

Profile:

Senior Salesforce Consultant

Summary:

Passionate Salesforce Consultant experienced in designing, developing and supporting Salesforce configuration, processes, integrations and complete rollouts. She has a multicultural experience working with people from around the globe, both in person and as part of virtual teams, resulting in satisfied customers and enthusiastic team members.

Area of expertise:

- ▶ Salesforce
 - Salesforce Certified Administrator ADM 201
 - Salesforce Advanced Administrator ADM 211
 - Salesforce Certified Developer DEV 401
 - Salesforce Certified Sales Cloud Consultant – Ongoing
- ▶ ITIL v3
- ▶ Six Sigma Yellow Belt

Professional experience:

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

Senior Salesforce Consultant (2018 - 2020)

- Overall implementation and rollout of a global Salesforce template in different countries for a market leader client in Hungary.
- Replacing legacy CRM with Sales and Service Cloud
- Working together with other teams on the implementation of a new MDM, ERP and CPQ systems connected to Salesforce
- Connecting and configuring Marketo marketing solution with Salesforce for marketing processes
- Coordinating Salesforce rollouts between the different solution groups
- Training new Salesforce users of the client
- Implementing business processes and automation using flows, the Process Builder, approval processes and formulas
- Building and designing reports, charts and dashboards upon client's request

Large-size software development company (full time/Budapest)

Salesforce Configuration Specialist (2013 - 2018)

- EMEA Salesforce administrator and Tier 2 application specialist with French and English language
- Responsible for all-over configuration and helping with reports and dashboards in both languages.
- Additional training upon request, acting as a consultant helping to improve the customers' current setup with an eye to detail.
- Manage users, data, security
- Maintain and customize Sales Cloud and Service Cloud applications
- Build and design reports, charts and dashboards
- Implement business processes and automation using workflows, the Process Builder, approval processes and formulas
- Use validation rules, custom lookup fields, record types, and page layouts to maintain data quality
- Manage data using advanced filtering techniques, the Force.com data loader, and de-duplication capabilities
- Investigate errors and technical issues and find a solution for them
- Advise customers about best practices, workarounds etc.
- Keep up-to-date in a fast growing and developing environment

Education:

- King Sigismund University, International Relations, European Studies 2., Budapest

Language skills:

- English – fluent
- French - fluent
- Hungarian - native