

Professional Experience

SaaSfocus Consulting (A Cognizant Company), Senior Consultant

Experience: 4 Years

April 2017 – Present

- 4+ years strong experience in various functional & technical roles driving customer success in Salesforce projects in diverse industries such as Lending, Life Insurance, Pharmaceutical, Realty, Logistics & Manufacturing
- **Consulting** with clients in India, Australia & USA for Digital Transformation using **Salesforce**
- Conducting requirement gathering sessions, detailing business processes & product deliverables
- Acting as a Business Liaison to unearth the pain points, understand requirements & mapping it to the salesforce solutions & products
- **Perform Business Process modelling & process optimisation** to drive Business value
- Delivering Impactful Presentations for Pre-Sales activities to showcase product capabilities
- Conducting UAT & Organizing Trainings after Go-live along with product adoption strategies
- Evangelist of high value industry based solutions based on the Salesforce.com platform (SFDC) for Global markets to ensure **high Customer Satisfaction**
- Salesforce landscape exposure includes Sales Cloud, Service Cloud, Community Cloud & Field Service Lightning Implementations

Impact: Digital Transformation of Clients, Improved Customer Service & Automation leading to Satisfied Customers**Reward & Recognition:** Always Striving, Never Settling Nov '20, Best Debut BA 2017-18, Employee of the Month April March '18, Pillar of Success for October '17**Summer Internship**

KPMG, Management Trainee

Duration: 02 Months

April 2016 – June 2016

- Client: Aerospace & Aviation Sector Skill Council
- Problem: Deficit of skilled manpower in Aerospace and Aviation Sector
- Solution: Creating Qualification Packs & National Occupational Standards for Job Roles that contribute 80% of Jobs in this sector
 - Eliciting requirements from various stakeholders to create occupational maps
 - Mapping NSQF levels (acc. NSDC Level Descriptor) to the identified Job roles
 - Functional & Gap analysis of Job roles contributing 80% to the sector workforce

Impact: Reduction in training costs and increase in sector productivity due to efficient workforceRepresented Goa Institute of Management for **E4 Intercollegiate Summer Trainee Awards 2016 (India Region)****Education**

Year	Degree	Board / University	Percentage
2015 – 2017	PGDM (MBA)	Goa Institute of Management	5.47/8 (CQPI)
2015	B.E. (Electronics & Telecomm)	Goa University	70
2010	HSSC	Goa State Board	76
2008	SSC	Goa State Board	86.50

Lean Six Sigma Green Belt Certified by Benchmark 6ix sigma (Issue date November 2, 2015; License Number: G15102693700)**Distinguished Projects**

- **Salesforce Lending Business** Implementation
 - SFDC platform was utilised to complete lead lifecycle from various sources & integration with LOS for File Login. Solution also provided real time disbursement & enhanced customer service through various external integrations.
- **Salesforce Real Estate** Implementation
 - Created a solution for real time lead capture in SFDC from various sources, lead assignment logic, qualification process & opportunity lifecycle management. The solution provided real time inventory matrix visibility & system based demand generation.

Positions of Responsibility

- **Corporate Intermediary and Event Planner** as Core committee member of **'SCOPES – The Supply Chain and Operations'** club of Goa Institute of Management (April 2015-March 2017)
- Organizing team of 'Samridhi' 2015 & 2016, The National Level B-School Symposium (August 2015 & 2016)
- The POC for the Directorate of Education projects during CSR activities (July 2015-March 2016)

Extra-curricular Activities

- Volunteered for **CSR** Initiative by GIM to instil social etiquettes & 4C's (Confidence, Communication, Critical Thinking, Creativity) in students of Government High School, Amona using innovative teaching methods
- Certified choral singer by **Trinity College London**
- Performed at **'United Nation's 6th PRME Asia Forum'**
- Organized a **National Level** Case study event 'Continuum' and 'Beer Game', a Supply Chain simulation event