Sagar Sahore, Salesforce Consultant

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LINKS

LinkedIn, GitHub, Trailhead

PROFILE

Innovative Sales Development Representative with a passion for technology, seeking a transition to Salesforce Administrator. Skilled in data analysis and problem-solving, eager to leverage these strengths to optimize CRM systems. Proven collaborator with a growth mindset, continuously developing technical skills through software development experience. Cultivates a global perspective and a commitment to well-being, demonstrating dedication and focus.

EDUCATION

Bachelor of Digital Technology (Major in Software), Manukau Institute of Technology — Auckland

Master of Software Engineering, Yoobbee College — Auckland

CERTIFICATIONS

Salesforce Associate Certified

Salesforce Administrator Certified

Salesforce Service Cloud Certified

Salesforce Platform Developer 1 Certified

PROJECTS EXPERIENCE

Jul 2024 — Present

SharePoint Portal for SDR

- Streamlined Portal: Designed a user-friendly SharePoint portal for Leaders in SDR, integrating with Salesforce resources for a smooth on-boarding experience with easy access to relevant information.
- Centralized Knowledge: Developed comprehensive process documentation and tutorials within the portal, alongside relevant Salesforce materials, empowering new SDRs and facilitating ongoing reference.
- Agile Collaboration: Partnered with Leaders and Senior SDRs using Agile to ensure the portal integrates seamlessly with Salesforce and continuously improves to meet team needs.

Jun 2024 — Jun 2024

Predict Medical Appointment No-Show

- Developed a custom Salesforce object named "Medical Appointment" to track patient appointment data.
- Implemented key fields within the object, including a unique identifier and search functionality.
- Utilized Einstein Prediction Builder to predict patient no-show probability for appointments, enabling data-driven decision making.

Feb 2024 — Apr 2024

Warranty Management App for Salesforce

- Developed a "Warranty" custom object in Salesforce to manage warranty information for assets.
- Established a many-to-one relationship between Warranty and Asset objects, allowing an asset to have multiple warranties.
- Configured Warranty object fields including auto-numbering for the name field
- Created a dedicated Warranty tab using the Custom Tab Wizard for improved user access.

The Fashion Warehouse

- Built a full-stack MERN stack e-commerce application (React.js, Node.js, Express.js, MongoDB) with user accounts, product browsing, secure checkout (Stripe integration), and order history.
- Implemented user authentication and data management using MongoDB.
- Developed an admin dashboard for website management.
- Utilized SCRUM and Postman for project planning and backend API testing.

RELEVANT COURSES

2024 Salesforce Flows: The Complete Guide to Lightning Flows, Udemy

PROFESSIONAL EXPERIENCE

Jun 2023 — Present

Sales Development Representative, Generate Kiwi Saver

- Conducted end-to-end user testing to ensure platform functionality.
- Developed user training documentation (training and coaching materials) to streamline on-boarding.
- Leveraged experience as a new Salesforce user to deliver efficient training and provide ongoing support to non-technical sales staff, fostering user adoption.

Jan 2023 — Jun 2023

Sales Development Representative, One New Zealand

- Conducted a comprehensive analysis of the product features, resulting in an engaging presentation that effectively communicated the benefits and advantages to over 100 prospective clients.
- Collaborated with the outbound sales team to develop targeted campaigns that increased sales by 30%,
- Developed and implemented agile methodologies to increase productivity by 20%, resulting in a faster response time to customers' needs.

Jun 2021 — Feb 2022

Full Stack Developer, Manukau Institute of Technology

- Led e-commerce app development (The Fashion Warehouse) using ReactJS, NodeJS, and MongoDB.
- Built user-friendly UI with account management, product browsing, and shopping cart.
- Integrated secure payments via Stripe API.
- Implemented comprehensive testing for front-end and back-end.
- Used SCRUM methodology and Team Planner for project planning and management.
- Created project documentation for application.

PERSONAL SKILLS

- Dedicated, hard working and proven ability to plan, organize the projects both in small and larger groups.
- Excellent communication skills in written and verbal both.
- Work well in both team environment and individual assignments.
- Ability to work in a fast-paced, target driven environment.
- Capable of grasping new concepts quickly and highly flexible.
- Ability to work accurately and pay attention to details and analytical and problem solvers.

SKILLS

Analytics	Flows
Salesforce	HTML & CSS
Microsoft Office	JavaScript
Custom Objects	GitHub
Prompt Engineering	Validation Rules
Reports & Dashboards	Artificial Intelligence

HOBBIES

Travel: Cultivate global perspectives through annual cultural immersion trips.
Reading: Continuously develop leadership and interpersonal skills through personal development books.
Basketball: Foster teamwork and strategic thinking through participation in local leagues.
Muay Thai: Maintain physical and mental fitness through Muay Thai training