Nivedita Sharma

Email: sharma.nivedita16@gmail.com
Phone: +91 9513322202

Snapshot

Salesforce and Servicemax certified professional with **11+** years of experience in IT industry. Worked as a **Senior Consultant** with experience in Team Management, development & support Getting customer service, resource/project management, process improvement, and business operations with a thorough knowledge in agile. I thoroughly enjoy internal/external customer engagement and have built many great working relationships over the years. Quick learner and experienced working in a fast paced, high pressure, demanding environment with the ability to multitask effectively and manage workload.

I am a firm believer in lean startup principles, here the primary focus is on nurturing innovation at various levels within organization, at the same time create value to customers with MVPs.

Summary

- Having 11+years of experience in IT, which includes exposure in Salesforce.com CRM, force.com platform,Servicemax, Agile with proficiency as Lead consultant, administrator/developer and Application Support Consultant.
- Good analytical, verbal, written communication, and interpersonal skills
- Effectively handling team and communicating agile principles, scrum practices and overall operating model across the organization
- Good Experience of Salesforce Team handling and Business/managementcalls
- Hands-on experience in SFDC configurations/Customizations and Servicemax.
- Layouts, Tabs, Custom fields &Objects, Validation Rules, according to different requirements. •
- Extensive experience over creating Workflows, Process Builder and Approval Processes
- Experience in Salesforce lightening.
- Valid US B1/B2 Visa

Experience

Uptima

Senior Consultant (Nov 2022-July 2023)

Project – Candela –
**ServiceMax Service
board implementation**

Roles & Responsibilities:

- "ServiceMax Service Board Implementation: Proficient in configuring and optimizing ServiceMax Service Boards to enhance field service efficiency and streamline operations.
- Analyzed field service workflows and requirements to identify opportunities for Service Board implementation.
- Customized Service Boards to align with specific business needs and service technician workflows.
- Collaborated with cross-functional teams to integrate Service Boards seamlessly with existing processes.
- Successfully implemented Service Boards, resulting in a 35% reduction in service response times.
- Optimized technician scheduling through Service Board configuration, leading to a 50% increase in on-time service delivery.
- Improved real-time visibility of field operations, enabling faster decision-making and enhancing overall service quality.
- Conducted comprehensive training sessions for field service technicians to ensure seamless adoption and utilization of Service Boards.
- Provided ongoing support to resolve issues and address queries related to Service Board functionalities.

Successfully deployed Service Boards for client.

Project – Rite Hite -
**ServiceMax
implementation**

Roles & Responsibilities:

- Configured ServiceMax modules to align with business requirements and workflows.
- Trained and supported field service teams in using ServiceMax effectively.
- Conducted regular system audits to ensure data accuracy and compliance.
- Collaborated with cross-functional teams to enhance ServiceMax functionality and user experience.
- Successfully reduced field service response times by 20% through optimized ServiceMax routing algorithms.
- Implemented custom reporting dashboards, leading to a 15% increase in data-driven decision-making.
- Diagnosed and resolved complex technical issues in a timely manner.
- Collaborated with engineering teams to provide feedback on product performance and improvements.

GyanSys Inc.

Lead Consultant (Jan 2021-Nov2022)

Project-Dormakaba -
**ServiceMax /Salesforce
implementation**

Roles & Responsibilities:

Functional

- Manage a team and queue of cases/Tickets and issues.
- Responsible for team's overall performance and ability to hit key performance metrics (e.g. CSAT, case closure)
- Participate in leadership meeting and present about the team's weekly performance, discuss bottle-necks (if any) impacting team's performance
- Creating reports and dashboards related to different aspects of systems, tools as well as team and present the same to leadership team on a weekly basis
- Identify areas of improvement from reports and dashboards by observing trends
- Extensively train team members to stay up to date with product knowledge

- Schedule regular calls with customers to discuss any feedbacks, escalations, issue statuses etc.
- Actively understand how the customer is feeling towards the product and service.
- Keeping a record of customer interaction and details of actions taken
- Getting involved with internal teams to understand and discuss Product features

Technical
- Assist Team in integration, implementation, configuration, troubleshooting, bug fixes, change requests and technical troubleshooting for ServiceMax and Salesforce issues.
- Involving in customer UAT issues to resolve them on priority with the Team
- Codes, tests and debug the issues
- Strong client interfacing skills
- Undertake daily follow-ups with individual team members to ensure projects are on track and goals are being met.
- Good experience with SFDC Administration like **creating Users, Roles, Profiles, Record Types, Page Layouts, Search layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards and Tasks.**
- Experienced in analyzing business requirements, **creating SFDC custom objects, Junction objects and implementing.**
- Good experience in working with both **Force.com IDE and Eclipse IDE with Force.com Plug-ins**.
- Worked in a globally distributed team environment, liaising with on-site teams and customers
- Exposure to Salesforce.com CRM product and excellent oral and written communication skills, Building the database model.
- Experience with SFM's, Wizards, PM Plans, Timesheets, Checklist, Inventory Management, SLA Management, Entitlements, Service Contracts & Warranty FSA, GO Mobile apps.
- Experience in Service Board, Developer Console HTML5.
- Created process builders, web to case, web to lead, workflows, approval processes & validation rules.
- Created Custom Objects, Profiles, Roles, Users, Service Cloud.
- Understanding of field Service Lightning and worked on multiple modules like DispatcherConsole, Service Territory Design, Field Service Mobile, and Field Service Terms.
- Unit testing.
- Configuration and setup changes.
- Deploying the changes from sandbox to PROD.
- Knowledge of Asset 360 (Servicemax).

ServiceMax
Functional Consultant (June2015-2020 Dec)

ServiceMax is a provider of cloud-based field service management solutions. ServiceMax's platform is built on Salesforce force.com cloud technology. ServiceMax is a cloud-based, mobile-ready field service software solution. Supports companies across industries to manage contracts, scheduling, and parts.

It also provides SaaS (Software as a Service) mobile and cloud solutions for parts logistics, work order management, communication, and analytics accessible through mobile devices.
ServiceMax leverages the potential of Salesforce.com's Force.com platform and provides cloud computing benefits to Field Service organizations around the globe. This forces service executives to re-examine the management of their field operations

Roles & Responsibilities:

Functional

- Proactively reaching out to the customer to keep a health check on our Product being used at their end and the adoption of the product.
- Get acquainted with customers' expectations and know their business user case to utilize our product at best as per needs.
- Facilitate the complete process and entire onboarding of theProduct
- Delivering a comprehensive service to enquiring customers, possibly delegating certain customer enquiries to specific teams
- Manage and prioritize development roadmap including communication to all stakeholders on timeline for deliverables
- Actively understand how the customer is feeling towards the product and service.
- Keeping a record of customer interaction and details of actions taken
- Getting involved with internal teams to understand and discuss Product features.

Technical

- Installed ServiceMax Package in the Orgs with Seedata.
- Worked on configuration of ServiceMax modules related to Work order, Locationetc. , configuration of Profiles Users, permission sets
- Worked on Mobile configurations (Go App for iPad and AndroidPhones)
- Configured Service Board
- Accountable that deliverables meet requirements w.r.t. reliability, availability, performance, and security.
- Supportsdevelopment team in performing build automation and configuration management.
- Promptly escalate issues, which affect product delivery and quality that are beyond scope of influence.
- Worked on SVMX & Salesforce Migration
- Experience with SFM's, Wizards, PM Plans, Timesheets, Checklist, Inventory Management, SLA Management, Entitlements, Service Contracts & Warranty FSA, GO Mobile apps.
- Experience in Service Board, Developer Console HTML5
- Worked on Process builders, workflows, email templates. • Worked on Output documents •
- Configured timesheet module.
- Attend status meeting with customer and provided sprintdemos.
- Trained in Asset360.

Happiest Minds Technologies
Senior Software Engineer (May 2012 – March 2015)

Roles &Responsibilities:

Senior Software Engineer

- 3.2 year of Comprehensive cross-cultural experience in the areas of:
- Incident Management, Problem Management, Change management
- Worked creation of profiles,roles,users.
- Good experience with SFDC Administration like **creating Users, Roles, Profiles, Record Types, Page Layouts, Search layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards and Tasks.**
- Experienced in analyzing business requirements, **creating SFDC custom objects, Junction objects and implementing.**
- Expertise in working **with Data loader, Import wizard and Workbench for data migration.**
- Worked on test classes.
- End to End testing
- Interacted with multiple support teams through bridge calls and tracked the incidents until closure
- Have given an effective KT to the newbies in the project who are going to take up current roles in the future and guided them to work with their tasks with confidence.
- Handling escalations and taking active measures to resolveconflicts.
- Worked with stakeholders also worked as change Co-Ordinator's.
- Performing immediate counter measures to minimize the impact of the issue on the customer.ß
- Proficient in playing key role in team for running successful process operations and experience.
  of maintaining network for business excellence and maintain deliverables as per SLA & deadlines
- To Support/maintenance, development of application and servers
- To design and develop business processes.
- To document the business process by identifying therequirements
- Solving complex bugs within given SLA and the quality check beforedeliveries.

Achievements

- Recognition from client for on time delivery of project specific tasks and to have a very good communication and presentation skill.
- Received Gong of achievement for Functional Consultant & support customers at ServiceMax
- Salesforce Administrator 201 certified, Sales cloud certified, Servicemax Field service lightening certified.
- ServiceMax 101,201 certified.
- ServiceMax maaz FSU 1 and FSU 2
- ServiceMax Asset 360 Administrative

Education
- Master's in computer engineering from B.I.T.S. University, Pilani, Rajasthan in 2015 with 72%
- Bachelor of Engineering from R.G.P.V. University, Bhopal in 2010 with 70.00%.

Personal Details
- Age   :   31 Years
- Spoken Languages   :   English, Hindi
- Passport   :   Active