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**Dhrumil Shah  
Salesforce Consultant** [dhrumil.sfdc@yahoo.com](mailto:dhrumil.sfdc@yahoo.com)  
**(6X Certified Salesforce Consultant)** **+91-9606455553**

**Sales Cloud || Service Cloud || Einstein Analytics E 301, Marvel Diva, Pune. 411028**

**About Me**I am a professional who believes that being a proficient consultant is second to understanding the customer and the business that is the final mission of the project. At the end of the day, the client wants a reliable system that makes their jobs easier and their business better. I strive to deliver that with high-quality & efficient skills. Besides being goal-driven, I strongly believe in self-learning and now I’m exploring Batch Apex to advance my development skills.  
  
**Professional Attributes**  
Certified Salesforce Consultant, Administrator & Business Analyst with 6+ years of experience.  
Extensively worked in multicultural environments.   
Seeking to increase productivity at Capgemini.   
At Capgemini, identified bottlenecks and redundancies, raising system efficiency by 23%. Conducted team brainstorming sessions that resulted in 20% higher client satisfaction with the requirements-gathering stage.  
  
**Salesforce Certifications**  
Salesforce Certified Administrator  
Salesforce Certified Platform Application Builder  
Salesforce Certified Platform Developer I  
Salesforce Certified Sales Cloud Consultant  
Salesforce Certified Service Cloud Consultant  
Salesforce Certified Einstein Analytics & Discovery Consultant

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| **Organization** | **Designation** | **Duration** | **Total Experience** |
| Capgemini | Consultant | May 2019 - Till Date | - |
| Fair Owner | Salesforce Analyst | April 2018 - May 2019 | 1 Year & 1 Month |
| Sears Holdings India | Jr Analyst | Jan 2016 - April 2018 | 2 Years & 3 Months |
| Capita India Pvt Ltd | Analyst | Feb 2014 - Dec 2015 | 1 Year & 10 Months |

**Experience Summary**

**Salesforce Skills  
Consultation:**Gathered requirements and prepared requirement documents and technical design documents to meet the business rules.  
Managed project deployments and rollouts using agile and waterfall methodologies.  
Review business processes with companies to implement best practices from marketing through customer retention  
Led a team of 5 Resources who managed the change agent network, conducted focus groups, diagnosed change readiness, and communicated to end users about the implementation  
  
**Administration (Lightening & Classic):**

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| **Modules** | **Components** |
| Organization Setup | Company Profile, Locale, Language, Time Zone, Currency & Domain Management |
| User Setup | User & License Management |
| Security & Access | Profile, Role, Permission sets, Record Level & Field Level Security |
| Object Management | Standard / Custom Objects, Relationships, Fields, Page layouts & Record type |
| Automation | Workflow, Process Builder, Visual Flows, Assignment Rules, Approval Processes |
| Data Management | Data Import Wizard, Data Loader, Workbench, SOQL & SOSL |
| Reports & Dashboards | Reports, Dashboards & Analytical Snapshots |
| Customization | Apex Trigger |
| Deployment | Change sets & Eclipse IDE |

**Key Roles & Responsibilities**- Leading a team of five resources working on a Data Migration project in Capgemini  
- Conducted one on one meetings of the resources to understand the challenges & improve the performance of the team.  
- Acted as a global admin for the org of around 12,000 users for Michelin Tyres (Client Location).  
- I’ve been a part of recruitment process at Capgemini taking interviews for the position of Salesforce Admins.  
- Worked as a key resource in the project to merge two Salesforce Orgs.  
- Successfully completed transition of two projects in Sears holdings India (Related to Workforce Management)  
 **Personal Skills**Communication, Positive attitude & Willingness to learn are my strengthsQuick learner & sharp enough to grasp new technologies quickly  
  
**Educational Qualification:  
Business Administration**September, 2013  
MS University, India.  
 **Thanks,  
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