SARGUN SINGH CHAWLA

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SKILLS

- Salesforce Administration
- Salesforce Business Analysis
- CRM and Content Management
- SIT and UAT Testing
- HTML, CSS, Bootstrap
- GitHub, Postman, VS Code, Slack
- MySQL, RDBMS, SOQL
- Sales Cloud, Salesforce Inspector
- Agile Methodology, JIRA, Zephyr
- Stakeholder Communication

CERTIFICATONS

▪ Salesforce Certified Business Analyst

▪ Business Analysis & Process Management - Coursera

▪ Salesforce Certified Administrator

▪ Career Edge - TCS

▪ Python Boot-camp Certification

PROJECTS
▪ Online Cafeteria Management Portal

LANGUAGES
English, Hindi, Punjabi

💡 PROFILE • ABOUT ME

Certified Salesforce Business Analyst, Salesforce Administrator and Experienced Web Developer with 5+ years of experience working in the information technology and services industry. Skilled in Salesforce Administration, Salesforce Business Analysis, Public Speaking, Excellent Verbal and Communication skills, Responsive Web Designing and CRM Management.

🎓 EDUCATION

B.E, Computer Science, Aug 2015 - July 2019
Chitkara University, Rajpura, Punjab - 9.30 C.G.P.A

💼 WORK EXPERIENCE

Salesforce Business Analyst
Infosys Pvt Ltd, *Chandigarh*
Aug 2022 - Present

▪ Providing Sales Cloud technical support for a leading German carmaker company for its various markets worldwide by connecting with Stakeholders and creating a Sales lead journey as per the requirement.

▪ Assisting the product owner in selecting scope for upcoming releases and sprints by facilitating the continuing backlog grooming process.

▪ Conducting SIT and UAT testing for various User Stories created in JIRA using Postman and the SFDC UI.

▪ Creating End-to-End test case scenarios in Zephyr, assembling and displaying demo decks for the client's different markets.

Salesforce Administrator
Tata Consultancy Services, *New Delhi*
May 2021 - July 2022

▪ Assisted an American pharmaceutical client's users with tasks such as user setup/deactivation, roles, and profiles, permissions and public groups.

▪ Managed Salesforce administration tasks including approval process, writing SOQL queries, creating email templates with HTML and CSS and installing packages via AppExchange.

UI/UX Designer
Metro Advertisers, *New Delhi*
Aug 2019 - April 2021

▪ Collaborated with other UI/UX designers on GitHub to gather, troubleshoot, and rectify UX problems in Production, Development, QA, and UAT.

▪ Followed Figma's style standards for the company CRM portal by using HTML, CSS, Bootstrap, JavaScript, and React.

Trainee Data Engineer
Nyalazone Solutions, *Noida*
Aug 2018 - May 2019

Implemented front-end technologies (HTML, CSS, JavaScript, Bootstrap) and back-end technologies (Python, MySQL) for data analysis to achieve desired results for a South Africa based client.