- ITIL 2011 Foundation, TCS Internal, 2017

Experience

9. Involved in Smoke Testing of applications after upgrade.
10. Creating reports for clients using Cyberquery, BI Solution for QAD.

Associate System Engineer – TCS (Feb '17 > Jul '17)

1. Training on QAD, MFGPRO and Progress 4GL.
2. Understanding the Manufacturing, Distribution and Finance module with QAD.
3. Programming techniques for developing robust modules.
4. In-Depth programming training, with help of test cases.
5. Developed inquiry reports through progress 4GL language.

Associate System Engineer – TCS ILP (Sep '16 > Jan'17)

1. ILP Training on Enstol Oracle Apps.
2. Personality Development and Technical Skills learning including Java, UNIX, Oracle, SQL, and PLSQL.
3. Developed Oracle App for Hotel Management.

Education

Salesforce Trailhead – (Nov '19 > Current)

1. I am 3x Trailhead Ranger with over 300 + badges and 150K+ Miles.
2. Completed 9x Superbadges successfully in Trailhead.
3. Key skills in managing users, security controls, and data as well as creating roles, profiles, and reports.
4. Also, in designing custom objects, custom fields, picklists, page layouts, workflow, approval processes, validation rules, custom tabs, reports, VisualForce pages, dashboards, and email generation.
5. Great interest in Einstein and CPQ Modules.
6. Preparing for Javascript Cloud, Service Cloud, CPQ & Einstein Certification.

Key Impact Areas

1. Business Analysis
2. Product Management
3. Requirement Gathering
4. Scrum Meetings
5. Gap Analysis and Troubleshooting
6. Stakeholder Management
7. Release Management
8. Data Migration and Integration
9. Solution Designing

Soft Skills

1. Communicator
2. Analytical
3. Work Ethic
4. Adaptable
5. Team Work
6. Collaborator
7. Empathetic
8. Approachable
9. Perseverance
10. Innovator

Language

1. English
2. Hindi
3. Marathi
4. Spanish

Education

University of Mumbai

Bachelor of Engineering in Computer (Jul '12 > Aug '16)

1. Computer Engineer graduated with 8.96 CGPA grade.
2. 5th Rank Holder in College.
3. Placement Committee Head.

Birla College of Science

Higher Secondary in Computer Science (Jul '10 > Aug '12)

1. Higher Secondary Schooling with 87.6% in Computer Science Field.
2. 4 rank holder in College.
3. Part of Dean's Team for volunteering NGO

Holy Cross Convent School

Secondary School (Jul '10)

1. Completed School with 93.55% scoring full in Maths and Science Field.

Accomplishments

1. Awarded with Star of the year 2020-21 for showcasing exceptional performance that consistently exceeded goals and expectations in quality and quantity.
2. Awarded with Best Performer (Sept '20) and Star of the Month (Aug '20) for understanding client requirements and developing solutions for them and working extended hours to complete the task within deadline.
3. Client appreciation for being available off hours and improving customer experience.
4. Appreciation from team in handling application effectively and providing solutions.
5. Awarded with TCS Gems for understanding business workflow and handling it in short span of time.
6. Received "Learning achievement Award" from TCS, for having more than 1500 learning points and certification on internal TCS learning platform and, for contribution on learning new technologies.
7. Received "Commitment and Service Award" from TCS in Sept, 2019.
8. Received "On the Spot Award" from TCS for outstanding contribution to organization, Q4, 2018-19, Q2, 2018-19, Q1, 2018-19 and Q4, 2017-18.

Interests

1. Sports
2. Outdoor Games
3. Educational Development
4. Crossword Puzzles
5. Knowledge Sharing through various Platforms
6. Dance Fundraising
7. Volunteering
8. Social/Charitable (Orphanage & Old Age Home)

Personal Details

- Father's Name: Mr. Harishprasad Tiwari
- Mother's Name: Ms. Neelam Tiwari
- Birthday: 9th August 1994
- Gender: Female
- Marital Status: Single
- Nationality: Indian
- Passport No.: P2716594, Expires 07/07/26

11. Appreciation Note and TCS Gems from NGO Head of Samarthan, for contribution towards the NGO.
12. 5th Rank Holder in Engineering College, 2016.

Extra-Curricular Activities

1. Mentoring other trailblazers in learning Salesforce.
2. Part of Fun Committee in Account.
3. Part of Creative Team in Account's Monthly Magazine.
4. Part of Samarthan Group which is a form of NGO to help needy ones.
5. Actively involved in all activities held at Account and TCS level.
6. Campus Co-Ordinator of Engineering College – Communicating with companies and organizing the campus placement.

Declaration

I, Swati Harishprasad Tiwari, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.



Swati Harishprasad Tiwari
Thane, Maharashtra
2nd February, 2022

PROJECT DETAILS

Project 1: Sonova – Hearing Device Company (Phase 2)

Role: Salesforce Developer and Scrum Master

Technologies/Tools Used: Salesforce Lightning (Aura + LWC), JavaScript, IntelliJ IDE, Illuminated Cloud 2, Visualstudio IDE, Data Loader, Talend, Android Studio, JIRA, Selenium.

Duration /Team: Six Months (6) / 11 team members

- Created a Competitor Pricing Screen (using Aura and LWC) serving as a client UI for entering the details about the competitor products in the market that helped customer in improving their products by 30%.
- Integrated multiple external systems like Revenue Grid, Docebo, Cvent and Outlook Connector with the Salesforce Platform.
- Configured and managed the website of the client to produce and show only relevant information country wise which included working on multiple customized pages with lightning components, creating flows to trigger the functionality and multiple customized objects.
- Performed unit, regression & end-to-end testing for the developed systems.

Key Achievements:

- Recognized as key performer in the team and awarded with Star Performer '22 award.
- Appreciated by the Salesforce team and the clients for integrating the systems efficiently.

Project 2: Sonova – Hearing Device Company (Phase 1)

Role: Salesforce Developer and Analyst

Technologies/Tools Used: Visualforce, Salesforce Lightning (Aura + LWC), JavaScript, Visual studio IDE, Data Import Wizard, JIRA.

Duration /Team: Five Months (5) / 15 team members

- Re-structured & Re-designed the Account Data model for the Sonova salesforce platform. It included entire transformation from Product Tier Sonova model (having multiple duplicated contacts and accounts for 4 different Sonova products) to OneSonova model (having single account and dedicated contacts but associated to all the 4 Sonova products).
- Worked on creating different business-related custom object, restructuring the access and the user's profiles and roles altogether and modified the UI (converted all Visualforce pages to Lightning Components).
- Refactored the classes and triggers to match the new Sonova model and depreciated the old ones. Also, restructured the way of writing classes and triggers.

Key Achievements:

- Key member involved in the design phase of the OneSonova model.
- Daily client interaction to understand the business needs and work with key CRM users.
- Client appreciation for providing effective working solution to the clients.

Project 3: Avery Dennison – RFID Tags and adhesive materials' manufacturer

Role: Salesforce Analyst and Support

Technologies/Tools Used: Salesforce Classic & Lightning (Aura), Developer Console, Data Loader, Github, Qualtrics, ServiceNow (Ticketing Tool).

Duration /Team: Three Months (3) / 5 team members

- Handled issues raised by key users for the platform using BMC Remedy tool.
- Worked on enhancements and bug fixes on the existing platform.
- Created different permission sets, process builders and approval flows for the requirements.
- Integrated external system MFGPRO effectively with the salesforce platform and handled interface related issues.
- Handled other integrated systems like Esker and BI Informatica interface.

Key Achievements:

- Received a Salesforce certification voucher as an appreciation from the clients for fixing the issues promptly and providing effective solutions.
- Learned and completed all 3 supersets on Trailhead site and earned more than 150k points.
- Awarded with Salesforce certification voucher by the TCS Salesforce team for showing extensive contribution outside the project as well.

Project 4: Avery Dennison – RFID Tags and adhesive materials' manufacturer

Role: QQA Analyst and Support

Technologies/Tools Used: QAD (MFGPRO eb2.1), Putty (CUI), Filezilla(File Transfer), BMC Remedy

Duration /Team: Three Months (3) / 5 team members

- Handled issues raised by key users for the QAD platform using BMC Remedy tool.
- Worked on enhancements and bug fixes on the existing platform.
- Handled other integrated systems like Esker, Infobroker, Softway, Salesforce and BI Informatica interface.
- Trained key business users and provided guidance in understanding and working on the platform both using CUI and GUI.

Key Achievements:

- Recognized as key performer in the team and awarded with Star Performer '20 award.
- Awarded with star of the month for performance in handling the issues raised by the business – Aug '20.
- Awarded with Gift Vouchers for effectively handling client meetups in the office.
- Awarded by TCS for handling fun activities within the team.

ANNEXURE

1. Salesforce Trailhead Walkthrough

Badges and Miles	300+ 180K+	General, CRM, Apex, App Logic, Reporting, Security, Data Management, Integration, Lightning, Chatter, Database, Partner, Mobile, App Lifecycle, Tools, Visual Force, User Interface, etc
Superbadges	9	<ol style="list-style-type: none">1. Lightning Experience Specialist2. Business Administration Specialist3. Lightning Experience Reports and Dashboard Specialist4. Apex Specialist5. Selling with Sales Cloud Specialist6. Security Specialist7. Process Automation Specialist8. App Customization Specialist9. Lightning Experience Rollout Specialist
Projects	32	Build an App to track SF Journey, Suggestion App, Build First App, Discount Approval Process, Mars Communication Uplink, Lemonade Stand App, Battle Station App, Process for Managing Support Cases, Recruiting App, Lightning App Builder, Reports and Dashboards, Lightning Experience, Customize Salesforce Object, Import and Export Data with Data Management Tools, Process Builder, Protect Data in Salesforce, etc
Trails	51	Admin Beginner, Admin Intermediate, Build Platform Apps, Learn CRM Fundamentals with Salesforce, Grow Faster with CRM, Sales Cloud, Lightning Experience, Build your Sales Career, Build B2C Commerce Consulting, Cultivate Equality at Work, Empower your Salesforce Users, etc

2. External Certifications & Courses

TCS Internal	<ul style="list-style-type: none">• Knowledge Management & Innovation• Writing Business Cases & Propositions• Communicate Effectively in Global Teams - Intercultural Communication• Inclusive Interaction in Global Teams• Workplace Etiquette Essentials - L1 Certification• Personal Mastery - Working with Agility• Inclusive Interaction in Global Teams - Business Culture & Project Delivery (T1) Certification• Complex Problem-Solving Capabilities• Collaborative Decision Making• Business English Certification• Business analysis - Manufacturing• Metamorph: Certificate in Business Analysis• Assurance: ERP/CRM Testing - Salesforce for Beginners• Environment Health & Safety Foundation• Metamorph: Certificate in Manufacturing domain• Process: Agile Way of Working Foundation• PM_Integrated Quality Management System (iQMS)• LDP: Innovation & Creativity Foundation• Process: ITIL Foundation Certification• ILP: EntSol Oracle Apps Essentials v2
Capgemini	<ul style="list-style-type: none">• Agile with Atlassian Jira (Certified by Atlassian – Coursera)• Conflict Management• 5 steps to Salesforce DevOps Enlightenment