

**Profile:**

**Senior Salesforce Consultant and Architect**  
**Sales Cloud + Service Cloud + Community Cloud + Apttus CPQ**

**Summary:**

Seasoned Salesforce Consultant with solid knowledge regarding Salesforce Sales, Service and Community Cloud. Experience with multiple CPQ systems, Field Service and related technologies. Implemented numerous Salesforce Applications over the last 4 years, worked with the business closely, gathering, draft and maintain business requirements and align them with functional and technical requirements. Working side by side with Customer Support team leaders, they were able to proficiently increase Agent productivity, redesigning the case management structure both technical and business side.

Experience with both Apttus and Salesforce CPQ, worked on the biggest Apttus implementation in CE.

**Area of expertise:**

- Salesforce
  - Sales (+ CPQ)
  - Service (+ Field Service)
  - Community
- Apttus CPQ
- Oracle database
- Multi-system Business analyst

**Certifications:**

- Certified Salesforce Sales Cloud Consultant
- Certified Salesforce Service Cloud Consultant
- Certified Salesforce CPQ Specialist
- Certified Salesforce Field Service Consultant
- Certified Salesforce Community Cloud Consultant
- Certified Salesforce Platform App Builder
- Certified Salesforce Advanced Administrator
- Certified Salesforce Administrator
- Certified IPMA Project Associate (Student)

**Professional experience:**

**Mid-size software development company (full time/Budapest)**

*Senior Salesforce Consultant (2017–)*

- Worked on number of projects detailed below
- Often multiple project at a time, professing multi-tasking and time-management
- Working both in waterfall and Agile teams in different roles
- Be the part of CE biggest Salesforce Consulting team

**Multinational software development company (part time/Budapest)**

*Senior Salesforce/Apttus CPQ Consultant (2019)*

- Working both in Apttus and Salesforce to accomplish the common goal of complicated pricing in Apttus and Sales Operation business processes in Salesforce working together
- Requirement gathering, grooming and validating
- Test analyses and support of the QA team
- Working mostly with Product structure, Pricing and Billing
- Consulting on care Salesforce functionalities

**Multinational telecommunication company (part time/Budapest)**

*Salesforce Sales Cloud Consultant (2019)*

- VIP Partner Community implementation for 130+ branches
- Implemented Custom territory and skill-based Lead, Account and Opportunity assignment and management.
- Doubled Salesforce User number, created End user training guide.
- Migrated data between organizations, created and maintained territory assignment rules.
- Managed new user enrolment into Salesforce Partner portal.
- Analyze client's business requirements and processes through document analysis, interviews, workshops, and workflow analysis.

**Multinational telecommunication company (part time/Budapest)**

*Salesforce Sales Cloud Consultant (2018 - 2019)*

- The team managed a Full data and metadata migration between unconnected Salesforce orgs with all relevant data, app and connection with hard deadline of two weeks.
- Optimized Sales process including Lead, Opportunity and Contact management.
- Designed and implemented custom Task management.

**Multinational information technology company (part time/Budapest)**

*Salesforce Sales Cloud Consultant (2018 - 2019)*

- Redesigned the entire Service cloud solution left from an earlier implementation with another vendor.
- Implemented Live Agent (now Live Chat) embedded in service portal for 6 different languages.
- Designed and implemented a Global custom case management workflow using Omni channel with 3 product groups, 7 skills and 6 languages for a team over 30 people on 4 tier.
- On other projects, worked as Delivery manager, Project manager and Business Analyst
- Optimizing Salesforce and improving work structure, we were able to decrease Time sensitive KPI metrics by half, and increase Agent productivity via Automated workflows and email responses
- Implemented an SLA, escalation process, automated case handling steps,
- Designed a QA app for case management inside Salesforce

**Multinational telecommunication company (full time/Budapest)**

*Business Analyst (2016 – 2018)*

- System operation, defect handling, report creation and development
- System development, single point of contact with the system operation representatives
- Ensuring that the system fulfills the accounting and legal regulations, system development
- Data mining and data communication for management decision forums
- User support and user manual preparation

**Education:**

- Corvinus University of Budapest, Management and Leadership MSc (2021) o Salesforce implementation difficulties and how to overcome them (ongoing)
- Budapest University of Technology and Economics, Computer Science BSc (2018) o Implementing a Cloud Based Business Decision Support Application in Salesforce

**Language skills:**

- English – fluent
- Hungarian - native