**Objective**

**Work as an IT Professional for a Company where I can contribute my skills and abilities for the growth of the Company and self.**

**Qualifications/Certifications**

* **Certified Salesforce ADM 201**
* **Certified Sales Cloud Consultant**
* **Trailhead Super Badge Advance Apex Specialist**
* **Certified Associate in Project Management (CAPM) from PMI**
* **ITIL (Foundation) from EXIN**
* **Certified Scrum Master**
* **Certified Apttus Quote to Cash Consultant**
* **Lean Six Sigma Yellow belt**
* **Currently Pursuing Salesforce Servicecloud Certification**

**Education**

* **M.B. A - Southern Adventist University.**
* **Bachelor of Commerce from South Gujarat University, Surat, India**
* **Indian Institute of Export Management, Bangalore, India**

**Professional Experience- Salesforce/Apttus CPQ Consultant( Jan 2020- Present)-Ashland, Ohio**

**Charles River Lab- Current Project- Wipro**

* **Serves as the technical leader for Apttus CPQ projects onsite at client locations**
* **Translates business requirements into well-architected solutions that best leverage the Apttus CPQ platform**
* **Provide detailed level of effort estimates for proposed solutions. Articulate the benefits and risks to a solution’s feasibility and functionality**
* **Provide hands-on, expert-level technical assistance to developers**
* **Follow and understand new Salesforce product and technical capabilities resulting from product releases and acquisitions**
* **Provide expertise during sales efforts to estimate the technical level of effort**
* **Present to potential clients during sales efforts and be able to pull together quick proof of concepts as needed**
* **Thorough Understanding of CPQ & CLM.**
* **Demonstrate thought leadership through publishing, public speaking and client presentations**
* **Coach and mentor junior technical &functional and Offshore team members**
* **Be recognized as a functional expert in CPQ domain.**
* **Knowledge and hands on experience of the fundamental capabilities of Apttus CPQ including but not limited to:**

**o Products and Pricing**

**o General Shopping Cart functionality**

**o Quoting and Quote Templates**

**o Approvals**

**Thomson Reuters -Tech mahindra – (Jan2019- September 2019)- Saint Paul-Minnepolis**

**Thomson Reuters is considered one of the world’s best organizations dealing In Law, Tax, Compliance, Government and Media. It has trusted legal Products and services that provide unparallel content, deep human expertise and intuitive technology to timely answers. They are essential partner for the 21st century newsroom, providing global multimedia content and real time news coverage. It provides Technology, guidance and expertise to accounting firms, corporations, financial intuitions, government and Law firms.**

**Role -Functional Lead/Business Analyst / Apttus Configurator for Apttus CPQ Product configuration. Jan2019- till now**

**Domain- Tax, Legal and Media**

**Role- Salesforce Consultant**

**Project -Thomson Reuters Ecommerce store for US and Canada**

**Client -Thomson Reuters**

**This project is objected to have simplified ecommerce platforms with enhanced UI experience to increment the cross sell and up-sell of Thomson Reuters print products in US & Canada.**

**My roles and Responsibilities are below mention –**

* **Product configuration of all associated Print products inclusive of Bundle and standalone.**
* **Participated in business workshops, understanding business requirements and creating documentation as needed including BRD's, process flows, business use cases, gap analysis and functional design document**
* **Catalog synchronization of all print and pro-view products with TR store (Thomson Reuters store)**
* **Configuration of complex pricing structure such as Nested bundle with attribute-based pricing, Year and seat-based pricing, multiple charge type pricing, matrix pricing, constraint rules, promotion and discounts.**
* **APEX Programming, including development of SOAP and REST interfaces**
* **Data loader scripting, data migration, visual force development**
* **Handled various activities of the project like information gathering, communicating with the developers, analysis of the information gathered, documenting the functional and business requirement**
* **This project is objected to have simplified ecommerce platforms with enhanced UI experience to increment the cross sell and up-sell of Thomson Reuters print products in US & Canada**
* **Experience in Salesforce Platform and comfortable with Salesforce Capabilities.**
* **Hands on experience in data loading in SDK through Data Loader.**
* **Written Validation and Constraint Rule in Apttus.**
* **Hands on experience in writing Jira story and Trello Card .**
* **Active participation in Daily Scrum, Apttus stand ups and Internal calls related to Blockers and Issues.**
* **Participating in Daily Touch Base (Launch of Canadian print product) and Daily User refinement.**

**Nationwide Insurance- (June 2017- Dec 2017)-Columbus, Ohio**

**Domain-Insurance**

**Role- Project Requirement Analyst/Salesforce Analyst**

**Application-Front End Application with .net frame work**

**As a Project RA I was working for Multiple Projects. My roles and responsibilities were following**

* **Involved extensively in the inception phase for understanding the Scope of the projects, feasibility of implementation and define the risk factor involved in the project**
* **Created Report and dashboard through Salesforce application.**
* **Solid Salesforce Sales Cloud and Apttus CPQ functional and configuration knowledge**
* **Strong knowledge of Apttus X-Author and working with Excel**
* **Strong understanding of Quote to Cash business process.**
* **Ensured Salesforce and Siebel integration are working well.**
* **Gathered business requirements through multiple sessions and analysis by interviewing Stakeholders.**
* **Drafted spreadsheet pertaining to business data for Various Applications.**
* **Effectively Handled Change Request by using IBM lotus notes.**
* **Engaged in writing User story and Acceptance criteria using RRC**
* **Hands on experience on RRC and RTC.**
* **Participated in Weekly Status Meeting, and Rapid Alignment for new Projects**
* **Assisted business team by creating Mock ups through Visio**
* **Experienced in issuing policies through SPOA .**

**American Open Science/Research Swift (September 2015- May 2017)- Mason, Ohio**

**Research Swift is virtual company. Its scientific publishing platform create the open submission, review and access platform for scientific research community. Currently I am working as Business Analyst in Research Swift.**

**Domain- Research**

**Job Role- Senior Business Analyst/Saleforce Admin**

**Environment-Agile**

**Tool-Visio**

* **Collaborating with both business and technical group to document business requirements & provide guidance on innovative solutions.**
* **Hands on experience in writing User Story and managing Trello**
* **Performed system and workflow analysis.**
* **Working as Salesforce Admin**
* **Created Process Builder, Flows and Triggers**
* **Hands on experience on creating Custom Object, Managing chatter and complex scenario of OWD and Sharing Rule**
* **Write Test Plan, Test Scenario, Test Case, Test Case Execution, UAT, Test Summary Report, Test Phase Sign-off.**
* **Experience with writing SQL queries.**
* **Facilitating workshops as needed for business process analysis.**
* **Clearly identified and documented customer’s business needs to justify product requirements.**
* **Participated in high level design of products.**
* **Engaged in multiple initiatives simultaneously.**
* **Participated in user groups as needed.**
* **Using Visio for creating Wireframes and Mockup**

**Foundation Software (2005-2007)-Mumbai (India)**

**Domain - E-COMMERCE**

**Job Role- Business Analyst**

**Environment-Agile & Waterfall**

**Tool-Visio & UML**

**Roles & Responsibilities:**

* **Managed requirement elicitation and analysis work directly with business SMEs for e-Commerce system changes.**
* **Worked closely with technical architects/business users/developers across global markets to define end to end functional solutions.**
* **Provided solutions to business problems through functional designs & guide developers both offshore and onshore to deliver work packets following agile methodology.**
* **Actively coordinated development lifecycle between multiple teams in multiple locations to deliver the required changes.**
* **Responsible for documentation including Functional and non-functional requirements, functional designs, business/system process changes. .**
* **Created lot of graphical representation by using Visio.**
* **Partner with ecommerce teams to perform and recommended improvements to site performance and prepare various ad hoc reports for multiple brands and analyze performance.**