

Salesforce and CPQ Consultant | Salesforce Certified
Cracow Metropolitan Area

Summary

With over 8 years of dedicated expertise in Salesforce and CPQ administration, I bring a wealth of knowledge and hands-on experience to drive seamless solutions for businesses. My proficiency extends across the entire project lifecycle, from pre-sales consultations to hypercare support, ensuring comprehensive and tailored support at every stage. As a skilled administrator and consultant, I am committed to delivering innovative and efficient Salesforce and CPQ solutions that empower organizations to thrive in a dynamic business landscape.

Experience

Consulting Solutions

Salesforce and CPQ Consultant September
2019 - Present (4 years 10 months) Krakow
Metropolitan Area

Gathering requirements to tailor the solution

- Designing and implementing Salesforce and CPQ solutions
- Assisting and training end-user administrators
- Quick Start projects - One-man jobs for greenfield customers
- Assisting in pre-sales tasks
- Worked with VRP Consulting exclusively from Sept 2019 to Nov 2020 - On a contract since October 2023
- Worked with Polsource/EPAM from Dec 2020 to Sept 2022
- Working with Arketek since Nov 2021
- Working with Digital Nature since Oct 2022

PolSource

Salesforce CPQ Specialist and Administrator
August 2017 - August 2019 (2 years 1 month)
Kraków, Poland

- Designing and implementing CPQ solutions
- Migration of millions of records of data

Top Skills

Customer Relationship Management (CRM)
Salesforce Revenue Cloud
SOQL

Languages

French (Native or Bilingual)
English (Native or Bilingual)
Polish (Elementary)

Certifications

ADM 211 - Salesforce Certified
Advanced Administrator
Salesforce Certified Platform App
Builder
Salesforce Certified CPQ Specialist
ADM 201 - Salesforce Certified
Administrator
Salesforce Sales Cloud Consultant

- Assistance in fixing data migration issues
- Assisting and training end user administrators

Accenture

Salesforce.com analyst

April 2017 - August 2017 (5 months)

Kraków

First month - Support:

Provide support for the users on the Salesforce solution deployed by Accenture for the customer, while learning this solution and all the bits and pieces, with a few weeks spent in Lausanne, Switzerland at the customer's headquarters.

Rest of the time - Functional lead & Scrum Master:

- Organising the daily standup calls and making sure the goals were met and sprints closed in time.
- Helping the different Salesforce specialists in their tasks to ensure a smooth development
- Designing PoC to present potential new features to the customer, then submitting them for approval.
- When approved, detailing the whole work needed to implement and deploy the new feature during a next sprint.
- Acting as the link between business and technical teams.

HCL Technologies

1 year 5 months

Google domains support

November 2016 - March 2017 (5 months)

Kraków

- Providing Support to Google Domains customers (both English and French speakers) during East Coast Time.
- Quickly learned the Google Domains technology to provide efficient support, based on Google's high quality requirements

Salesforce.com Technical Support Engineer

November 2015 - October 2016 (1 year)

Région de Kraków, Pologne

- Providing Salesforce.com Premier & Basic Technical Support English and French over EMEA Hours
- Provide Technical Support via phone and email to clients and using the internal Salesforce's ticketing tool.
- Manage and Investigate client's cases following a day to day planning
- Keeping the Customers updated on the support tickets day after day
- Communicate with the Higher Technical Support in a way to resolve issue as quickly as possible
- Follow Salesforce's Quality Procedures to maintain readability and documentation for the Salesforce Community and Partners
- Daily tasks including assisting customers with issues related to CRM Configuration, Data Management, Email & Desktop Integration, Analytics and Feature Activations.

Education

Lycée de la cci de Nîmes

BTS IRIS, Sciences informatiques et de l'information et services apparentés · (2011 - 2014)

lycée privée de la CCI de Nîmes

BTS IRIS, Informatique : Réseaux et développement · (2011 - 2014)