

KIRTI AMESAR

SALESFORCE CONSULTANT

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PROFESSIONAL EXPERIENCE

- **Diabsolut | Consultant**
- **Bangalore, India | 2022 - Present**
- **Salesforce & Certinia Consulting:** Delivered Salesforce and Certinia consulting services to clients across industries including Pharma, Telecommunications, and Cybersecurity, improving business outcomes.
- **Certinia Upgrade Project:** Led an internal project focused on Certinia upgrades. Oversaw the complete lifecycle, from development and design to delivery, ensuring a successful 90% user adoption rate through effective user training.
- **Automation & Efficiency:** Reduced manual operational efforts by 90% by automating project activities, significantly improving efficiency for the Operations team.
- **Client Engagement:** Managed client engagements across Salesforce Analytics, Salesforce CPQ (Configure, Price, Quote), and Salesforce Sales Cloud. Delivered customized solutions, ensuring alignment with business objectives and seamless project execution.
- **Cross-functional Communication:** Collaborated effectively with stakeholders at all levels, ensuring alignment between technical teams and business requirements.

EDUCATION

- **Master of Computer Application** - Savitribai Phule Pune University | 2022 - 2024
- **Bachelor of Commerce** - Mumbai University | 2019 - 2022

SKILLS

- **Programming Languages:** Apex, Python, Java
- **Salesforce:** Salesforce Analytics, Salesforce CPQ, Salesforce Sales Cloud
- **Certinia:** PSA, Accounting, Billing Central, Revenue Management
- **Other:** Public Speaking, Teaching, Writing, Reading, Debate

ADDITIONAL INFORMATION

- **Languages:** English, French, Hindi.
- **Certifications:** Salesforce Certified Administrator, Salesforce AI Associate, Certinia PSA System Admin.

PROJECT HIGHLIGHTS

- **Novipro | Salesforce Analytics Implementation**
- Led the end-to-end configuration and implementation of Salesforce Analytics, developing custom dashboards that aligned with the client's business goals, enabling data-driven decision-making from the start.
- **iNIZIO | Certinia Client Support**
- Provided ongoing support for Certinia Accounting, PSA, and Billing Central. Diagnosed issues, implemented fixes, and optimized system performance, ensuring seamless operation and client satisfaction.
- **Internal Project | Certinia PSA Upgrades**
- Spearheaded the design, development, and delivery of Certinia PSA upgrades for an internal project, ensuring a smooth deployment and minimal disruption during the transition to production.
- **Mobileum | Certinia Billing Central Implementation**
- Led a team for the configuration and implementation of Certinia Billing Central, delivering customized billing solutions that aligned with client's unique business needs and demonstrating the solution's value to the client.
- **Shepard | Certinia PSA Implementation**
- Contributed to the successful implementation of Certinia PSA, handling system configuration, data migration, and user training to ensure effective integration into the client's workflow.
- **Internal Project | Salesforce CPQ Implementation**
- Assisted with the Salesforce CPQ implementation, working on product configuration, pricing rules, and opportunities, ensuring seamless integration of Quote-to-Cash processes.
- **University of Toronto | Salesforce Education Cloud Implementation**
- Collaborated with university stakeholders to configure Salesforce Education Cloud, supporting student recruitment, admissions, retention. Integrated the platform with existing systems to ensure seamless data flow.