

# Sahil Sneh

## Salesforce Consultant

Salesforce certified Consultant with over 4 years of experience in Salesforce.com. Experienced in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, and Deployment. Mostly worked in an Agile environment. Experience in analysis, design, and consulting with Salesforce CRM as the focus area.



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## WORK EXPERIENCE

### Associate Success Guide salesforce.com

09/2020 - Present

Hyderabad

#### Achievements/Tasks

- Ensuring Customer Success by helping them grow through tailored accelerators
- Responsible for Customer Adoption and Technical guidance throughout engagement
- Creating Success Path and Value Mapping by keeping customer's interest and needs in mind
- Partnered with various Success Managers and Sales team to ensure right information is shared with customer at the right time, enabling customer value realization at scale
- Conducting 1:1 & 1:Many customer engagements to ensure adoption of the product
- Manage consultative engagement with customers and drive guided success engagements.

### Application Development Analyst Accenture

11/2017 - 09/2020

Hyderabad

#### Achievements/Tasks

- Gathering user requirements and participating in application design discussions and documentation.
- Worked in an agile-based scrum model, managed, and coordinated with onshore team and got the user stories delivered to the client on time within the sprints.
- Developed apex classes, controller classes, Lightning components, and apex triggers for various functional needs in the application.
- Create and manage custom objects, fields, formulas, validation rules, custom workflow, profiles, sharing rules, roles, and process builders as needed by the business.
- Design, build, test and deploy SFDC customization which may include form layout changes, workflow triggers, workflow alerts, automated email responses, etc.

## EDUCATION

### B.Tech

Indraprastha University

06/2013 - 07/2017

New Delhi

#### B.Tech

- Information Technology

## CONTOUR

Service Cloud

Salesforce Configuration

TCRM

Developing Code

Testing Code

Deploying Code

ANT

Bit Bucket

Jenkins

Copado

## CERTIFICATIONS

Salesforce Certified Administrator (SCA)

Salesforce Certified Platform App Builder

Salesforce Service Cloud Specialist

Salesforce TCRM Consultant

## ENVIRONMENTS

Force. com IDE

Developer Console

Salesforce Editor

Copado

## LANGUAGES

APEX

Professional Working Proficiency

SOQL & SOSL

Professional Working Proficiency

Lightning

Professional Working Proficiency

VISUALFORCE

Professional Working Proficiency

CONFIGURATION

Professional Working Proficiency

## INTERESTS

Music

Sports

Debates

Food