Sonal Gurav

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EDUCATION

MS in Information Systems   Sep 2022 - May 2024
Northeastern University, CA
  Coursework: Data Science Eng & Methods, Program Structures & Algorithms, Application Engineering & Development
BEng in Computer Engineering   Jun 2014 - Jun 2018
Mumbai University
  Coursework: Object Oriented Design, Operating Systems, Cloud Computing, Data Structures and Algorithms, Artificial Intelligence

SKILLS

CRM: SFDC, Sales Cloud, Service Cloud
Programming Languages: JavaScript, HTML, CSS, SQL, Apex, Java,
Integration: DocuSign, Conga Composer, REST/SOAP APIs, JSON/XML
Databases: MySQL, MongoDB, Workbench, Data Loader
Project Management & Methodologies: Agile (Scrum), SDLC, UAT, JIRA, Asana, Confluence

PROFESSIONAL EXPERIENCE

Salesforce Administrator, Accenture Solution Private Limited   May 2019 – Sep 2022
- Managed multi-release Agile projects, enhancing team collaboration and delivering improvements with a **25%** reduction in development cycle times.
- Deployed the Custom **objects**, Custom tabs, validation rules, **Workflow** Rules, Auto-Response Rules**, Page layouts** and Components to suit the needs of the application.
- Drove change management initiatives and training programs, achieving a **35%** increase in user adoption rates and a **20%** decrease in support tickets post-implementation.
- Designed and implemented **Flow** to automate a multi-step approval process, eliminating manual intervention and reducing approval cycle time by **45%**.
- Directed end-to-end UAT processes, achieving **98%** user acceptance rate, ensuring smooth implementation and minimal post-deployment issues.

Jr. Salesforce Administrator, Accenture Solution Private Limited   Sep 2018 – Apr 2019
- Managed Salesforce organization of over **2,000** active users configuring roles, **profiles, permissions, public groups, sharing rules, and organization-wide defaults (OWD) for** SFDC objects.
- Worked on various Salesforce.com standard objects like Leads, Accounts, Contacts, Opportunities, Reports and Dashboards.
- Designed and implemented advanced reports, dashboards, resulting in **40%** improvement in business insights and a **15%** reduction in decision-making time.
- Collaborated with Business Analysts and cross-functional teams to enhance business modules by leveraging Salesforce features, including Standard and Custom Objects, formula fields, and **SOQL** queries, resulting in a **35%** improvement in operational **efficiency** and ensuring high-quality, **scalable** solutions for complex business requirements.

ACADEMIC PROJECTS

Amazon Xplorer | Figma, Hand Sketching, Protype   Jan 2024 – Apr 2024
- Designed set of features in Amazon app that mirrors functionality found in X app.
- Implemented sprints, screen flows, navigation and mockups. Utilized communities and libraries for interactive layout in Amazon app.

SkyReserve, Airline Management System | SQL, SSMS, Tableau   Sep 2023 – Dec 2023
- Airline Management Reservation System is a database system designed to handle various aspects of airline reservations focusing on student benefits and group booking using SQL, SSMS.
- Data reporting and visualization representation using Tableau.

Data Analysis & Predictive Modeling | Python, EDA, Pandas, NumPy, Matplotlib, Seaborn   Jan 2023 – May 2023
- Performed in depth Exploratory Data Analysis & Data preprocessing on Wine Dataset, identifying key feature relationships.
- Achieved a high prediction accuracy of over 93% by training, testing and fine-tuning supervised learning ML algorithms.

Image Processing Using JAVAFX | Java, JavaFX   Sep 2022 – Dec 2022
- Developed an image processing application using JavaFX. Users can load images, apply various image processing operations such as filtering, enhancement, transformation, and analysis. The application has an intuitive interface, leveraging JavaFX for a visually appealing user experience.