

Sandeep Lavania

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PROFESSIONAL SUMMARY

Salesforce Consultant with experience in Salesforce.com CRM that includes Administration, Configuration, Implementation, Development, and Support activities. Experience in designing, developing and implementing applications like Sales, Marketing, Service and Support modules. Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports and Dashboards.

CERTIFICATIONS

- ▶ Salesforce Certified Administrator
- ▶ Salesforce Certified Platform Developer I
- ▶ Salesforce Marketing Cloud Administrator

SKILLS

- ▶ Salesforce Administration: Sales Cloud, Service Cloud, Marketing Cloud
- ▶ User/Data/Security Management
- ▶ Automation using flow, Approval Process, Process Builder, Workflow
- ▶ Technical Documentation, Dashboard Creation
- ▶ Stakeholder Management, Agile Methodology, Requirements Gathering, Solution Design, Business Analysis
- ▶ Data Migration, Data Integration

TOOLS

- ▶ ServiceNow, Jira, Confluence
- ▶ ChangeSet, Copado, Github, CI/CD, Version Control

EXPERIENCE

Lepide Software

Feb 2024 - Current

Salesforce consultant for a global business supporting 2000+ users of Service Cloud.

- ▶ Act as a Salesforce Consultant to suggest best practices followed across the industries.
- ▶ Conducted workshops/walkthroughs of requirements with the project stakeholders conducted rapid impact analysis for the finalized requirements.
- ▶ Prepared Detailed business requirements and non-functional requirements document.
- ▶ Conducted walkthroughs of the documents prepared with all the business stakeholders.
- ▶ Guided development teams to develop an effective and user-friendly solution.
- ▶ Reviewed low-level designs prepared by development teams.
- ▶ Collect user requirements and configure Salesforce to meet requirements.
- ▶ Captured and prioritized requirements from C-level Executives in business meetings for an Enterprise CRM Solution using Salesforce.
- ▶ Worked closely with business analysts and performed detailed analysis of business and technical requirements.
- ▶ Assisted with data migration activities such as cleansing of data and mapping of source to target systems.

Tata Consultancy Services

Apr 2019 – Feb 2024

Salesforce Administrator for a global business with offices across the UK, Europe and America supporting 2000+ users of Service Cloud. Leading a team of 6 administrators.

- ▶ Configured custom objects, fields, formulas, page layouts, record types, validation rules and workflow rules.
- ▶ Deployed custom tabs, validation rules, and auto-response rules for automating business.
- ▶ Created reports and dashboards in Salesforce to meet business requirements.
- ▶ Customized sales process flows using Process Builder and Flow Builder based on user needs.
- ▶ Developed and maintained Salesforce security, including user roles, profiles, sharing rules, and assignment rules.
- ▶ Executed role hierarchies, shared rules, and recorded level permissions to provide shared access among different users.
- ▶ Performed troubleshooting on existing applications within the Salesforce platform.
- ▶ Provided post-implementation support to assist end-users in creating reports, dashboards, and certain administration tasks.
- ▶ Customized dashboards to track usage for productivity and performance of business centers and sales teams.
- ▶ Assisted with data migration activities such as cleansing of data and mapping of source to target systems.

Sep 2016 – March 2019

Veeva CRM Administrator, supporting 500+ Service Cloud users.

- ▶ Worked on Accounts, Territory management, Account Territory Loader.
- ▶ Worked on Events/Call Management/Sample management/Survey management.
- ▶ Worked on Product creation/assignment/modification, Product Catalog, Product Metrics.
- ▶ MCCP, Multichannel Consents, Coaching Report, CLM Presentation, Approved Email, Survey Target.
- ▶ Created page layouts, search layouts, custom links, and related lists, list view.
- ▶ Configured pick lists, dependent pick lists, lookups, junction objects, master-detail relationships, validation rules, and formula fields.
- ▶ Manage user setup, profiles, roles, sharing rules, customization of objects, fields and validations.
- ▶ Created Salesforce Objects and related metadata necessary to support customizations across instances.
- ▶ Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles.
- ▶ Used Data Loader/Workbench for insert, update, and bulk import or export of data from Salesforce.com objects.
- ▶ Worked with Data Validation, Workflow, Approval Processes, Reports and Dashboards.

EDUCATION

Diploma in CSE – Managalayatan University (2014- 2016)