PUNEET JHA

Certified Admin Consultant Salesforce CRM, 5+ years of Software Industry Experience, Bachelors Graduate.

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\+ New Delhi

RELEVANT EXPERIENCE

Salesforce Consultant

Fondsdepot Bank GmbH

~ **March 2023 – September 2023** + Munich, DE

- **Working with one of the major funds platform in Germany and supporting their various departments such as Contact Center, Sales Operations, Feedback Management, Reclamation etc. using Salesforce Service Cloud and Sales cloud in errors occurred through daily exports from different banking and archiving system.**
- **Analyzed the existing business process and tried to figure out the best practice to be used in the implementation of Salesforce Sales and Service Cloud product and subsequently documented it for the end users.**
- **Salesforce Process automation, Workflows, Reporting, Role hierarchy, Lightning App Builder and all Admin tasks such as administration of users.**

Freelance Salesforce Consultant/Administrator

~ **January 2021 – February 2023** + Berlin, Germany

- **Providing 360 degree Salesforce support to the existing customers in the further development of Salesforce and implementation of new functions.**
- **Worked and lead the implementation of Service Cloud for one of the E-commerce portals based in Berlin migrating the Data from Freshdesk CRM by writing the technical stories related to translate the Sales and Service operations.**
- **Consulting one of the major Japanese clients in implementation of centralized Salesforce System by integrating different Systems based in the Lotus notes Database.**

Salesforce Administrator

Serrala GmbH

~ **June 2020 – December 2020** + Hamburg, DE

- **Working on internal Kimble project configuring the object relationships and defining data models for the installation of application.**
- **Consulting tasks were also the part of the agile teams which included user interactions, prioritizing tasks and troubleshooting.**
- **Migrating Data from SAP to Salesforce through different ETL tools such as Data Loader and defining mapping needed for migration.**

Salesforce Administrator/Consultant

Primologic Systems Pvt. Ltd.

~ **August 2017 – July 2018** + Noida, IN

- **Worked on the different customization, integration and implementations related with Salesforce org in the Healthcare Domain. Implementations were carried out by authoring different APEXtriggers, creating Visual force pages creating web services, batch classes and callouts for third party web services. Configured page layouts, workflows, document templates, record types, & data fields. Implemented & maintained reports and dashboards. Created custom objects, fields, and triggers. Managed multiple sandbox environments. Completed work in timely manner.**
- **Main tasks involved as a Salesforce Functional Consultant:**
1. **Gathered requirements and prepared requirement documents and technical design documents to meet the business rules.**
2. **Created and managed a project plan, milestones and deliverable. Review business process with companies to implement best practices from marketing through customer retention.**
3. **Attended daily scrum, sprint planning, retrospective meetings and followed the agile scrum practices and implemented improvements to it, demonstrated solutions and incorporated feedback changes.**

Salesforce Administration and Development Trainee

AlmaMate Infotech

~ **April 2017 – July 2017** **+ Noida, IN**

- Worked on one of the application 'Ecourier' on app exchange through which we can schedule our reports to the designated users in the Salesforce organization or third party email address.

EDUCATION

University Preparatory German Language Course

Duetsche Akademie Berlin

~ **November 2018 – September 2019** **+ Berlin, DE**

- Focus subjects: Verbal, written and listening German skills at an intermediate level.

Bachelors in Electronics and Communication Engineering

Guru Gobind Singh Indraprastha University

~ **August 2012 – July 2016** **+ New Delhi, IN**

- Focus subjects: Object Oriented Programming Languages, Database Management System, Software Design & Modelling, Operating System, Mobile Communication.

Senior Secondary School Certificate 12th Class

DAV Public School (Central Board of Secondary Education India)

~ **May2000 – May 2012** **+ New Delhi, IN**

SKILLS

- **Salesforce & Force.com Knowledge:** Salesforce CRM, Formula fields, Validation rules, Custom Objects, Workflow & Approvals, Reports, Dashboards, Profile, Role, Permission sets, Organization Wide Default Sharing, Sharing Rules, Apex Language, Apex Classes/Controllers, Sales Cloud, Site.com, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components, Test Classes, Overview of Salesforce lightning framework

- **Web Development:** HTML/CSS

- **Programming Languages:** Apex, JavaScript, C++

- **Database:** MySQL

- **Frameworks:** Agile and Scrum methodologies, Aura based componentframework

- **Tools:** Data Loader, Eclipse IDE

- **MS Office:** MS Word, MS Excel, MS PowerPoint

ADDITIONAL INFORMATION

Certificates	**Nationality**	**Languages**
Salesforce Certified Admin (ADM 201)	Indian	English - Business Fluent, C2 Level German – Intermediate, B2 Level
Hobbies	**Strengths**	
Cooking, Reading Novels	Prioritize Work, Quick Learner, Team Player	