Sumedh Thool

Salesforce Administartor

4.2 Years' of total experience in Salesforce Administration and IT Support. Capable of working independently and as part of a diverse team to customize salesforce.com environments. Organized and logically professional to be able to quickly yet concisely understand departmental and organizational objectives towards development of solutions. Experience of working on Sales, Service and Community Cloud and Marketing Cloud. Certified Salesforce Platform App Builder, Advance Administrator, Administrator. Triple star ranger with 100k plus points and 300 plus badges.

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WORK EXPERIENCE

Senior Salesforce Administrator
Cognizant

07/2018 - Present   *Pune*
Experience in Sales cloud, Service Cloud, Community Cloud, Marketing Cloud.

Achievements/Tasks

- *Experience in developing bussiness process and solutions usinsg declative tools on Salesforce platform*
- *Managed Salesforce requests/issues for over **2500+ business cases.** Configured Salesforce functionalities to enhance the performance of business process.*
- *Experienced in Lightning configurations, **Email-to-case, Web-case**, Creation of Users, Objects, Custom Fields, Formula Fields, Page Layouts, Record Types, Roles, Sharing rules, Profiles, Assignment Rules, **Validation Rules**, Workflow Rules, **Process Builder** and Data Import using Apex Dataloader.*
- *Provided support and trainigs as a **subject matter expert** in Sales Cloud to the Team members of size 18.*
- *Good knowledge of **SFMC platform** and it's various components including Email Studio, Automation Studio, Mobile Studio, Content Builder , Audience Builder, Integration with SFDC and other platforms, Journey Builder, Email Campaign designing and management.*
- Good knowledge of **Community cloud**. Created and customized multiple communities.
- Good Knowledge and understanding of Apex, Triggers, Visualforce, SOQL and SOSL.
- Numerous recognition by onshore clients for handling and resolving **Hot** cases with high customer satisfaction.

EDUCATION

Bachelor of Engineering in Information Technology
Pune University

05/2015 - Present   *Pune*

SKILLS

Data Migration	Data Cleansing
Apex	Process builder
Validation rules	Formulas
Data Loader	Triggers
Flows	Analytics

AWARDS

Awarded by Game Changer Award for Quarter for shifting paradigms of excellence in performance standards. (03/2019 - 06/2019)
Cognizant

Awarded by UNICORN Award for gaining client appreciation (05/2019 - 08/2019)
Cognizant

Awarded by SPOT Awards for exemplary focus on performance excellence (07/2019 - 10/2019)
Cognizant

CERTIFICATES

Salesforce Administrator (08/2018 - Present)

Salesforce Advance Administrator (08/2018 - Present)

Certified Salesforce Platform App Builder (09/2018 - Present)

ORGANIZATIONS

Capita (05/2017 - 07/2018)
Service Desk Analyst

Infosys (02/2016 - 04/2017)
Process executive

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

Marathi
Native or Bilingual Proficiency

INTERESTS

Chess   Football   Music