Touseef Kaladgi

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Professional Qualification

- Salesforce Certified Administrator (ADM 201)
- Salesforce Certified Advanced Administrator (ADM 211)
- Pardot Specialist

Total Work Experience

7+ years on the Salesforce Platform.

Work Experience

Salesforce.com (FTE)

Duration 31st Jan 2020 Till Date

Designation: Success Engineer T2

Job Responsibilities:

- Take end- to- end ownership of customer issues, including initial troubleshooting, identification of root cause and issue resolution. Meet or exceed customer expectations on response quality, timeliness of responses and overall customer experience
- Have sufficient product and technical knowledge to either solve a complex problem or gather relevant information to escalate to Level 3 (Engineering/Solution Architect).
- Able to understand key business processes supported by Global Customer Success team
- Subject Matter Expert in guiding customers as well as internal Tier 1 Success Engineers to get the most out of the product and ensure customer issues are resolved as expediently as possible
- Collect information and document bugs with Engineering for product issues that are impacting customers. Provide feedback to the training and documentation organization so that common or emerging issues can be addressed before they become serious or widespread.
- Build process or troubleshooting documentation in the support knowledge base and maintain a communication standards in keeping the internal stakeholders informed on the support operations
- Actively participate in client meetings and presentations with Customer Success Managers to identify technical requirements
- Listen to and thoroughly understand what a customer is trying to achieve. Never pre-suppose or assume an answer or pre- determine solutions
- Be able to document various internal processes and procedures and maintain a communication standards in keeping the internal stakeholders informed on the support operations

Salesforce.com

(Contract ITSOLI)

Duration: 16th Jan 2018 - Till 29th Jan 2020

Designation: System Specialist

Job Responsibilities:

- Administer, manage, configure and support enterprise applications aligned to a Business unit or platform
- Review and diagnose issues; take corrective action which may include coordinating with appropriate peer teams and escalating where necessary
- Communicate and escalate product bugs and enhancement requests that need focused attention by the development team
- Partner with development scrum teams to implement new functionality via Agile based processes; activities include service planning, configuration, operational readiness assessments, runlist reviews and code deployments
- Deeply understands all aspects of system configuration and technical/functional capabilities, including all changes and potential system implications related to ongoing releases
- Implement monitoring services to proactively identify issues
- Maintains updated system documentation and Salesforce policies/procedures
- Actively transfers knowledge throughout organization, participates in knowledge sharing projects to develop best practices, leads knowledge sharing sessions, and mentors junior staff and new hires
- Manages tasks and projects in a fast-paced support environment, driving all issues to resolution with a strong focus on customer satisfaction and efficient task execution

Cognizant Technology Solutions

Duration: 23rd April 2014 – 11th Jan 2018
Designation: Salesforce Administrator (CRM Domain) and Marketing Cloud Email Specialist

1) Sales and Service Cloud

Job Responsibilities:

□ Primary job is to understand client's Business requirements and provide apt solutions.
□ Handling CRM Configuration issues, analyzing business requirements and building custom logic.
□ Creating custom Apps, Objects, Tabs, Fields, Custom Field Relationships, Custom report types.
□ Handled issues with Data Sharing, Data Security, Permissions and profiles.
□ Supporting issues with Workflows, Approval Processes and Validation Rules.
□ Supporting issues with Flow and Process Builder, Creating processes as per business requirement.
□ Creating and Modifying Record types and Page Layouts.
□ Handling issues related to Data Management such as Bulk Import, Export, Update and Delete Data.
□ Creating Custom reports and Dashboards.
□ Have an idea of Apex and Visual force.

Environment: Salesforce.com platform, Marketing Cloud, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services Security Controls, Reports, Dashboards, Custom Objects.

2)Marketing Cloud Email Specialist

- Brief Knowledge about Email studio.

- Profound knowledge of Integration of Marketing cloud and Sales cloud.

- Work with triggered sends and automations.

- Creating Landing pages and web forms.

- Supporting issue related to Reply Mail Management, profile Centre, sender profile.

Performance and Awards Achievement

- Created Knowledge Base Articles for Salesforce.
- Achieved required C-Sat, Quality & Closure targets consistently for 6 months.
- Working as a "Subject Matter Expert" and as a Tier 2 agent in the Marketing Cloud Team.

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Educational Background

- □ Completed B.Sc (Computer Science) from Poona College of Arts, Science and Commerce in 2008