

Sunny Koul Machama

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PROFESSIONAL SUMMARY

- Result-driven professional with 6 years of rich knowledge and exposure in Salesforce.
- Experience in managing projects.
- Interaction with Business Users, managing resources, Project planning and resource allocation to different tasks. Defining priority of tasks.
- Communicating client's business requirements by constructing easy-to-understand data and process Models.
- Responsible for the implementation and maintenance of configuration changes and reporting solutions for reporting consumers including analysts, managers and senior leaders.
- Draft and maintain business requirements and align them with functional and technical requirements.
- Application optimization and ensuring best practices are followed.
- Good knowledge on Salesforce Configuration.

WORK EXPERIENCES :

- Working with Cognizant Technology Services as Senior Salesforce Admin since July 2018 till date.
- Worked with Infosys as Senior process Executive for 10 Months with responsibility to solve queries of the customers over calls and chats.
- Worked with SoftTech Solutions as a Customer Care Advisor from 05-01-2015 till 24-06-2016 with responsibility to deal with UK based clients over calls.

ACADEMIC CREDENTIALS:

Level	Stream	Institute	Board/University	Passing Year	Percentage
BE	Information Technology	JSPM Imperial College of Engineering and Research.	Pune University	2015	60.50 %
XII	Science	KNIT Jammu	JK State Board	2011	65.2 %
X	General	Vishwa Bharti Jammu	JK State Board	2009	82.8 %

TECHNICAL SKILLS:

User Administration, Workflow Rule, Process Builder, Data Security Model, Approval Process, Validation Rule, Lead/Case assignment rule, Duplicate Management, Business process, Web-to-Lead, Email-to-Case, Data Sharing settings, Maintain and Customize Sales and Service Cloud Applications, Community cloud, Reports and Dashboards, Data Management through Data Import Wizard and Data Loader.

CERTIFICATIONS:

Salesforce Administrator ADM (201)
Salesforce Advance Administrator ADM (211)
Salesforce Platform App Builder
Salesforce Pardot Specialist.

Credential	Earned Date
 Salesforce Certified Pardot Specialist	November 4, 2019
 Salesforce Certified Platform App Builder	March 4, 2019
 Salesforce Certified Advanced Administrator	August 13, 2018
 Salesforce Certified Administrator	August 1, 2018

RESPONSIBILITIES:

- Worked with Standard and Custom Objects, Data Validation, Workflow, and Approval Processes, Reports, and Dashboards. Dealt with queues, groups and created assignment rules email alerts and templates for case management.
- Conducted workshops/walkthroughs of requirements with the project stakeholders Conducted rapid impact analysis for the finalized requirements.
- Implemented generation of Email-to-case, Web-to-case and Partner portals.
- Manage user setup, profiles, and roles, sharing rules, customization of objects, fields, record types, page layouts and validations.
- Implemented Salesforce from end to end to drive Business Value using Dashboards as Call to Action.

- Proficiency in SFDC Administrative tasks like User Administration, creating Profiles, Roles, Users, Page Layouts, Approval process, Workflow Rule, Process Builder, Data Security Model, Validation Rule, Lead/Case assignment rule, Duplicate Rule, Auto-response rule, Escalation Rule, Business process, Web-to-Lead, Email-to-Case, Data Sharing settings, Data Migration, Reports and Dashboards.
 - Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports, and dashboards.
 - Establishing and maintaining thorough and accurate documentation of all work; communicates technical issues within scope of assignment; may assist with technical specification documentation and review.
 - Implemented escalation rules, automatic case generation and their escalation to call center.
 - Migrated data from legacy system to Salesforce.com using Data Loader.
 - Troubleshooting, User Assistance and reconfigurations.
 - Consistently providing solutions to issues and structured environment for ease of use.
 - Accountable for implementation and testing for Pardot application.
 - Worked on Automations and Engagement Studio in Pardot.
 - Created forms and form handlers.
 - Worked on completion actions, segmentation rules and worked with lists.
 - Worked on lead sync in Salesforce and Pardot.
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Personal Details

Date of birth : 01 March,1994.
Language : English, Hindi.
Permanent Address : 103-B, Radiant Hillview, Kondhwa Budruk, Pune 411048

I affirm that the information given in this application is true and correct. In the event of any information being found false/incorrect, my candidature will stand automatically cancelled.

Place: Pune