

ID CANDIDATE	ROLE	AVAILABILITY
9000	Salesforce Consultant	30 days

PROFILE RESUME

Certified Salesforce Consultant with over 8 years of experience advising clients on CRM strategy and Salesforce platform optimization. Proven ability to configure Salesforce features to support sales, service, and marketing processes. Skilled in full-cycle CRM transformation projects – from requirements gathering to deployment and user training.

TECHNICAL SKILLS

Salesforce, REST APIs, MuleSoft, Flows, Process Builder, Salesforce Sales Cloud & Service Cloud, CRM Strategy & Business Analysis, Process Automation (Flows, Process Builder), Apex & Lightning Components, Data Migration & Integration, Agile & Waterfall Methodologies, Stakeholder Communication, User Training & Change Management

EXPERIENCE

IT Consulting Company

03/2021 – 12/9999

Salesforce Consultant

- Advised enterprise and mid-sized clients on Salesforce best practices across sales and service domains.
- Configured Sales Cloud features, including Opportunity stages, Lead assignment rules, and custom objects.
- Participated in full CRM transformation lifecycle: requirement analysis, solution design, configuration, UAT, deployment, and post-go-live support.
- Conducted workshops and training sessions for business users and administrators.
- Supported integrations with external systems using REST APIs and middleware tools (MuleSoft).

Salesforce | REST APIs | MuleSoft

CRM Services Provider

06/2018 – 02/2021

Salesforce Administrator

- Maintained and enhanced existing Salesforce orgs for clients in finance and retail sectors.
- Automated processes using Flows and Process Builder, reducing manual work by 40%.
- Provided second-line support, resolving configuration issues and managing data imports.
- Coordinated with developers and third-party vendors for more complex customizations.

Salesforce | Flows | Process Builder

Junior Salesforce Consultant

- Assisted in gathering business requirements and translating them into Salesforce solutions.
- Supported configuration of standard Salesforce features including Leads, Accounts, and Reports.
- Worked alongside senior consultants in data migration tasks and sandbox testing.
- Helped deliver end-user training sessions and created user documentation.

Salesforce

LANGUAGES

English: Fluent

Polish: Native

German: Intermediate

COURSES AND CERTIFICATION

Salesforce Certified Administrator

Salesforce Certified Platform App Builder

Salesforce Certified Sales Cloud Consultant

EDUCATION

University of Warsaw, Poland	Business Information Systems	B.Sc.	12/2014 – 12/2018
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