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(Preferable point of of Contact: Email)

SUMMARY

As a dedicated Salesforce Consultant with over 5 years of comprehensive technical experience, I specialize in configuration, development, and implementation using Salesforce. My professional journey has been marked by consistent growth, encompassing the domains of customer service, technical expertise, project management, and communication. As a Salesforce Consultant/Administrator, my aim is to leverage these skills to drive impactful results for your organization and further enhance my business acumen and client relationship management skills.

Currently residing in Canada, I have extensive experience working remotely with various U.S. companies via my incorporation, demonstrating my ability to adapt to different work environments and deliver exceptional service irrespective of geographical boundaries. My goal is to bring this global perspective and cross-cultural competence to your team, fostering a collaborative and innovative work environment.

HIGHLIGHTS

- Extensive experience in end-to-end Salesforce project implementation, from initiation to deployment.
- Proficient in customizing Salesforce applications, developing complex Salesforce Flows, and managing seamless integrations.
- Success in implementing Salesforce Sales Cloud, Service Cloud, Non-Profit Cloud and managing large teams and change requests.
- Demonstrated skill in stakeholder requirement analysis and requirement prioritization, aligning with Salesforce solutions.
- Proficiency in Salesforce Data Loader for data management tasks and in implementing security and sharing rules at different levels.
- Successful project deployments and rollouts using both agile and waterfall methodologies.
- Developed training materials and conducted in-person and web-based Salesforce training.
- Strong communication skills with the ability to contextualize and present complex ideas, influencing outcomes.
- Proven expertise in Salesforce development, from coding and designing solutions to integrating third-party services using REST and SOAP APIs.
- Exposure to a variety of technologies including NetSuite, Boomi, and ERP systems, broadening technical skills and versatility.
- Adept at resolving client issues and maintaining strong professional relationships.

PROFESSIONAL EXPERIENCE

Salesforce Business Solutions Consultant
Moyers & Stark Consulting, Canada (Remote) (June 2022 - June 2023)
Responsibilities

- Orchestrated comprehensive project delivery on Salesforce platforms, contributing expertise from initiation to deployment
- Conducted high-level client meetings, interfacing with stakeholders, and guided them towards best Salesforce practices for optimized business operations
- Specialized in capturing and documenting intricate business requirements, effectively translating client needs into actionable Salesforce solutions
- Demonstrated proficiency in customizing Salesforce applications to cater to unique business needs, including Sales Cloud, Service Cloud, and myTrailhead implementations
- Leveraged advanced project management skills through Monday.com to streamline tasks and elevate productivity
- Facilitated seamless client communication via Salesforce Chatter, adept at integration with Monday.com for efficient case and project management
- Managed end-to-end sales enablement through myTrailhead, fostering a robust sales ecosystem for the client
- Administered Trail Tracker App customization and security, ensuring access exclusively for specified user groups
- Skilled in managing seamless integrations between JIRA and Salesforce, optimizing client experiences and operations
- Championed Omni Channel implementation, optimizing the customer journey and engagement across multiple platforms
- Directed end-to-end NativeVideo integration within Salesforce ecosystem, enhancing client multimedia capabilities
- Integrated GetFeedback for comprehensive client reporting and feedback, enabling a data-driven approach for annual and quarterly surveys
- Conceptualized and delivered a novel Salesforce Flow product, designed to manage multiple community portal accesses for clients, further driving client satisfaction
- Instituted training modules on Salesforce Flow implementation, fostering knowledge transfer within the team, and improving overall client service.

Senior Salesforce Administrator
Lafarge, Mississauga, Canada (March 2021 - May 2022)
Responsibilities

- Instrumental in Salesforce administration and consultation for Lafarge's Canada Sales team, driving business development strategies as a key team member
- Managed Salesforce change requests for a large team of 300+ sales professionals, ensuring system adaptations align with evolving business needs
- Coordinated with various system integrations within the Salesforce ecosystem, such as Geopointe, TS Documents, SAP, Command, Apex, REED, Construct Connect, Qlikview
- Acquired in-depth understanding and experience across various Lafarge product lines including Cement, ReadyMix, Asphalt, Pipe, and Precast
- Leveraged the Percipio Platform to gain insights into sales team operations and business processes, aiding in effective Salesforce implementation
- Acted as the primary contact for Salesforce group email across North America, handling sales user and business team requests
- Collaborated on the successful implementation of Tableau CRM and Pardot within the Canadian business operation
- Employed OwnBackup Archiver for reliable data backup, facilitating seamless data transition from production environment to the sandbox
- Utilized Salesforce CPQ for accurate quoting, and resolving issues related to Salesforce functionalities
- Skilled in the use of Declarative Lookup Rollup Summaries Package to enhance Salesforce efficiency
- Led full Salesforce implementation for East Canada Cement Application, boosting productivity for the Canada Cement Team
- Conducted comprehensive Salesforce training for sales users, aligning them with new implementations and added functionalities
- Demonstrated expertise in creating Salesforce Flows to streamline various business processes
- Implemented Service Cloud for the Canada Cement team of West Canada, enhancing customer service delivery
- Engaged and supported the Sales Team, addressing queries via email, phone, web chat, and Google group email.

Salesforce Consultant (For Non-Profit Organization)
Acutedge, United States (January 2021 - October 2021)
Responsibilities

- Led successful implementations of Salesforce Non-Profit Cloud, leveraging the NPSP (Nonprofit Success Pack) package, enhancing the functionality and efficiency of non-profit operations
- Orchestrated seamless data migration from traditional Sales Org to Salesforce Non-Profit Cloud, minimizing disruption and maintaining data integrity
- Pioneered Salesforce implementation for four new programs within Non-Profit Cloud, also revitalizing two existing programs in the old organization
- Consulted Acutedge's non-profit and business customers on Salesforce.com best practices, fostering increased system proficiency and optimized processes
- Conducted one-on-one strategic meetings with program leads, understanding each program intricately to tailor Salesforce solutions
- Facilitated bi-weekly demo sessions for each program, engaging individual project teams and aligning them with the Salesforce platform
- Reengineered reports and dashboards from the old org, aligning them with NPSP package objects, ensuring comprehensive data visibility and informed decision making
- Specialized in creating tailored solutions using the Salesforce.com platform, addressing unique client needs and improving overall system efficiency
- Provided exceptional post-implementation support, ensuring smooth system transition and user adoption post go-live
- Administered group and one-on-one Salesforce training, empowering users with necessary skills and confidence to navigate the platform.

Salesforce Consultant and Project Manager
Eezentek, Toronto, Canada (June 2020 - February 2021)
Responsibilities

- Served as a versatile Salesforce Consultant, navigating diverse projects and delivering customized Salesforce solutions
- Commanded a Salesforce and Web Development Project team, liaising between clients, the development project manager, and web developers to drive project success
- Undertook the role of a Virtual Assistant, managing Salesforce Org, calendars, meeting invites, and other administrative tasks, fostering seamless organizational operations
- Applied profound SQL scripting skills for complex data transformations, safeguarding data integrity post-migration
- Deployed experience on multiple Salesforce Cloud platforms, including Sales Cloud, Service Cloud, and Health Cloud, catering to both short-term and long-term project requirements
- Ensured constant communication with the delivery team across all project phases, promoting a collaborative work environment

- Oversaw a Salesforce Administrator, providing guidance and ensuring alignment with project goals
- Conducted bulk data load operations for client's Salesforce Orgs, demonstrating proficiency in data management
- Created user-centric support documentation, empowering the user community to expand their Salesforce skills, leverage system features, and find solutions independently, reducing support team workload

Salesforce Administrator
Creative Destruction Lab (University of Toronto), Toronto, Canada (June 2020 - October 2021)
Responsibilities

- Led innovative redesigns through Salesforce.com customizations and application implementations, enhancing system functionality and efficiency for the Sales and Marketing Teams globally
- Utilized Salesforce Data Loader for data insertion, update, bulk import, and export tasks, proficient in managing data via comma-separated values (CSV) files
- Configured Salesforce Profiles and Administrative permissions, effectively managing user access to platform features based on role requirements
- Developed customized Salesforce dashboards for case team members, facilitating real-time tracking of assigned cases and fostering knowledge sharing across the company
- Provided front-line support for Salesforce.com users, upholding user satisfaction and platform efficiency
- Engaged with industry best practices in various functional business areas, harnessing these to enhance business processes and workflow improvements
- Served as the onsite point of contact for Salesforce for the inside sales team, providing immediate support and consultation
- Formulated reports, dashboards, and processes to monitor data quality and integrity continuously, ensuring Salesforce data accuracy and reliability
- Utilized Form Assembly Forms to fetch data into the Salesforce ecosystem, streamlining data integration and management processes

Salesforce Business Analyst/Administrator
Teqfocus Consulting LLC, Toronto, Canada (July 2019 - April 2020)
Responsibilities

- Developed complex SQL scripts for data extraction, transformation, loading, ensuring seamless data migration
- Led stakeholder requirement analysis, facilitated requirement prioritization aligning business needs with Salesforce
- Provided strategic counsel to stakeholders on Salesforce implementation, collaborating with cross-functional solution teams
- Harnessed point-and-click capabilities and Force.com features to develop functionalities, enhancing system performance
- Implemented security and sharing rules at object, field, record levels, creating roles for Support agents, managers
- Managed project deployments and rollouts using agile and waterfall methodologies
- Developed workflows, complex formulas, basic triggers, and flows, optimizing Salesforce efficiency
- Utilized Salesforce Data Loader for data management tasks, proficiently handling data via CSV files
- Worked on Salesforce Cloud platforms: Service Cloud, Sales Cloud, Financial Services Cloud, and Health Cloud
- Implemented Service Cloud incorporating Service Console, Customer Portal & Communities, Case Feed, Knowledge Base, Entitlements
- Created training material, delivered in-person and web-based Salesforce training
- Sought opportunities to utilize SFDC to enhance processes and productivity for a rapidly scaling organization
- Collaborated with globally located development teams
- Showcased strong communication skills, ability to contextualize, present complex ideas, influence outcomes

Salesforce Developer
Jade Global, Pune, India (July 2018 - May 2019)
Responsibilities

- Initiated career as a Salesforce Developer Trainee at Jade Global, demonstrating rapid skill acquisition and adaptability
- Progressed to a full-fledged Salesforce Developer role, developing and implementing Salesforce applications using an agile approach
- Played a key part in coding and designing Salesforce solutions to ensure optimal system performance and user experience
- Integrated third-party services with Salesforce using REST and SOAP APIs
- Developed test classes and performed unit testing, maintaining code quality and system reliability
- Adopted best practices in Salesforce development and architecture, contributing to the overall team knowledge and efficiency
- Gained exposure to a variety of other technologies including NetSuite, Boomi, and ERP systems, broadening technical skills and versatility
- Actively involved in resolving client issues and queries, ensuring client satisfaction and maintaining strong professional relationships
- Collaborated closely with cross-functional teams to deliver complex projects on time and within budget

QA & Testing Trainee
QuarkXPress Publishing Ltd., Mohali, India (January 2018 - May 2018)
Responsibilities

- Worked on products named QuarkXPress Server which is a server edition of professional layout design tool QuarkXPress.
- Researched and implemented scalable layout features using C++, XML, and JavaScript to drive layout automation.
- Modified software to adapt to new hardware and improve performance to meet the customer requirement.
- Wrote and implemented PowerShell scripts to enhance user experience.
- Developed code fixes and enhancements for inclusion in future code releases and patches.
- Created user documentation for QXML DOM for the company website. Reference: http://www.quark.com/documentation/quarkXPress/2018/english/QX.js%20API%20Reference/qxml/qxml.html
- Written high-level test cases for critical performance.
- Created test plans to list down approach, scope and resource availability.
- Helped in performance optimization of the QuarkXPress application.
- Performed Unit Testing, Regression Testing, and Integration Testing.

CERTIFICATIONS
Salesforce Administrator (ADM 201)
Salesforce Platform App Builder
Financial Services Cloud Accredited Consultant

EDUCATION
Bachelor's Degree - B.E. (Bachelor of Engineering) Computer Science,
Chitkara University, India