



POOJA ANTARADANI

CERTIFIED SALESFORCE ADMINSTRATOR

Certified Salesforce Admin looking for a growth-oriented and challenging career, where I can contribute my knowledge and skills to the organization and enhance my experience through continuous learning and teamwork.

CONTACT INFORMATION

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📍 Bangalore

EDUCATION DETAILS

KLS GOGTE INSTITUTE OF TECHNOLOGY
2014 - 2018
Bachelor of Engineering

RLS PU COLLEGE OF SCIENCE
2012 - 2014

NALANDA ENGLISH MEDIUM HIGH
SCHOOL
10th std - 2012

CERTIFICATIONS & AWARDS

- Certified Salesforce Administrator
- Cambridge Business English
- Individual Extra Miler Award



WORK EXPERIENCE

Infosys BPM Ltd

Process Specialist (Feb 2021 - Present)

- Excellent team player, self-motivated, quick learner with good communication skills and troubleshooting capabilities.
- Have hands-on experience on custom apps, console custom apps, custom fields, report folders, and various other components as per client and application requirements.
- Worked on validation rules, formulas, and roll-up summary fields.
- Have also created process automation using workflow and process builder.
- Designed the sharing settings, profiles, role hierarchies, and sharing rules.
- Designed and deployed email templates with merge fields and implemented approval processes with multilevel approvers.
- Worked with stakeholders to define system requirements and customize the platform.
- Set permissions for users using object-level and field-level security best practices.
- Worked on salesforce classic as well as lightning interface

Global Technologies Services

Procurement Engineer (July 2018 - Feb 2021)

- Worked with stakeholders in understanding business requirements in all the Ongoing activities.
- Worked with stakeholders to fulfill the customer's pricing-related queries and managed different accounts for various LOBs.
- Created quotes for various accounts and timely renewed the expiring agreements using SALESFORCE.

SKILLS

- SALESFORCE CRM
- Oracle – SIEBEL CRM
- Business analysis
- SAP MM
- SAP SD
- Customer Relationship Management
- Enterprise Resource Planning
- MS office
- Leadership
- Public Speaking
- Problem solving
- Decision Making
- Understanding of the sales process
- Ability to transfer ideas into processes

- Managed various activities such as early termination, creation of clones for retroactive-pricing requests, and amending the quotes as per business requirements using SALESFORCE CPQ.
- Have hands-on experience on Salesforce CPQ (Configure, pricing, and quotes) to generate accurate pricing for any quotes.
- Achieved exceptional client satisfaction by resolving errors through data analysis in disputed invoices raised by customers through service requests.
- Proficient in the Procurement process (purchase order, goods receipt & invoice verification)
- Purchase-related all responsibilities like converting PR to PO, PO releasing, material delivery and payment, etc.
- Handling various activities like information gathering, analyzing the information gathered, and documenting the functional or business requirement.