Harsh Kotwal

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Professional Summary

Customer-obsessed Solutions Consultant and Data Analyst with experience driving enterprise software adoption and collaborating cross-functionally to ensure successful implementations. Skilled in translating business needs into technical outcomes with a strong understanding of AI-driven platforms and analytics.

Work Experience

Salesforce, Inc.
Solutions Consultant | Seattle, WA | Aug 2025 – Present
Associate Solutions Consultant | Seattle, WA | Jul 2023 – Aug 2025

- Led User Acceptance Testing (UAT) with 100+ global testers for 30+ development cycles, directly collaborating with customers and cross-functional teams.
- Facilitated the post-build phase for onboarding experience applications used by thousands of users with consistent 5/5 customer satisfaction scores and 30+ retrospective shoutouts.
- Demonstrated new functionality through walkthroughs and Q&A sessions for executives and users.
- Delivered end-to-end solutioning and debugging using SQL and SOQL for data migration.
- Created interactive Tableau and Excel dashboards to support strategic implementation decisions.
- Created user stories from customer requirements to guide development teams and prioritize features.

GEICO
National Marketing Intern | Chevy Chase, MD | Jun 2022 – Aug 2022

- Developed data-based customer journeys in Salesforce Marketing Cloud to increase engagement.
- Conducted market and behavioral research on 60M profiles using SPSS, Excel, and Power BI.
- Created and pitched two creative concepts selected for national commercial spot consideration.
- Collaborated with 20+ cross-functional teams including analytics, creative, and brand strategy.

Other Experience

Analytics Tutor | Part-Time | Sep 2021 – Jun 2022
- Tutored students in R, Excel, and SPSS with a focus on data storytelling and interpretation.

Technology Consulting Intern | Wipro | Jul 2021 – Sep 2021
- Conducted market research on Customer Data Platforms and presented insights to senior leadership.

Intern | Indiana University Food Institute | Jan 2022 – Aug 2022
- Supported stakeholder engagement through event planning and digital content.

Education

Indiana University, Kelley School of Business | Bachelor of Science in Business
Majors: Marketing, Business Analytics | GPA: 3.85/4.0 | Magna Cum Laude | May 2023

Certifications & Skills

Certifications: Tableau Data Analyst, Salesforce Admin + 8 certs (AI Specialist, Sales Cloud, etc.), Postman
Tools/Tech: SQL, Tableau, SOQL, Excel, R, SPSS, Stata, Power BI, Postman API, Microsoft Office, Salesforce
Skills: Analytics, Data Visualization, Statistics, Business Analysis, Market Research, Financial Analysis

Interests

Long-Distance Running, Cooking, Trivia, Travel, Fishing, Wikipedia deep-dives