**Sonali Kharade**

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**OBJECTIVE**

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge and leverage my learnings. To get an opportunity where I can make the best of my potential and contribute to the organization’s growth.

**PROFESSIONAL SUMMARY**

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* 3 Years of experience as a process associate Inbound/Chat /(Get Packing Department ) at InterGlobe Technologies (Indigo – Airline Process), Pune
* 2 Years of experience as Research Analyst at XDBS B2B lead generation

**PROFESSIONAL EXPERIENCE**

1. **Process Associate in IndiGo Airlines**

* Handling escalation calls/Chat relating to customer query
* Handling real time communication tool to interact directly with the business
* Dealing with Client for better experience the customer should have while using website as per process.
* Proven ability to excel in a fast-paced airline process environment while delivering exceptional customer service.
* Collaborated with team members to ensure efficient handling of inbound customer inquiries via chat and phone.
* Successfully managed the "Get Packing Department," ensuring accurate and timely processing it.

1. **Research Analyst in XDBS Corporation.**

* Gathered, arranged and corrected research data to created graphs and charts.
* As the job title implies, focus on researching, analysing, and presenting data in a scientific fields.
* Ability to conduct market research, manage relationships with clients and use sales software.
* Conducted in-depth market research and data analysis to identify potential B2B leads for clients.
* Utilized various tools and databases to gather accurate and up-to-date business information.

**TECHNICAL SKILLS**

Salesforce Admin and process App Builder, Salesforce.com and Salesforce Lightning

* + Proficient in Salesforce setup, configuration, and customization to meet specific business requirements.
  + Experienced in user management, security settings, profiles, and permission sets.
  + Skilled in creating and maintaining workflows, validation rules, and process automation.
  + Knowledgeable in managing data, including data import, export, and data quality analysis.
  + Skilled in Salesforce Lightning, including Lightning Components and Lightning App Builder.
  + Competent in designing responsive and user-friendly Lightning pages and apps.
  + Experience in creating Lightning Record Pages to optimize user productivity.
  + Competent in designing custom applications and user interfaces using Salesforce Process Builder.
  + Proficient in creating and managing process flows to automate complex business processes.
  + Skilled in building custom forms, screens, and Lightning pages to enhance user experience.

**EDUCATIONAL CREDENTIALS**

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| Qualification | Board/university | School/college | Marks | Year |
| BCS 3rd yr. | Shivaji University | Kasturbai Walchand College, Sangli | 72.56% | 2015 |
| BCS 2nd yr. | Shivaji University | Kasturbai Walchand College, Sangli | 73.0% | 2014 |
| BCS 1st yr. | Shivaji University | Kasturbai Walchand College, Sangli | 70.67% | 2013 |
| HSC | Shivaji University | Padmabhushan Dr.Vasantraodada Patil  Mahavidhyalay,Tasgaon | 56.50% | 2012 |
| SSC | CBSE(TamilNadu) | Mahatma Gandhi Centenary Vidhyalaya | 54.00% | 2010 |

**EXTRA AND CO-CURRICULAR ACTIVITIES**

* Participated in school level Preliminary Round of Aqua Regia- The science Quiz 2008
* Member of Kho-Kho and Volley Ball Team.
* Participated in Treasure Hunt Competition held at Department of Computer Science

**PERSONAL DETAILS**

* **D.O.B:** - 11/09/1994
* **Gender: -** Female
* **Marital Status:** - Unmarried
* **Languages Known: -** English, Hindi, Tamil and Marathi
* **Permanent Address: -** Haripriya, Vidyanagar Colony, Palus. Tal- Palus, Dist.- Sangli

**DECLARATION**

I hereby declare that the above mentioned details are true to the best of my knowledge.

Date:

Place: