**Sunil Bhardwaj:** +919953651121 ▪ [sunilbhardwajblb@gmail.com](mailto:sunilbhardwajblb@gmail.com) ▪ https:// [www.linkedin.com/in/sunilbhardwaj10](http://www.linkedin.com/in/sunilbhardwaj10)

**SUNIL BHARDWAJ**

* Seven years of seasoned experience in Salesforce, Data Quality & 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.
* 6x Salesforce certified, 4x Super badges and Trailhead Ranger with more than 125 badges.

**Certifications**

* Copado Certified Administrator
* Salesforce Certified Einstein Analytics And 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
* Oracle Sales Cloud 2016 certified Implementation Consultant
* Oracle CRM on Demand certified Implementation Consultant
* Certified with high marks in ITIL, agile and DevOps methodology.

**Awards and Achievements**

* Won an exclusive premium gift from Salesforce Team on completing the Analytics Edge sweepstakes.
* Won on-spot award for mentoring / training 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 Behavioral science, interpersonal skills and personality development.

**Company Details**

* **Immediately available to join.**
* Tata Consultancy Services Ltd, Gurgaon (March 2016- April, 2020) Current Designation: I.T. Analyst
* Wipro Technologies, Pune (March 2013- March 2016) Designation: Project Engineer

**Experience Summary**

* Strong knowledge of Salesforce architecture, Design, Development, Support and Integration along with Salesforce configuration and customization skills like Custom Objects, Fields, Page Layouts, Record types, Data Import/Export, Validation Rules, Sharing Rules, Reports and Dashboards, Data Loader, Workbench, Approval Processes and Workflow Management.

**Professional Experience**

**Pandora Media - Live Agent Implementation - Salesforce Service Cloud Consultant**

* 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 dashboards/reports for defined KPIs and SLAs for Chat Operations.

**Zimmer Biomet – North America – Salesforce Administrator / Einstein Analytics Consultant**

**In Salesforce Application:**

* **Canada SFDC rollout** - This helped customers in tracking all sales, opportunities/deals at one place. Customer is also able to generate reports and dashboards on Hospital Level, Product Level, Segment Level and Distributorship or Team level.
* **Surgical - Install app exchange app for Trailhead Tracker**
* **Territory Plan Configuration & Grid Buddy Setup** for AVP Sales, VP US Sales – Provide visibility to US President US Sales & AVP US Sales to their Territories Accounts/Opportunities based on their role hierarchy.
* **Data Quality dashboard app** – To review data quality in Dental and organize a Salesforce.com Power User group among sales field to train them on using the platform more.
* **Einstein Analytics** - Created & Maintained the Einstein Analytics dashboard for sales executives.

**In Cvent application:**

* **Salesforce-Cvent Integration**
* Performed collection and maintenance of relevant KPI that help the team with transparency, alignment, and performance. **(Average Handling Time per tasks decreased by 8% due to improved tracking).**
* 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)**

**Qiagen (Germany) - Salesforce Einstein Analytics - Einstein Analytics Consultant**

* Created and Maintained the Einstein Analytics dashboard for sales executives.
* Identified areas for service improvements & business process automation.
* Developing dashboards (data visualizations) using JSON and advanced SAQL
* Data modeling and creating various bindings models for effectiveness and optimization of dashboards to provide insights and opportunities, dashboards for measuring and growing sales productivity, market coverage and penetration, adoption of productivity tools like Einstein analytics. Developing analytics for business and customer insights.

**Stryker Corporation CRM MS (US) - Oracle Siebel CRM on Demand Consultant**

* Worked on Application Customization, Administration, User Administration, Workflows, UI design and web service integration.
* Built and trouble shooted advanced customization or Web Services Integration between CRM on Demand and third party applications.
* Data migration activities including data quality analysis, data validation & cleansing on Oracle CRM OD application.

**Rolls Royce CRM (UK) - Oracle Siebel CRM on Demand Consultant**

* Influenced business with proof of concept for ‘Customer Satisfaction Survey’. Set up campaigns and managed lead lists.
* Timely delivered monthly release cycles/ support.
* Created technical documentation and UTRs for change requests with zero cosmetic error/defect.
* Assisted client in ‘Training environment’ configuration. User training, support, unit testing, integration testing and acceptance testing.

**Skills and Assets**

* Service Cloud, Einstein Analytics, Salesforce Classic, Lightning.
* Data Loader, Change Set, HTML, CSS, SQL, JavaScript, MS Visio
* Confluence , Jira, Slack, Service Now, BMC Remedy

**Educational Record**

* Master of Technology (Biotechnology) - Integrated - Amity University, Noida - Uttar Pradesh, India