

Karan Arora

Salesforce Administrator

SFDC Administrator with over 4.5 years of experience on Salesforce platform handling multiple enterprise level CRM Implementations in healthcare, manufacturing and market research & providing consulting with capabilities of Salesforce.com.

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SKILLS

Organized

Consistent

Problem Solving

Decision Making

Business Analysis

Requirement Gathering

Documentation

Salesforce.com Administration

Presales

Time Management

Adaptability

Teamwork

CAREER SUMMARY

- Hands-on experience of working and providing solutions based on Sales, Service and Community Cloud with strong hold on SFDC configuration skills.
- Experienced in demonstrating product features and conducting BPR and requirement gathering sessions with the stakeholders, business team and preparing business requirement documentations and user stories encompassing technical and functional requirements.
- Experienced in conducting knowledge transfer sessions and working closely with DEV and QA Teams to customize, design, develop and manage ongoing system enhancements.
- Experienced in end user trainings and preparing user manuals to help them understand end to end flow of application.
- Experienced in pre-sales consulting for high level requirement understanding for preparing POCs and demos for prospects.
- A team player, keen and consistent learner with good reporting, problem solving and decision-making skills.

CERTIFICATIONS



WORK EXPERIENCE

4.11 Years

Lucid LLC

Salesforce Administrator

*December 2019 – Present
Gurugram*

- Salesforce Administrator in the Business Automation Team of Lucid.
- Salesforce Certified Administrator, Salesforce Certified Sales Cloud Consultant, Salesforce Certified Service Cloud Consultant.

AWARDS AND RECOGNITIONS

- Lucid Value Excellence Award - Openness October 2020
- Lucid India Team Award - Tom Hanks Award October 2020
- Lucid Value Excellence Award - Compassion April 2021
- Appreciations for:
 - Building SF Einstein Chatbot for Theorem (Lucid's Product) March 2021
 - Automating Lucid Accounting Ticketing System inside SF April 2021

SAASFOCUS, A Cognizant Company

June 2016 – December 2019

Associate Business Analyst

Noida

Platinum Partner of Salesforce (Formerly), Currently Global Strategic Partner with Salesforce Customer Satisfaction CSAT of 9.89/10

- Underwent two months of rigorous training program covering the administrative nuances of SFDC platform.
- Business Analyst in the Delivery and Pre-sales Team of Saasfocus, a Platinum Consulting Partner for Salesforce.
- Salesforce Certified Administrator, Salesforce Certified Sales Cloud Consultant, Salesforce Certified Service Cloud Consultant.

KEY PROJECTS

Presales

Salesforce Administration, Process Automation, POC / Demo Preparation and Demonstration.

An internal project that functions to pitch business solutions to prospects by showcasing capabilities of Salesforce platform to standardize, streamline and simplify business processes and how they can use it to meet their business requirements.

- High Level Requirement Gathering and analysing the use cases defined by prospect by closely working with Sales Team.
- Demo Configuration for functional implementation of use cases, conducting walkthrough sessions to Internal Presales - Sales Team and presentation of demos / POCs to prospects in different domains such as Manufacturing, Healthcare, Financial Services, Real Estate, Automotive, Education, Non-Profit and Travel and Tourism.

LifebankUSA – Celularity

Requirement Gathering, Documentation, SFDC Administration, Data Migration, Unit Testing, UAT Conduction, Delivery.

LifebankUSA is the only family bank that offers the option to increase the number of stem cells banked by collecting blood and tissue from the placenta in addition to the umbilical cord. It was founded as a family cord blood bank in 1998, was acquired by Celgene in Nov 2002, became a subsidiary of Human Longevity Inc. in Feb 2016, and is now a subsidiary of Celularity since Feb. 2018. Since 2006, LifebankUSA has been the only company offering storage of placental blood (a patented practice), and since Nov. 2011, LifebankUSA also offers placental tissue banking.

- Requirement Understanding, Gathering and Business Requirement Documentation.
- SFDC Configuration of the application as per requirements.
- De-briefing the developers and monitoring their progress on various tasks allocated to them.
- De-briefing the QA team and verifying the test cases to ensure veracity.
- SFDC test and production data configuration as per requirements.
- Preparation of production data in correct format to ensure smooth data migration and unit testing on sandbox environment to ensure sanity.
- Conducting UAT sessions with end users and taking their feedback to ensure optimized usability of application.
- Configuring Reports and Dashboards for end users as required.
- Preparing weekly status reports for the team.

Xylem

Requirement Gathering, Documentation, Salesforce Administration, Data Migration, Unit Testing, UAT Conduction, Delivery.

Xylem is one of the world's largest water technology solutions providers. While primarily targeting mining, municipal and large corporate customers, Xylem's mission statement also involves giving back to the community by providing safe water resources for villages in need around the world, as well as educating people about water and sanitation issues. It engages in the design, manufacture and application of highly engineered technology solutions for the water industry. It is leading water technology company committed to "solving water" by creating innovative and smart technology solutions to meet the world's water, wastewater and energy needs.

- Requirement Understanding, Gathering and Business Requirement Documentation.
- SFDC Configuration of the application as per requirements.
- Conducting UAT sessions with end users and taking their feedback to ensure optimized usability of application.
- Configuring Reports and Dashboards for end users as required.
- Troubleshooting and facilitating issue resolution by suggesting techno functional work arounds, providing single handedly post release / hyper care support to the business team and end users and implementing change requests / enhancements.
- Preparing weekly status reports for the team.

EDUCATION

Jagan Institute of Management Studies

Guru Gobind Singh Indraprastha University
Master of Computer Application with First Division

2013 – 2016
New Delhi

Vivekananda Institute of Professional Studies

Guru Gobind Singh Indraprastha University
Bachelor of Computer Application with First Division

2010 – 2013
New Delhi

SKILLS

- **Salesforce:** Salesforce Classic, Salesforce Lightning Experience, Sales Cloud, Service Cloud, Community Cloud, Field Service Lightning, Salesforce Analytics and Einstein, Force.com.
- **Platform:** MAC OS, Windows.
- **Presales / Delivery:** Business Analysis, POC / Demo Preparation, Project Cost Estimation, Project Discovery, Requirement Documentation, SFDC Configuration.

Tools Used:

- **SFDC Configuration:** Object Setup, Lightning Flows, Process Builder, Workflows, Validation Rules, Approval Process, Entitlements, Omni- Channel, Live Agent, Macros, Einstein Chatbot, Knowledge, Communities, FSL, Forecasting, Reports and Dashboards, Salesforce1, Security Model.
- **Other:** Microsoft Office, Confluence, Jira, Lucid Chart, Visio, Draw.io, Apex Dataloader, Avonni Creator, Conga Composer, Docusign, Timba Survey, Wrike, Troops, Zapier, Lightning for Gmail, ServiceNow, Totango.

MISCELLANEOUS

Interests: Bird watching - Photography, Binge watching, Chess, Travelling, Cooking

Languages: English, Hindi