



Kalpesh Pravin Gandhi

Techno Functional Salesforce &
Salesforce Marketing Cloud Consultant

SALESFORCE
CERTIFIED

Sales Cloud Consultant

SALESFORCE
CERTIFIED

Administrator

SALESFORCE
CERTIFIED

Marketing Cloud
Email Specialist

Aim to succeed in a challenging environment to utilize my technical skills for the advancement of the company along with my personal goals with the intention of securing a better professional career with good opportunities.

Contact

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Technical Skills

CRM Salesforce Sales Cloud

Marketing Cloud Service Cloud

Communities Lightning Experience

App Exchange Products AmpScript

Journey Builder Integrations

SSO Cloud Pages Automations

General Skills

Analyst Business Development

Problem Solving Collaboration

Communication Documentation

Presentation Team Management

Tools

Data Loader Drawloop

Copado Marketing Cloud Connect

JIRA JitterBit Cloud Data Loader

Cherwell Azure Devops Confluence

Achievements

- “Pat on the bat” award in Feb 2020
- “Employee of the Month” award in July 2019
- “Hot Stepper” quarterly award in Jan 2018

Volunteering

- Delivered session in Jaipur **Salesforce User Group Event**
- Active Participant in Salesforce Trailblazer Community Events
- 130+ Trailhead Badges

Work History

◆ Lead Consultant - ITC Infotech (12/18 - Present)

Salesforce Sales Cloud / Community Cloud / Marketing Cloud Consultant | Team Lead | Techno Functional Consultant

◆ Senior System Executive / Eternus Solution Pvt. Ltd. (06/15 -12/18)

Salesforce Marketing Cloud Consultant | Senior Salesforce Administrator and Developer | JIRA Administrator | Functional Consultant | Technical Analyst

Project Experience

◆ Solution Architect - Tobacco Manufacturing and Distributor (Present)

- › Design Solution approach and data to Implement of Retail Engagement platform on Salesforce Community based on business needs
- › Design data modal and solution approach for third party integrations and SSO
- › Review impact assessment related to Salesforce community and other platforms
- › Review and share approval on impact assessment on salesforce communities
- › Implement retail engagement platform solution across markets
- › Advocate Salesforce products and leverage base on business needs

◆ Support TL- Tobacco Manufacturing and Distributor (12/18 – 04/20)

- › Root cause analysis across Salesforce and lightning components Adhering to SLA
- › Resolve issues raised by End Market across salesforce communities
- › Solution approach design for all the new requirements
- › Perform unit testing and deployment
- › End to end delivery and team management (Issues allocation) adhering to support SLA's

◆ Heating Product Manufacturing Organization

- › Requirement Gathering, Data modeling and Solution approach design
- › Configure Marketing cloud
- › Create Custom Subscription Centre to track all the subscription details
- › Configure SAP for Domain on Salesforce Marketing Cloud
- › Development and Testing
- › Design and Implement Customer Journey's

◆ Health & Safety Product Manufacturing

- › Implement Salesforce Community based on Business needs
- › Prepare User stories and SoW after understanding the business requirement
- › Implement Apex Triggers, visual force, and salesforce configuration
- › Perform unit testing and deployment

◆ Finance

- › Requirement analysis and solution design for end to end customer journey using Journey Builder's
- › Use decision splits and engagement splits to send multiple emails at every stage
- › Develop a solution to manage campaign and campaign data to track RSVP using landing pages and track data in Salesforce and Marketing cloud



Personal Details

- **DOB:** 02/06/1992
- **Language:** English | Hindi | Marathi | Gujarati
- **Interest:** Writing Poems | Cooking | Drawing random cartoons | Social Communication
- **Present Address:** F-10, Abhijeet Apartment, Laxmitara Nagar, Dange Chowk, Chinchwad, Pune-411033
- **Permanent Address:** F-3, Annurang Apartement, Navi Peth, Ahmednagar-414001

Education

- B.E. in Information Technology (2015 pass out)
- H.S.C Maharashtra Board (2010 pass out)
- S.S.C Maharashtra Board (2008 pass out)

◆ **Services and Consulting**

- › Perform requirement analysis
- › Configure AppExchange applications, apex triggers, VF pages, batches, and standard customization
- › Marketing cloud Custom Subscription Center, Customizations and Marketing cloud connect
- › Defining and Implementing Customer Journeys

◆ **Education Non-Profit**

- › Perform JIRA Server Migration
- › Perform update self-hosted JIRA Server
- › Configuration of fields, screens, and issue types in JIRA
- › Configuration of users and groups in JIRA
- › Configuration of JIRA permissions
- › Perform unit testing

◆ **Aviation**

- › Perform requirement analysis
- › Analysis of issues raised by the client
- › Resolve identified issues in defined timelines
- › Adhering to SLA
- › Implication testing of functionality as an effect of changes made