Sejal Salunke

26 | Female

+91 9511847258 | sejalsalunke123@gmail.com PGDM/MBA | B.E. (Electronics & Telecomm)

LinkedIn: https://www.linkedin.com/in/sejalsalunke/

Professional Experience

SaaSfocus Consulting (A Cognizant Company), Senior Consultant

- 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 Lightening Implementations
 Disited Transformation of Cliente Improved Customers Service 2. Automation leading to Settinfied Customers

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

- 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
 - o 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 workforce

Represented 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.

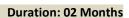
Positions of Responsibility

٠	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)	
٠	Organizing team of 'Samriddhi' 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

Experience: 4 Years April 2017 – Present



April 2016 – June 2016