



Swati Harishprasad Tiwari

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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 4+ 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 – Avery Dennison (Feb 2019 > Present)

1. 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.
2. Developed various custom objects, custom workflows, formula fields, master-detail, lookup relationships, tabs, validation rules.
3. Developed workflows, validation rules, Apex triggers, apex classes, controllers and formula fields.
4. Created roles, profiles and implemented security and sharing rules at object, field, and record level for different users at different levels of the organization.
5. Extensive experience creating email templates, email services and page layouts.

Highlights

- 5X Certified
- Star of the month Aug'20
- Best performer Sept'20
- Q3 '19 Best Performer
- 8X TCS Awards
- 9X Superbadges in Trailhead Salesforce.
- 250+ Badges, 150k + Miles
- 2.5X Trailhead Ranger
- 4+ Years of Experience

Technical Skills

Platform:

- Salesforce
- QAD

Tools:

- Visual Studio Code IDE
- Eclipse IDE
- Developer Console
- Workbench
- Data Loader
- Copado - Github
- Cyberquery
- Putty
- MS SQL
- WinSCP
- Qualtrics
- Service Now
- HPQC/HPALM

Languages:

- Apex
- Visualforce
- LWC
- HTML/CSS/PHP
- Java/C/C++
- SOSL/SOQL
- XML/JSON
- Progress 4GL
- Cyberquery

Experience

Salesforce Developer – Avery Dennison (Feb '19 > Present)

6. Worked on the approval process, lightning process builder and workflows to automate the business process without depending on custom code development.
7. Managing interface between Mfgpro and Salesforce.
8. 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.
9. Data Migration using Data Loader and Import Wizard.
10. Creating Reports and Dashboards for clients in Salesforce.

QAD Developer – Avery Dennison (Jul '17 > Feb '19)

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

Certifications

- Salesforce Certified Platform App Builder, Salesforce, 2020
- Salesforce Certified Administrator (SCA), 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

Soft Skills

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

Methodologies

1. Agile
2. Scrum
3. Waterfall

Experience

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)

~ Salesforce Certified Administrator.

~ Copado Certified Administrator.

1. I am 2.5 x Trailhead Ranger with over 250 + badges and 150K+ Miles.
2. Completed 8x 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 Platform App Builder and Developer 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

Language

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

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)

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 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.
2. Client appreciation for being available off hours and improving customer experience.
3. Appreciation from team in handling application effectively and providing solutions.
4. Awarded with TCS Gems for understanding business workflow and handling it in short span of time.
5. 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.
6. Received "Commitment and Service Award" from TCS in Sept, 2019.
7. 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.
8. Appreciation Note and TCS Gems from NGO Head of Samarthan, for contribution towards the NGO.
9. 5th Rank Holder in Engineering College, 2016.

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

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
20th May, 2020

ANNEXURE

1. Salesforce Trailhead Walkthrough

Badges and Miles	250+ 250K+	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	28	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	30	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. Other Certifications

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
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