****

**Kunal Narula**

Mill St, Woonsocket, Rhode Island, 02895

**Phone: (401) 636-1818** ▪ Email: kunal.narula@yahoo.com

**AWARDS AND ACCOMPLISHMENTS**

[Salesforce.com Certified Administrator](https://trailhead.salesforce.com/credentials/verification) (ADM 201).

 [Salesforce Trailhead 2x Ranger](https://trailhead.com/me/kunalnarula)with 100,000+ points.

**Winner**: Salesforce.com Inc., 2018, Dreamforce Salesforce Einstein Analytics Edge Challenge.

**EXPERIENCE**

**Salesforce Administrator,** 2020 Spaces Inc.(Contractor), Westwood, MA (01/20 – Present)

* Head Salesforce administrator and lead Salesforce consultant for 200 users.
* Managed all user licenses and proposed alternative methods which kept costs at bay.
* Lead Salesforce support team until CPQ implementation was stabilized and users were friendly with Sales Cloud and CPQ.
* Designed special permissions and optimized existing validation rules, workflow rules, process builders, assignment rules to allow different teams to collaborate with each other.
* Designed new Products, Pricing Rules,etc in CPQ and keeping them up to date as per business needs.
* Lead requirement gathering sessions with different teams, designed the solutions, configured, tested, presented to business users.
* Created special monitoring reports to identify the ongoing issues and fix them through bulk data transfer through Data Loader and Data Import Wizard which saved lot of man hours.
* Owned the Salesforce Release readiness process.
* Keep abreast of new SFDC features and provide recommendations for process improvements.
* Created and managed all custom fields, validations, workflows, process builders, objects and relationships, permissions, dashboards and reporting, sales processes, record types, and applications.
* Created number of documents to support end users with their day to day issues
* Audited data quality of the organization every fortnight which resulted in 40% increased productivity and satisfaction among end users.

**Salesforce QA and Implementation Consultant, Makepositive, India (03/16 – 01/20)**

* Head Salesforce Testing, Implementation for multiple end clients.
* Lead QA team in multi-stream (Sales, Service, CPQ, FSL) projects and delivered a bug free solution to the customers.
* Installed a test management tool – Zephyr and shared best practices with QA team – this saved lot of manual hours in creating test cases and their implementation.
* Automated the test cases through automation tool – Provar and used Postman for API testing.
* Analyze data sets for patterns and anomalies and create executive summary reports with meaningful insights.

**Software Engineer,** CenturyLink Technologies Ltd., Noida, India (09/14 – 03/16)

* Owned system integration & validation portions of the system/product development life cycle by creating test scripts on Selenium.
* Analyzing heap memory utilization of applications through ICINGA tool which saved the untimely crash of Java apps.
* Validate the test environments for application deployments.

**Software Test Engineer,** TechMahindra Ltd., Noida, India (04/12 - 09/14)

* Fixed a Priority 1 issue which was impacting a telecom company internet usage and saved them few million dollars.
* Testing of PCRF products and its integration with different apps.

**EDUCATION**

Bachelor of Technology, Kurukshetra University, India (2007-11)

**SKILLS**

Automation, Reports/Dashboards, Approval Processes, Analytics, Test Management, Excel.