

MAYANK SHAH

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SUMMARY

- **3+ Years** of experience in Apttus Product Suite (**CPQ, CLM, Billing Management, Order Management, Advanced Approvals, X-Author Contracts, X-Author Excel**).
- Supported large enterprise customers on their break-fix issues and helped them build customizations, advanced configurations, and callbacks.
- Familiar with Salesforce Platform Administration and Development.
- 6X Apttus Certified and 3X Salesforce Certified.

EXPERIENCE

JUNE 2018 – PRESENT

CONSULTANT, APTTUS SOFTWARE PVT. LTD.

- I am currently working as Tier-1 Engineer for supporting Apttus/Conga Products.
- Also, I have been assigned as single point of contact for multiple large enterprise customers for consultation on their break fix issues.
- Worked with large enterprise customers on their Apttus upgrade project and helped them successfully upgrade.
- Hands-on experience on complete Apttus product suite – CPQ, CLM, Billing management, Advanced Approvals, X-Author Contract, X-Author Excel.
- Working on analyzing custom callback classes to identify issues with the help of debug logs and providing suggestions to fix the bugs withing callback classes.
- Created Knowledge Articles and delivered knowledge sharing sessions on certain product features.
- Delivered Apttus Product release readiness trainings before release go live to make team aware about new upcoming features and its impacts.
- Actively mentored 6 newly joined team members.

JANUARY 2018 – JUNE 2018

PROJECT TRAINEE, APTTUS SOFTWARE PVT. LTD.

- This internship was part of my B. Tech Course requirement.
- I worked as Tier-1 Engineer to support Apttus products.
- During this internship, I also started working with customer who were subscribed as premier support with Apttus.

EDUCATION

MAY 2018

B. TECH. IN INFORMATION TECHNOLOGY, NIRMA UNIVERSITY, AHMEDABAD

7.2/10 CPI

MAY 2015

DIPLOMA IN INFORMATION TECHNOLOGY, NIRMA UNIVERSITY, AHMEDABAD

9.01/10 CPI

TECHNICAL SKILLS

Apttus CPQ

– Configuration (Constraint Rules, Product Attribute Rules, Attribute Value Matrices, Field Expressions, Custom Settings)

– Pricing (Price Rules, Price Matrices, Attribute based Pricing, Incentives, Promotions)

– Basic Understanding of CPQ Turbo Engines

– Callbacks

– CPQ Best Practices and Guardrails

– Performance Analysis and Optimization within CPQ

Apttus CLM

– Template Administration

– Adobe Sign and DocuSign Integrations

Billing Management and Order Management

X-Author Excel App Configuration

Salesforce Customizations [self learnt from trailheads]

– Apex Classes, VF Pages, Apex Triggers

– Workflows, Process Builders, User Setup and Data Security Model

CERTIFICATIONS

- **Salesforce Certifications**

- ✓ Salesforce Certified Administrator

- ✓ Salesforce Certified App Builder

- ✓ Salesforce Certified Platform Developer I

- **Apttus Certifications**

- ✓ 201 Apttus Contract Lifecycle Management

- ✓ 201 and 202 Apttus Configure Pricing Quoting

- ✓ 201 Apttus Billing Management

- ✓ 201 Apttus Intelligent Workflow Approvals

- ✓ 201 Apttus X-Author for Excel

- ✓ Apttus Quote to Cash Certification

ACHIEVEMENTS

Rising Star - Q1 '2019 Global Delivery Awards at Apttus

Rock Star - Q1 '2020 Global Delivery Awards at Apttus

Ranger Rank on Salesforce [Trailheads](#) - *Gathered 136k+ Points on trailheads including 7 Super badges and total of 146 badges.*