Ayush Tandon

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Professional Summary:

Experienced Salesforce admin with 3 years of hands-on expertise. Skilled in SFDC administration, automation tools development, and solution implementation. Proficient in FinancialForce PSA, Sales Cloud, Service Cloud and Experience Cloud. Proven record of boosting efficiency through process automation and optimizing Salesforce. Strong communicator with exceptional problem-solving skills and adaptability to new technologies.

Technical Skills:

Salesforce Tech Skills	SFDC Configuration, Profiles, Permission Sets, Users, Page Layouts, Record Types, Validation Rules, Standard and Custom Objects, Custom Settings, Process Builder, Flows, Approval Processes, Email Templates, Creation of Managed packages.
Tools	Salesforce, Service Now, Data Loader, Data Loader i/o, Workbench, Gearset, GitHub, Automation360.

Work Experience:

Accenture India

Duration: July 2021 – Present, Project Title – Cardinal Health SFDC, Role: Senior Salesforce Analyst

Roles & Responsibilities:

- Collaborated with project Business Analysts and Product Owners to gather business requirements and define acceptance criteria.
- Analyzed business requirements, prepared user stories with acceptance criteria in ServiceNow.
- Creation of automation scripts for Salesforce, Outlook and ServiceNow with A360.
- Configured Salesforce standard and custom objects, including Validation Rules, Flows, and Financial Force upgrades.
- Conducted validation of components and facilitated deployments through Gearset, GIT/GitHub.
- Engaged in continuous enhancement projects, aligning technical solutions with business goals.
- Provided comprehensive support for multiple Salesforce applications within the project.
- Actively participated in deployment/continuous integration tasks using Gearset and GIT/GitHub.
- Ensured the maintenance and optimal functioning of Salesforce applications.
- Created Experience cloud sites for external users.

Description: Cardinal Health –

It is US based supply chain management project, where SFDC Run responsible for designing, implementing, and delivering state of the Salesforce Sales/Service Cloud, Financial force solutions.

Achievements:

- Received ACE award from Project Manager for exemplary adaptation to business needs and dedicated efforts.
- Developed a Installed package - **Dynamic Picklist** that significantly reduced IT turnaround time. Link - **Dynamic Picklist**
- Created an Installed package - **Audit Automation Tool**, streamlining the audit review process. Link- **Audit Automation Tool**
- Created scripts for automation of Health Check with A360
- Salesforce Certificates - Salesforce Administrator, Salesforce Sales Cloud, Platform Developer I and Manufacturing Cloud certified.

Educational Details:

Degree	College/University	Percentage	Year of Passing
B.E. (EEE)	KIIT College	84.6%	2021
12th Science	CBSE	69%	2017
Class 10th	CBSE	80%	2015

I hereby declare that the information given above is true to the best of my knowledge.   (Ayush Tandon)