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SUNIL BHARDWAJ

9 years of seasoned experience in Salesforce, Data Quality and Business Analysis with extensive knowledge across the project life cycle including design and development resulting in swift corrective actions, significant cost savings and fault-free releases.

Certifications

- 8x Super badges and Trailhead Ranger with >600 badges (https://trailblazer.me/id/sunilbhardwaj)
- Salesforce Certified Application Architect
- Salesforce Certified Data Architect
- Salesforce Certified Development Lifecycle and Deployment Architect
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Advanced Administrator
- Salesforce Certified Marketing Cloud Email Specialist
- Salesforce Certified CPQ Specialist
- Salesforce Certified Tableau CRM and Einstein Discovery Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Copado Certified Fundamentals I and II
- Certified with high marks in ITIL, agile, Scrum and DevOps methodology.

Awards and Achievements

- Selected as a 2022 CRM Analytics Ambassador for outstanding contributions and support to CRM Analytics Community.
- Won on-spot award for mentoring / training 25 team members on Oracle Siebel CRM on Demand. ·
- Initiated and promoted Wipro's 'U pass V pay' certification program through testimonial.

Strength

- Excellent verbal and written skills with Certification Course in business communication and German.
- Excellent interpersonal and time management skills with Certified Course in Behavioural Science, interpersonal skills, and personality development.

Company Details

- HCL Technologies Ltd — Role Salesforce Lead Consultant
  Duration: 11th Oct 2021 – Presently working
- Novartis Healthcare Private Ltd — Role: Salesforce Techno Business Consultant
  Duration: 18th May 2020 – 08th Oct 2021
- Tata Consultancy Services Ltd, Gurgaon — Role: Salesforce Consultant
  Duration: 16th Mar 2016 – 17th Apr 2020
- Wipro Technologies, Pune — Role: Oracle CRM on Demand Consultant
  Duration: 25th Mar 2013 – 10th Mar 2016

Experience Summary

- Strong knowledge of Salesforce CRM Analytics (Formerly Tableau CRM or Einstein Analytics), Salesforce Admin, Development, Support along with Salesforce configuration and customization skills like Custom Objects, Fields, Page Layouts, Record types, Data Import/Export, Validation Rules, Reports and Dashboards, Data Loader, Workbench, Process Builder, Sharing and Security Models, Visualforce, Approval Processes and Workflow.

Professional Experience

Advanced Accelerated Applications   Role: Salesforce Administrator/Techno-Business Consultant
- Salesforce Veeva CRM administrator for Advanced Accelerator Applications (A Novartis Company) with
- key role to manage user, customer, product data.
- Supporting a field team of 150 people with CRM, Customer Segmentation, Targeting and KPI reporting. **(Average Handling Time per tasks decreased by 8% due to improved tracking).**
- Configuration and customization of Salesforce users, roles, profiles, accounts, assignment rules etc. as per business requirements.
- Creation of multiple automated reports & dashboard solutions leveraging sales & CRM data sources and providing meaningful insights to users.
- De-duplication exercise to ensure no new MSL codes created.

Pandora Media-Live Agent Implementation   Role: Salesforce Service Cloud Consultant/Project Lead
- Translating business requirements to technical solutioning and architecture.
- Enable Salesforce Live Agent in Pandora Salesforce Instance. Create and configure Users, Profiles, Roles, Public Groups, as needed
- Configure Pre-Chat Forms. Leverage standard methods to create Contact, as needed.
- Enable Web-to-Case, if Agents are offline. Enable Chat Answers from Knowledge Base. Configure Quick Text and setup Agent Skills and Routing.
- Develop and implement analytics for defined KPIs and SLAs for Chat Operations.

Zimmer Biomet – North America   Role: Salesforce Tableau CRM Developer / Business Analyst
- **Canada SFDC rollout** – Helped customers to generate reports and dashboards on Hospital Level, Product Level, Segment Level and Distributorship or Team level.
- **Install app exchange app for Trailhead Tracker** - Tracked training through Trailhead modules. ·
- **Einstein Analytics** - Created & Maintained the Einstein Analytics dashboard for sales executives.
- **Salesforce-Cvent Integration** - To capture the Event Attendee Data from Cvent system to Salesforce system.
- Designed & implemented custom reports (Matrix & Joined) that became critical in Product Manager (PM) decision-making process **(Loss in Productivity decreased from average 3.00 hours to 0.80 hours per month)**
- Conducted Training on Salesforce dashboards to Leads and Managers on interact, filter, sort, generate reports and customize views on visualization. **(It enabled the PM to stop generating manual report and improved efficiency and record keeping).**

Qiagen (Germany)   Role: Tableau CRM Developer / Business Analyst
- Design build SFDC apps using Einstein Analytics (EA)
- Developing dashboards (data visualizations) using JSON and advanced SAQL
- Identified areas for service improvements & business process automation.
- Developing analytics for business and customer insights.

Skills and Assets
- Salesforce Sales Cloud, Service Cloud, Tableau CRM, Salesforce Classic, Lightning UI.
- Change Set, SOQL, SOSL, XML, JSON, JavaScript, jQuery, Web Services, MS Office Suite
- Oracle Data Integrator (ETL), Eloqua, Veeva CRM, Confluence, Jira, Slack, Service Now, PowerBI