**Rohit Sharma**

 **Salesforce Consultant**

**PROFESSIONAL SUMMARY**

* Seasoned professional with 16+ years’ experience.
* 10 years of Salesforce consulting and development experience. Responsible for planning, solution design, implementation and support of project as per specification
* In depth experience in Steelbrick CPQ with multiple enterprise customers. Training and Awareness of Apttus CPQ.
* Hands on experience in SFDC org configuration and design of Sales Cloud / Service Cloud solution and SFDC customer / partner community
* Hands on experience of decommission of Orgs, Org merge
* Hands on experience on SFDC Data migration / Integration
* Experience working with large scale SFDC support programs and managed package apps hosting on AppExchange
* Participating in BPR to guide customer through their process and develop technical requirement for internal developer to build solution
* Significant knowledge and experience in Agile Development Practices and a proven track record of motivating and rallying teams towards multiple high-quality product launches

**Educational Summary and Certifications**

Education:

* MCA - Kurukshetra University
* M.Sc. (Statistics) - Kurukshetra University
* P.G.D.C.A - Kurukshetra University

Certification:

* Salesforce.com Certified CPQ Specialist
* Salesforce.com Service Cloud Consultant
* Salesforce.com Sales Cloud Consultant
* Salesforce.com Certified Platform Developer
* Salesforce.com Certified Administrator

**KEY SALESFORCE PROJECTS @ Lirik**

**Socrata – Sales and Service Cloud Domain and HR Domain**

**Role: Salesforce and CPQ Lead Consultant, Data Migration Specialist and SFDC Admin**

 Socrata a cloud-based software company into developing solutions support the world’s most ambitious open data innovation programs using mix of salesforce and work.com only user license. Business need was to provide them a single, unified and **standardized global CPQ** tool for more control and better visibility into forecasting.

I lead the Lirik team and was involved (hands-on) to study current salesforce sales system and implemented the CPQ solution per their business need.

 Also, a rich UI was developed for the team to view and manage employee goals, metrics better.

 Achievement – Client Appexchange review (10/10)

 **Form Factor – Org Merge with Microprobe and Cascade Microtech**

**Role: PM, Salesforce Sales Consultant, Data Migration Specialist**

FormFactor is an OEM of wafer probe cards used by semiconductor makers to test ICs, announced its plans to take over Cascade Microtech, its competitor in the semiconductor testing space. Both were using Salesforce as a CRM solution for their Sales and Marketing business need and wanted to merge two Salesforce orgs for their Sales and Management team. Lirik thoroughly reviewed both the orgs and worked closely with business team and integration SMEs to know intricacies of system and process.

FormFactor has decided to move forward with Oracle instead of QAD to manage their service and support team and elected Salesforce Service Cloud. In current engagement, Lirik is working on fulfilling their CPQ requirement like Classified products as per business criteria and auto displayed accordingly in their appropriate pricing tables.

Achievement – Client Appexchange review (10/10)

Link:<https://appexchange.salesforce.com/listingDetail?listingId=a0N30000007pONvEAM&tab=r>

 **Western Digital – Consolidation of IntelliFlash salesforce CRM with WDC salesforce CRM**

 **Role: Sales Consultant and Data Migration Specialist**

HGST, a manufacturer of hard disk driver and external storage products and now part of WDC (Western Digital) took over the company named Tegile operating in the same vertical.

 Lirik got engaged and started with analyzing Tegile Sales Cloud environment and architecting and executing a solution to migrate it to corporate environment.

Phase 1 was focused on Order creation in Salesforce and syncing it back with Oracle ERP for shipment and invoice generation passing through SAP system to fulfill their other business need. Oracle OIC, Informatica and Tibco services used as a tool for addressing their need.

 **Navis – Employee and customer community, Sales & Service Cloud Domain**

**Role: PM, Salesforce Sales & Service Consultant, Data Migration Specialist**

Navis, a part of Cargotec Corporation, is a provider of operational technologies and services and provides a complete suite of optimization modules to help terminals automate decision-making and elevate productivity. Navis is using Salesforce as a platform for self-service and customer collaboration. Also, integrated their service and sales with community cloud. Lirik’s team job was to handle support tickets and manage stheir community and support process by configuration of service cloud, automate workflow, Process builder and using custom code.

 **Socialtables - Sales Cloud Domain: Wanted to wean off desk.com and exclusively to SFDC**

**Role: PM, Business Analyst, Sales cloud consultant and Part of pre-sale team**

Lirik studied their current desk.com system moved and improved their Sales process while moving it to SFDC.

Achievement – Client Appexchange review (10/10)

Link:<https://appexchange.salesforce.com/listingDetail?listingId=a0N30000007pONvEAM&tab=r>

 **Thync (Public Knowledge Base and customer community) – Service Cloud Domain**

**Role: PM, Salesforce Service Cloud Consultant, Data Migration Specialist, Part of pre-sale**

This Project was to build & set up Service cloud for Thync Team & automate their support process by configuration of service cloud such as building agent console, automate workflow, Process builder, set up article management, configuration of Knowledge base, setup deflection process for case. Thync PKB was built using unmanaged SFDC knowledgebase package solution from the app exchange with little to advance modification to the template.

**LP Harbor (Managed Package App) – Partner Community**

**Role: PM, Salesforce Sales Consultant, Data Migration Specialist and SFDC Admin**

 Lenox Park Solutions (LPS) is a technology Solutions Company focused exclusively on institutional investors. LP originally developed SeedRM is one of their proprietary software to

 limited and general partners into Relationship Management, Fundraising, Deal Tracking, Document Management. They approached Lirik to extend their product and enable it for communities for other critical functions were needed to maintain institutional knowledge in an ever-changing industry. Great UI gave tremendous facelift to the product quality.

 **RME (Republic Monetary Exchange) – Sales Cloud Domain**

**Role: PM, Salesforce Data Migration Specialist, Business Analyst and Integrator**

RME was using dynamic CRM for outlook for all their present transaction and selling of gold and silver for customers but since it lacked major features and was poor in terms of UI perspective, RME team decided to switch from dynamic CRM to Salesforce and approached Lirik for this. This project was divided into two phases:

1. Implantation of Dynamic CRM (does include their sales/marketing/ customer support process) into Salesforce along with migration of data from CRM into salesforce.
2. Quickbook integration to generate Order and Invoices and CTI implementation

Achievement – Client Appexchange review (10/10)