Dhharvi sdhharvi@gmail.com

Technical Engineer 9834100495

Competent B. Tech professional with **7.5 years** of work experience in Information Technology. Seeking a challenging career as a Salesforce Professional, to utilize acquired academic knowledge and work experience to help achieve company goals along with nurturing my technical and inter-personal skills.

**PROFESSIONAL SUMMARY \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* 7.6 years of total IT experience out of which 4.6 years of Apttus CPQ and salesforce experience.
* Creating and Configuring **Products** (**Standalone, Option, Bundle**)
* Setting up the whole product structure using CPQ Admin.
* Worked on conga provided tools like **X-Author for Excel**, X-Author for word, X-Author designer.
* Import/Export data using **Data Loader** and **Salesforce Inspector, Workbench**.
* Deploying the code changes using **Gitlab**, SourceTree.
* Knowledge in building **Apex classes**, **triggers**, **SOQL** and **LWC.**
* Strong knowledge & experience working in **Agile** execution methodology.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**TECHNICAL EXPERIENCE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# NOKIA – CPQ Project (2020-Present)

Responsibilities:

* Work as a CPQ configurator which involves creating the configurators and set up the product structure using CPQ Admin. Worked on creating Categories, Option groups, associating products to the option groups. Setting up end-to-end product for the business as per the rules and requirements.
* Work as a lead and help in solutioning and problem-solving activities for the team.
* Creating Field Expressions, Rollups, writing quantity expressions.
* Creating Product Attributes, Product Attribute Rules, Constraint Rules, CPQ search filters.
* Setting up Product data, Price List Items, Product Discount Rules.
* Overall knowledge of the process of quoting, configuring products and worked on pricing rules.
* As part of data team, manages the overall CPQ data of the org. Deals directly with business to get the master data to load in salesforce.
* Part of Dev team and works on Apex Class, Triggers, Batch Class, have experience in LWC.

# INFOSYS (2015-2020)

# Project 1: Implementing Quote to Cash using Apttus CPQ

The project involves implementing the QTC (Quote to Cash) workflow using the product Apttus CPQ. It helps in creating the Quote for the user, configuring the products and make money out of it.

 Responsibilities:

* Part of product and template team, creating and configuring products, price Lists, Templates.
* Creating price lists, Price Matrix, price books.
* Creating various templates like invoice, order form using X-Author,
* Migrating data from one environment to another using X-Author Migration tool.
* Code changes in Apex, VF Page and Triggers as per requirement.
* End to End Testing of the Quote to Cash flow.

# Project 2: Salesforce Support and Enhancements

Responsibilities:

* Salesforce support with change requests and Enhancements.
* Migration of existing Salesforce Classic to Lightning as per business requirement.
* LC development.
* Change Data Capture implementation.
* Work related Incidents raised from user for existing application as a Salesforce developer.
* Ensure ticket are update in service desk tool with appropriate resolution, documentation, root cause.
* Perform problem management for repetitive issues.

# Project 3: Providing Support to Category A Banking Application

The project involves giving 24X7 support to a Category A banking application. Roles and responsibilities for the project:

Responsibilities:

* Analysis of tickets using Splunk and AppDynamics.
* Onsite experience of 3 months
* Worked directly with the client.
* Worked proactively in Change Management, Incident Management.
* Leading the Bridge Call with different teams to resolve the issues.

# Project 4: Clarity Version Upgrade for a Global Tier 1 Communications provider

Client is an Australian product-based telecommunication company. This company manages projects and portfolios in Clarity PPM, a cloud platform for projects and financials management. Earlier version of PPM was an on-premises application and with the current upgrade product was being migrated to cloud with more advanced development architecture. So, entire project was built on it from scratch.

Responsibilities:

* Developing Processes (GEL Script), Data alerts, portlets (NSQL)
* Development of reports using Jaspersoft IDE.
* Perform testing on various business workflows. Designed and implemented Clarity Business Logic using NSQL and GEL Scripts on Clarity V14. x.
* Implemented Automation, including writing Macros and Shell scripts to help save time, effort and improve productive time to market

**CERTIFICATIONS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Infosys Training in Python – 7.5/10.00 CGPA **–** Infosys Technologies Limited, Mysore.
* **Salesforce Administrator Certified**.

**EDUCATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* B.Tech (Information Technology) from Indraprastha University Delhi (Score – 77%)

**DECLARATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I hereby declare that all the information provided is true to the best of my knowledge and belief.

**[DHHARVI]**