



CONTACT ME

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AWARDS

- ⦿ Most Valuable Person 2019
- ⦿ Most Valuable Person 2018
- ⦿ Attained First Position in indoor carrom competition.

CODING SKILLS

- ⦿ **FRONT END** : HTML, JAVASCRIPT, ANGULAR JS, VISUALFORCE, LIGHTNING AURA
- ⦿ **BACKEND** : APEX
- ⦿ **INTEGRATION** : REST, AUTH 2.0
- ⦿ **VERSION CONTROL** : GIT, BITBUCKET
- ⦿ **DEPLOYMENT** : COPADO

SIDDHANT TYAGI

PROFESSIONAL SUMMARY

A highly technical, 7 x certified Salesforce lead with 6 years' experience configuring Salesforce Sales, Service, and Marketing Cloud. Proven ability to analyze, design, and optimize business processes with hands-on experience implementing change, increasing user adoption, and driving best practices.

EXPERIENCE

DGENX Technologies, Salesforce Technical Lead

January 2019 - Present

Salesforce Technical Lead for a global business with offices across India, UK, and America, supporting 2000+ users of Sales, Service, and Marketing Cloud. Leading a team of 7 developers.

- ▶ Migrated 3 business units onto the shared global Salesforce platform, saving the company \$20,000 annually on legacy platforms.
- ▶ Implemented Cases and onboarded support team, leading to several improved KPIs including improving first call resolution rate by 15% and agent satisfaction by 25%.
- ▶ Implemented Marketing Cloud, automating repetitive tasks and increasing automation, saving each marketing user at least 1 hour of manual data entry per day.

ET Marlabs, Senior Salesforce Developer

January 2017 - December 2018

Senior Salesforce Administrator, supporting 500+ Sales and Marketing Cloud users.

- ▶ Worked as a Sr. developer building apps and pages in Salesforce along with Visualforce, JavaScript, Lightning Component, HTML, CSS, Bootstrap, and Lightning Design System.
- ▶ Have done estimation on 1 small project (functional assumptions and Technical approaches).
- ▶ Worked on various pre-sales demos.

SALESFORCE PROJECTS

Taylor & Francis

Quote to Cash (CPQ)

Education & Media

Jan'19 – Present

Enhanced productivity & Comprehensive analytics with a shorter Sales cycles to increase conversion and also Streamlined Global roll out which enabled faster time to Market new products, change prices and discounts customised Guided selling for sales team to close more deals which helped to increase deal size / up-sell and cross sell products.

DG Sample

Custom Product Sampling Engine

Salesforce Native Product for AppExchange

Sept'19 – Jan'21

This Application helps the sales team to manage Samples derived from Multiple Sources by sales-rep. Once the sampling request gets captured, validated, and assigned to respective departments, the sales team can track any further information with the warehouse and SCM team and have insight on the sample till it is delivered to the customer. The application will always have the sight of sample transactions that are delivered and rejected by the customer, which reduces the unnecessary cost incurred by the company.

OTHER SKILLS

- ☉ Salesforce Administration: Sales Cloud, Service Cloud, Marketing Cloud
- ☉ Third-party Apps: Salesforce CPQ, Copado, Conga Composer
- ☉ Salesforce Integration
- ☉ Business Analysis
- ☉ Project Management

Yushi Shipping

Sales Cloud Life Cycle

Logistics

Feb'21 – Present

Streamlined the entire shipping experience — from quoting and booking to shipment, tracking, and fulfillment. Attract, recruit, and retain shippers using Marketing Cloud, respond immediately to all inquiries, and provide real-time price updates to all parties using Sales Cloud and Service Cloud. Easily integrate all your current systems of record in a single location with the MuleSoft Anypoint Platform. And optimized the business based on bid response time, carrier rating, cargo fill rates, and origin and destination route.

US Claro

Marketing and CPQ Management

Telecom

Apr'18 – Dec' 18

Building centralized system for Claro to bring their data from various sources (Marketing Cloud, DiscoverOrg, Partner Portal, etc.) into salesforce and offer a sound and scalable quote management inside salesforce which will replace their existing process and help them in having a single source of truth as salesforce.

Ooredoo

Campaign and Quotation Management

Telecom

Dec'17- Mar'18

Created a custom environment for adding different products into the system using Lightning Component, lead, opportunity management, and quotation Generation. Custom interface development using Lightning Component for adding products.

K Hospitality

Campaign and Quotation Management

Hospitality

Mar'17 – Nov'17

Provided customized solution built using AngularJS for Inventory Control, extensive use of JavaScript. Custom PDF created using Standard Visualforce for Proposal and Quotation.

EDUCATION

JSS Academy of Technical Education, Noida (2012 - 2016)

Btech - Electrical (EE)