

# Apeksha Sanjay Shetti

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## SUMMARY

Computer Science graduate with **2+ years** of experience at **Salesforce**, specializing in Salesforce **Sales Cloud** support and customer success. Currently working as a **Success Guide**, helping customers adopt and maximize the value of **Agentforce** and **Data Cloud** solutions. Experienced in troubleshooting, Salesforce administration, customer engagement, and guiding users through best practices to achieve measurable business outcomes.

## WORK EXPERIENCE

### Associate Success Guide

Salesforce

Jul 2025 – Present

Hyderabad, India | Full-time

- Drive customer adoption and value realization of **Agentforce** and **Data Cloud** through practical use cases and best practices, consistently achieving a **CSAT** of **5.0**.
- Support successful implementation and long-term usage by guiding customers on solution design and product capabilities, ensuring prompt engagement with an average **time to engage** of **1.9 hours**.
- Resolve customer queries and technical challenges efficiently, maintaining an average **time to resolve** of **11.4 hours** while delivering outcome-focused guidance.
- Contribute to **customer success stories** and organizational adoption initiatives, including **Employee Agent** and **Slack deployment**, helping customers realize measurable business benefits.

### Associate Technical Support Engineer

Salesforce

Oct 2023 – Jun 2025

Hyderabad, India | Full-time

- Achieved **93%+ CSAT** and reduced case reopens to **5%** through effective communication and root-cause analysis.
- Maintained **115%+ Productivity** as part of the General Usage (Admin) team, handling **CRM Analytics** and **Dev Support** cases.
- Resolved complex issues with a **95%+ Case Resolution** rate and **100% SLA compliance** through troubleshooting and escalation management.
- Delivered Salesforce **Sales Cloud** technical support to multi-geo customers across **EMEA** and **IST** regions, leveraging **5+** Salesforce certifications.

## SKILLS

- Salesforce** : Sales Cloud, Service Cloud, Data Cloud, Agentforce  
**Product Support** : CRM, Customer Service, Retention, Escalations Management  
**Soft Skills** : Communication, Problem Solving, Leadership, Presentations, Management

## EDUCATION

### Sanjay Ghodawat University

Bachelor of Technology, Computer Science Engineering

2019 – 2023

8.8/10 CGPA

## CERTIFICATIONS

- [Salesforce Certified Platform Administrator](#)
- [Salesforce Certified Platform App Builder](#)
- [Salesforce Certified Sales Cloud Consultant](#)
- [Salesforce Certified Agentforce Specialist](#)
- [Salesforce Certified Platform Developer I](#)
- [Salesforce Certified Data Cloud Consultant](#)

## ACHIEVEMENTS

- **Four Star Ranger** – 539 Badges, 227,400 Points, 60 Trails
- **Agentblazer Legend** – Designed and managed advanced end-to-end Agentforce solutions
- **Agentblazer Innovator** – Built and led Agentforce solutions to drive business results
- **Agentblazer Champion** – Learned core Agentforce concepts and built a basic agent