KRITIKA KELAWAT

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SALESFORCE CONSULTANT | SALESFORCE BUSINESS ANALYST

To achieve remarkable elevations in the competitive specialised domain by being a part of a professional and competitive environment, committed to developing processing systems where I can utilise my skills and knowledge to support the successful implementation and optimisation of Salesforce systems for various organisations.

EXPERTISE AND SKILLS

Salesforce Configuration | LWC | APEX | Client Facing | Agile and Scrum | Technical Documentation | Technical Training | Integration | Health Cloud | Team Leadership | Problem Resolution | Project Management | Production Support | Deployment | Migration using changeset | Time Management | Planning and Coordination in Global Team | Decision-Making | Jira | Experience Cloud | Sales Cloud |Product Ownership |Requirement Gathering |Domain Understanding | Communication

CERTIFICATIONS

Salesforce Certified Administrator | Salesforce Certified Platform App Builder | Salesforce Certified Tableau CRM and Einstein Discovery Consultant |Salesforce Certified Platform Developer I | Salesforce Certified Platform Developer II | Salesforce Certified Sales Cloud Consultant | Salesforce Certified Sharing and Visibility Architect | Salesforce Certified Business Analyst

PROFILE SUMMARY

➜ Member of a team of individuals with knowledge/understanding/analysing best practices around the Salesforce ecosystem with experience of **5+ years** in Salesforce.
➜ Managed the Production tickets logged by the end user and solved them in expected SLAs.
➜ Conducted design, review and demo sessions with the cross-functional teams.
➜ Expertise in No-Code, Low-Code, and All-Code according to requirements.
➜ Had direct interaction with client-side end users to gather the requirements and understand the problem.
➜ Performed the evaluation and breakdown of business requirements into User Stories with the level of effort, pros/cons, best practices, and recommended approach.
➜ Documented Acceptance Criteria, Assumptions & Constraints, Size, Priority, and recommended solution. Created and confirmed user stories that captured feature acceptance in JIRA, Figma and customer feedback and supported Dev and QA teams for business requirements.
➜ Utilised agile methodologies to manage project timelines and deliverables. Trained end users on using Salesforce, resulting in increased adoption and productivity. Increased customer satisfaction by successfully delivering the requirements.
➜ I am skilled in creating project deliverables such as business requirements, Sfdc custom and config developments, functional specifications, and reports of findings. Analyse existing processes and project workflows to determine the project management needs of an organisation (NA, EMEA).
➜ Designed and developed project management systems resulting in improved workload balance across employees and projects.
➜ Facilitated the implementation and introduction of project management systems to managers, project leads, and employees, resulting in an enhanced project workflow and efficient time management.
➜ Conducted new team member training by developing a series of training sessions, videos, and documents used by both QA and Dev team trainees in multiple departments across the company resulting in improved efficiency of the training time required for new employees. Led the development, including data migration from numerous legacy systems.

CAREER PROGRESSION

Salesforce Business Analyst| MinloPro Partners | Nov 2023 - Present
Senior Salesforce Consultant | Concentrix Catalyst | June 2021 - Nov 2023
Salesforce Consultant | Atrium Insight LLP | August 2019 - April 2021
Associate Consultant | Cresita Tech Pvt Ltd | Jaipur | Nov 2018 - July 2019
Salesforce Intern | Metacube Software Pvt Ltd | Jaipur | March 2018 - June 2018