

# Swati Rai

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## Objective:

Seeking a good position in an organization with a creative, technology-driven environment that encourages innovative thinking, recognition and career development. I am keen to lend my services in a learning environment to develop my professional, personal and organizational skills.

## Professional Snapshot:

- Software professional with more than 2+ years of experience in Salesforce technology.
- Hands on experience in **Sales Cloud, Service Cloud & Marketing Cloud.**
- Worked on Salesforce Classic & Lightning UI.
- Hands on experience in creation of Operational Report & dashboard.

## Technical Skills:

### Technical Exposure

<ul style="list-style-type: none"><li>• Good exposure on report and dashboard skill group.</li><li>• Hands on experience in creating dashboard and dataflow.</li><li>• Extensively worked on Salesforce application configured using features like Approval Processes, Validation Rules, Assignment Rules, Workflow Rule.</li><li>• Proficiency in administrative tasks like creating Roles, Users, Sharing rules, Record types, Page layouts, Workflow, Validation rules, Reports and Dashboards.</li><li>• Interacted with Client and Business users.</li></ul>	
<b>Salesforce Technical Areas</b>	<ul style="list-style-type: none"><li>• Reports, Dashboards.</li><li>• Einstein Analytics</li><li>• Permission Sets, Profile, Page layout, Security settings.</li><li>• Workflow Rules, Validation Rule, Approval Process, Assignment Rules.</li></ul>
<b>Operating Systems</b>	Windows

## Experience Details:

Company: Tata Consultancy Services	
<b>Duration</b>	Nov 2019 to Till Date
	Working in a skill group which comprises operational Reports & Dashboards. I provided assistance to the customers to troubleshoot issues which arise during implementation of any Salesforce functionality.
<b>Role</b>	Salesforce Consultant

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>● Played the role of Salesforce.com Administrator and Analyst.</li> <li>● Understand User requirement/Issue and resolve incidents within Deadlines.</li> <li>● Resolved Service Request depending upon user requirement.</li> <li>● Used to setup Roles and assign respective Permission Sets while Go-Live.</li> <li>● Worked with various salesforce.com objects like Accounts, Contacts, Leads, Cases, Reports and Dashboards.</li> <li>● Worked upon various Custom Objects, Reports.</li> <li>● Created page layouts, validation rules, email template, workflows, approval processes and lead assignment rules as per the Business requirements.</li> <li>● Creating and managing profiles, roles, visibility settings. .</li> </ul>
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<b>Company: Tata Consultancy Services</b>	
<b>Duration</b>	April 2018 to Oct 2019
<b>Role</b>	SharePoint Consultant
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>● Worked on SharePoint 2010 &amp; Online.</li> <li>● Design and develop SharePoint master pages and create new SharePoint site.</li> <li>● Worked on Sharegate to migrate the old site into new.</li> <li>● Resolved issues of users through the service now ticketing tool.</li> <li>● Provided access permission to SharePoint site as per requirement.</li> <li>● Design webpart and create list and library as per the user requirements.</li> </ul>

<b>Company: Tata Consultancy Services</b>	
<b>Duration</b>	Nov 2017 to Mar 2018
<b>Role</b>	SME (Subject Matter Expert)
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>● Understand User requirement/Issue and resolve Incidents within Deadlines.</li> <li>● Resolved Service Request depending upon user requirement</li> <li>● Gave support to associates on the floor.</li> <li>● Used to setup Roles and assign respective tickets to associates.</li> <li>● Responsible for ensuring availability and performance of the applications that support the system.</li> <li>● Coordinate with the respective team for application bugs.</li> <li>● Participated in an on- call schedule.</li> </ul>

<b>Company: Teleperformance</b>	
<b>Duration</b>	May 2016 to July 2017
<b>Role</b>	Process Associate & Process/Product Trainer

<b>Responsibilities</b>	<ul style="list-style-type: none"><li>● Responsible for maintaining daily production log.</li><li>● Accountable for customer satisfaction and providing high quality service.</li><li>● As a trainer, Conduct training sessions for New Hire Batch to maximize performance.</li><li>● Worked with management to schedule training programs for all staff.</li><li>● Keeps up with and applies the latest training techniques to a corporate training environment.</li><li>● Conduct Refresher session on floor.</li></ul>
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