

# Sagar S. Nandwani

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## CRM Business Consultant / 5x Salesforce Certified

### *Solutions-driven Leader with Expertise in Salesforce, Operations & Database Management*

Multilingual and versatile CRM consultant offering expertise in sales operations, CRM administration, and business-driven data analysis. Proven track-record of delivering custom high-level CRM solutions with an emphasis on end user satisfaction, measurable deliverables, and continuous process improvements. Individual dedicated to self-reflection and personal improvement who consistently exceeds performance metrics. EU Spanish Passport holder. Willing to relocate.

## CORE COMPETENCIES

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|-----------------------|-------------------------------|---------------------------|
| ◆ Project Management  | ◆ Cross-functional Leadership | ◆ Relationship Management |
| ◆ Sales Operations    | ◆ Stakeholder Management      | ◆ CRM Administration      |
| ◆ Data & Analytics    | ◆ Strategic Partnerships      | ◆ Efficiency Improvements |
| ◆ Database Management | ◆ Operational Processes       | ◆ Cost Optimization       |

## PROFESSIONAL EXPERIENCE

### *Loomis Regional – Cash Management Services*

*2022 – Present*

#### **CRM Business Consultant**

##### Main Projects

- Service Cloud rollout for about 300 users in 5 divisions.
- Sales KPIs. Developed reports and dashboards to measure KPIs for performance evaluations.
- Sales Targets. Led the implementation of a Sales Target app, including thorough testing, target import & updates and metrics.
- Multi-Factor Authentication. Deployment of MFA org-wide overseeing onboarding of users and managing Security Token Service (STS) assignments.

##### Other daily tasks covering about 1200 users across 18 countries include:

- User and license management, covering onboarding, offboarding, and allocations of roles, profiles, and permission sets, including assignment & customizations of CTI licenses.
- First level support for users.
- New development requests, adding new categories / subcategories to cases, email automations, adding fields, editing layouts, adjusting user settings, creating/editing case milestone notifications amongst other tasks.
- Profile Management, create, edit, and rigorously test profiles of Sales, Service, or Hybrid users.
- Administrator handbook, contribute in the documentation of administrative processes through regular updates in the CRM Administrator Guide.

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- Training and development, update training materials & conduct training workshops for new users.
- Recurring - User & License Reporting, regular reporting on user and license status for all countries and head management, for further diligence.

## ***Golden Apple Consulting***

***2021 – 2022***

### **CRM Admin. *Selected Achievements:***

- Oversaw the successful launch of all operational CRM processes for an organization supporting dozens of clients across multiple industries, helping drive the organizations projected growth of >\$120,000 in new revenue in < 1 year.
- Collaborated to develop overall organization structure for partnering, signing, and the onboarding process for 37 clients and 140 consultants, allowing for a well-designed system which secured 20 new contracts in less than 1 year.
- Drove the CRM layout, creating and editing dozens of fields, users, layouts, invite links, validation rules and data auditing capabilities that allowed for streamlined lead generation by 30% and improved lead quality by 90%.
- Built new dashboards which allowed for data visualization and reporting which expanded organizational capacity in 2 new sectors, signing 5 new projects and driving a 15% increase in revenue.

## ***Bonaire Gift Shop***

***2017 – 2021***

### **Sales Manager & CRM Specialist**

#### ***Selected Achievements:***

- Led regional sales across multiple locations, driving a 35% increase in revenue (\$2.65MM value), exceeding the target profit by \$150K, while opening a new location that recovered 100% of the investment and increased revenues by \$250K.
- Managed a cross-functional team of 14 members, hired and trained over half of them, ensuring a team KPI achievement of 80% and a staff retention rate of 90%.

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## **TECHNICAL SKILLS, LANGUAGES, & EDUCATION**

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***Bachelor of Science – Escuela Teresiana Las Palmas***

***Certified Salesforce Administrator + Platform App Builder + Sales Cloud Consultant + Salesforce AI Associate + Salesforce AI Specialist – Salesforce***

***Fundamentals of Digital Marketing + Take your Business Online with Google Tools - Certified by Google***

***Microsoft Office Suite, Salesforce, CRM, Sales Cloud, Service Cloud***

***English (Fluent), Spanish (Fluent), Hindi (Fluent), Sindhi (Fluent), Papiamentu (Fluent)***