# BHUMIKA SHARMA

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## EDUCATION

**THE GEORGE WASHINGTON UNIVERSITY, School of Business**      **Washington, DC**
**Master of Science, Information Systems and Technology**      *May 2021*

- A GWSB Tuition Fellowship of $ 20,000
- A Global Initiatives Tuition Fellowship of $ 20,000
- Areas of focus: System Analysis and Design, Relational Database, Cloud Computing and Project Management
- Current GPA: 4.0

**Rajasthan Technical University, Government Engineering College**      **Ajmer, Rajasthan**
**Bachelor of Technology, Computer science and Engineering**      *July 2015*

- Academic achiever: ranked 3$^{rd}$ amongst 2015 batch

## RELEVANT PROJECTS

- **Apttus:** Led a wing to wing digital transformation of legacy systems to next genplatforms. Controlled the Apttus CPQ deployment effort for Japan which is a ~$2BN business, by closely partnering with business and IT teams thereby helping retirement of legacy Java based ecosystem enabling long term operational gains boosting sales and improving overall customer experience
- **Service CPQ (Apttus):** Transformed sales globally to facilitate on demand services (ODS) using Apttus CPQ on Salesforce leading in higher profit margins and customer base for GE Healthcare as a whole

## EXPERIENCE

**TATA CONSULTANCY SERVICES**      **Gujarat, India**
*Business Systems Analyst, Salesforce Consultant*      *October 2016 – August 2019*

- Supervised and managed the Apttus CPQ deployment effort for Japan from legacy systems to next genplatforms by closely partnering with business and IT teams enabling long term operational gains boosting sales and improving overall customer experience
- Organized all aspects of development and deployment of commercial solutions for Japan and LATAM including identifying regional specific functional requirements, integrations with sub systems and modeling commercial healthcare products on Apttus to suit local needs
- Strategized with business teams for short and long term in terms of Digitization and developing and implemented comprehensive IT project plans encompassing agile release feature rollouts
- Participated in grooming sessions with customer to define scope of requirement along with indulgence with architects in design creation and implementation

**TATA CONSULTANCY SERVICES**      **Gujarat, India**
*Salesforce Administrator, Assistant System Engineer*      *November 2015 – September 2016*

- Created and organized CRM by formulating and implementing user's requirements by leveraging Apttus on salesforce platform for more than 55000 users
- Devised, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules
- Ensured data integrity through appropriate use of de-duping, loading and exporting tools, for bulk data utilizing Data Loader, Admin Garage and Workbench
- Developed reports, dashboards, and processes to persistently monitor data quality and integrity. Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions

## ADDITIONAL INFORMATION

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| **Leadership:** | Been the Cultural Event Manager at the College Fest in 2014, Training and Placement Coordinator and the T&P Cell and Govt. Engineering College Ajmer. |
| **Technical Skills:** | Apex, Visual Force, JavaScript, HTML, CSS, Core and Advanced JAVA, J2EE, Apttus CPQ: Pricing, Quoting and product modeling. |
| **Certifications:** | Salesforce.com Certified Developer, Salesforce.com Certified Administrator, Salesforce.com Certified Platform App Builder, Lean Six Sigma (LSS), Business Continuity Management. |
| **Functional Skills:** | Agile methodologies, Customer Relationship Management, Project Life Cycle Management, Requirement gathering and analysis, Business Process Improvement and Mapping. |