Supriya Naik
SALESFORCE CONSULTANT

supriyanaik0308@gmail.com ✉

+91-9309990690 📱

Pune, India 📍

Certified Salesforce Admin, PD-I, and AI Associate with 3+ years of experience in Salesforce CRM (Sales & Service Cloud). Skilled in Apex, LWC, Lightning, and API development, with expertise in implementing and customizing scalable solutions. Strong in data migration, agile deployments, and aligning Salesforce strategies with business goals to drive results.

WORK EXPERIENCE

Senior Associate Consultant
Infosys

02/2023 - Present   *Pune, India*

Commercial KYC Modernization

- Streamlined KYC Operations: Modernized KYC processes using Fenergo Fenx and MuleSoft, ensuring compliance and enhanced user experience.
- Automated Workflows: Automated case management and change request SLAs using Apex triggers, improving workflow efficiency.
- Integrated Systems: Integrated Salesforce with Fenx for seamless data submission and KYC processing.
- Release Management: Managed deployments and release processes using Copado.
- UI Optimization: Developed the Business Checkup process with LWC and improved error handling with Platform Events for a better user experience.

Salesforce Consultant
Stratos Studio

02/2022 - 01/2023   *Bangalore, India*

Project Management App

- Requirement Analysis: Analyzed and understood requirements for each sprint, ensuring alignment with business needs.
- Agile Collaboration: Actively participated in daily group meetings to discuss progress and resolve any roadblocks.
- User Interface Management: Managed the front-end user interface, ensuring a smooth and intuitive experience for users.
- Customer Service Case Handling: Utilized the Service Console to efficiently handle customer service cases and resolve issues.
- Custom Project Development: Built custom backend solutions to meet specific customer requirements, enhancing project outcomes.
- Resource Automation: Developed flows to automate project resource allocation, improving operational efficiency.

EDUCATION

Bachelor of Engineering
University of Pune

06/2011 - 06/2015   *Pune, India*

SKILLS

Salesforce Platform (Force.com)

Sales Cloud & Service Cloud   SFDC Administration

Apex Development (Triggers, Asynchronous Apex)

Lightning Web Components (LWC)

Apex Integration with REST & SOAP APIs

SOQL & SOSL

CERTIFICATES

Salesforce Certified Administrator (Admin)

Salesforce Certified Platform Developer I (PD-I)

Salesforce Associate Consultant

AI Associate Certification

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

Marathi
Native or Bilingual Proficiency