



KRISHNA SAWNER

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Professional Synopsis:

- A dynamic professional with over **6 Years 9 months** of diverse experience in **Salesforce**.
- Experienced in Salesforce consulting across **Sales cloud and Marketing** areas.
- Experienced in conducted Requirements Gathering, Business Analysis and Coordinated Project deliverables between 4+ cross functional teams which includes lead management, sales and marketing teams.
- Experience in FIS banking and capital market product email launch, campaign planning and sales process.
- Expert in Implemented & maintained **Custom reports and Dashboard** for management and various business units.
- Worked on various salesforce.com standard objects like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards**.
- Have in depth Knowledge and understanding of CRM business processes like **Campaign Management, Lead Management, Contact management, Account Management, and Contract Management**.
- Expertise in SFDC Administrative tasks like creating **Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks** and actions.
- Experience on **Workfront** work management and project management software.
- Hands on experience on **Apttus, DocuSign, Marketo** for sales and marketing business process.
- Extensive experience in **Agile Methodology of Software Development Life Cycle (SDLC)**, Scrum Methodology of software engineering processes.
- Hands on experience in **Data import / Export** using in respective campaign in **MARKETO** and Salesforce using **Apex data loader**.

Academics:

Qualification	College/ School	Passing year	Aggregate%
B -Tech	Sagar Inst. Of Research & Technology Bhopal	2013	68%
H.S.C	Madhya Pradesh Board Of Sec. Education	2009	72.2%
S.S.C	Madhya Pradesh Board Of Sec. Education	2007	66.7%

Technical Skills:

- **Salesforce Technologies:** Workflow & Approvals, Process builder, Reports, Dashboards, Account Management, Contact Management, Lead Management, Opportunity Management, Sales, Reports, Dashboards, Case management.
- **METHODOLOGIES:** Waterfall methodology, Agile methodology
- **PROJECT MANAGEMENT:** Jira, Workfront project management tool.
- **Environment:** Salesforce.com, Marketo, Data Loader, Apttus, DocuSign, Microsoft Excel.

Professional Experience:

- 2 years 7 months of experience as Senior Analyst from **e-Clerx Services Ltd**, Pune (M.H).
- Currently working as Senior Engineer **FIS Global Business Solution**, Pune (M.H) since 6 Jan 2017 to till date.

Project Descriptions:

Project Company: FIS Global Business Solution (Dec 2018 Till now)

Role: Business Analyst

Tools & Technologies: Salesforce.com, Data loader, Marketo, Apttus, DocuSign, Marketo

Responsibilities:

- Responsible for analyzing and documenting business requirements, business workflow and working with business partners/sales team stakeholders to determine details and priority of requirements.
- Elicits, analyzes and validates business, functional, and non-functional requirements.
- Work closely with developers to customize and develop, design and manage ongoing system enhancements to meet the project goals.
- Assisted on pre-sales calls with information regarding Salesforce and custom solutions to potential consumers.
- Experience in campaign planning for FIS banking and capital market products.
- Customized various Salesforce.com Standard Objects Leads, Account, Contact, Opportunity, Activities and custom objects.
- Customized application business logic using declarative programming like Formula fields, Validation rules.
- Established objects relationships between various objects using Master-Detail, Lookup, self and Junction Objects.
- Worked with sales team and to manage document, design, test and deploy processes for sales team.

- Extensive business knowledge on sales cycle which includes Lead generation, opportunity conversion, contract management and client portal.
- In charge of conducting the UAT with the Sales and marketing users, and gathering feedback and providing the same to the Development team.
- Integrated Salesforce into mailing campaign platform to keep track of customer response and activity through mass email campaigns.
- Involved in creating gap analysis document, clearly identifying the data for campaign target business process.
- Assist salesforce.com sales users for sales support process and provide training on CRM.
- Good knowledge in salesforce sales and marketing operation.

Project Company: FIS Global Business Solution (Jan-2017- Jan 2018)

Role: Senior engineer

Tools & Technologies: Salesforce.com, Data loader, Marketo, Apttus, DocuSign, Marketo

Responsibilities:

- Worked as a Lead in the implementation of project involving customization of Sales cloud which is used FIS banking and finance products.
- Provided Functional support for Product sales user project used for FIS product contracts.
- Customized Salesforce.com field's page layouts record types list views and queues.
- Experienced with creating Workflow rules, validation rule in the sales team project.
- Created report dashboard as per sales and marketing user requirement and guide user for same.
- Created various Approval processes to automate the follow up process for opportunity named as 3 strike process.
- Developed and provide solution to the sales user for targeting FIS product users for new campaign launch.
- Managed Operational requests and trouble shoot issues working with diverse groups.
- Experienced with FIS client portal and also associate FIS product to accounts for client portal access.
- Used Data Loader for insert update and bulk import or export of data from Salesforce.com for campaign.

Project: CMAP Lead Management (June-2014- Jan2017)

Company: E-Clerx Services Ltd Pune (M.H).

Designation: Senior Analyst

Tools & Technologies:- Salesforce.com, Marketo, MS-Excel, Synthio.com, Dataloader

Roles & Responsibilities:

- Be an individual contributor and work across multiple region marketers within the marketing automation.
- Execute campaigns using Marketo along with other tasks such as segmentation, list pulls,

Campaign flow creation etc.

- Conduct extensive validation on data for sales and marketing campaign.
- Maintained marketing leads database with accurate data.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Leads, and Campaigns.
- Worked on lead conversion process and create opportunity and qualify MQL leads.
- Worked on data list and validate for sales campaign owner.

Professional Achievements

- ◆ Have completed **138+ Salesforce badges** and achieve **RANGER RANK** in trailhead.
- ◆ Have **WON Dragons dran** competition to work on data migration project for acquired company.
- ◆ Have **THREE SPOT REWARD AWARD** from e-Clerx Services Pvt. Ltd.
- ◆ Have Two **WOO REWARD** appreciation from Vice President of **FIS GLOBAL Pvt. Ltd.** Marketing operation team.
- ◆ Have certification of **Salesforce administration ADM-201**.
- ◆ Have been successful in gaining customer delights, appreciations & endorsements.

Extra Achievement/Curricular activities:

- ◆ Participated in cultural & fun activities held at e-Clerx.
- ◆ Participated in cultural & fun activities held at FIS Global Solution.

Personal Information	
Name	KRISHNA KUMAR SAWNER
Father name	Mahesh Sawner
Passport No.	M5663985
Date of Birth	10/07/1991
Gender	Male
Marital Status	Married
Nationality	Indian
Languages	English, Hindi.
Temporary Address	Flat A3-504, Casa imperia, Near waked bridge Hinjewadi Pune (MH) 411057

Declaration: I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

Place: Pune

KRISHNA KUMAR SAWNER

Date: