

Assistant Functional Consultant

ROBERT SMITH

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Objective

Assistant Functional Consultant with a positive attitude to create solutions and take ownership of the same. An attitude to work as a team player, passion for consulting and working. Excellent communication and presentation skills.

Skills

SQL, PL/SQL, Reports, Alerts and XML publisher reports

Work Experience

Assistant Functional Consultant

SFDC Techno - 2014 - 2019

- Performed the role of Salesforce.com Developer and Administrator in the organization. Collaborated in requirement gathering, business analysis, for salesforce.com implementation.
- Successfully developed the program plan within the estimated time, effort and quality goals.
- Participated in translating and documentation of business requirements into functional requirements.
- Customized Company Profile, Security & Access Controls and Communication Templates as per the organization requirements.
- Created custom objects, users, custom profiles, page layouts, and record types to meet business guidelines.
- Developed workflows, assignment rules, escalation rules, case teams, support settings, custom settings, and other inbuilt functionality.
- Added, configured workflow rules, time-triggered workflows, email templates resulting in the effective web to lead communication with customers.

Functional Consultant

ABC Corporation - March 2013 - October 2014

- Developed a landing page using the Visual force.
- Customized objects and fields using master-detail relationship, look up relationship depending on the requirements.
- Created page layouts, validation rules, and workflow rules.
- Worked as a legacy for creating new roles and profiles in the organization.
- Created new user accounts and configure Salesforce to fit security needs at the user and organization levels.
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Education

Bachelor's in Software Engineering - 2012 (Pokhara University)