

# Prateek Chauhan



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## Summary

Salesforce Certified professional with 9+ years of experience with 4+ years of Solution Architect and 6+ years of experience in team leading & management along with 1+ years onshore experience as techno-functional Analyst, looking for the Salesforce Solution Architect opportunity where I can utilize my Salesforce CRM system knowledge to build a sustainable architecture for the customer and lead the team to adhere all the best practices defined by salesforce and learned from my past experiences.

### Skills

1. Experienced Salesforce CPQ developer and Salesforce Solution Architect trained in SFDC Sales & Service cloud Implementation with waterfall, Agile and Hybrid – Agile Methodologies.
2. Trained in Apex programming, Salesforce.com Development & Administration, Sales cloud & Service cloud CORE functionalities, Apex Data Loader, GIT / Bitbucket, CI/CD tools i.e. Jenkins, DevOps deployment, Requirement Analysis, Lightning component, Visualforce pages, HTML, CSS, JavaScript, Triggers, Workflow rules, Integration using REST & SOAP API and outbound messaging, Lightning flow & process builder, Batch Apex.
3. Experienced on Salesforce AppExchange products- Dashboard Pal, MapPlotter, User Field History, Dodge PipeLine just to name a few.

## Experience



### Team Lead

#### IGATE

Jul 2014 - Dec 2014 (6 months)

#### Responsibilities-

1. Managed the 5 members team to support the existing telecom application and built the new functionality.
2. Worked on the apex trigger & classes and batch solution to automate the business login.
3. Worked on the visualforce templates using the custom label to support the multi language using translation workbench.



### Salesforce CPQ Developer & Solution Architect

#### Accenture

Jan 2020 - Present (1 year 1 month +)

Top Chemical Institution (France; Institution is a speciality chemicals global major with a global presence in 50 countries with 136 production plants.

#### Responsibilities:

- Functional & Technical solution design & implementation using salesforce CPQ features, requirement analysis, effort estimation, delivery management and Code Review.
- Managed 5 members team to build the B2B CPQ solution to streamline & automate Quote generation to contract and interface with the E-commerce system for price sync-up with the help of outbound messaging.

- Worked on advance apex sharing, configuring products & price rules along with customizing price guidance matrix, Quote document generation, Quote - Opportunity items sync, automate quote generation in Batch and multiple Quote documents email as a PDF attachment.
- Data migration from Legacy system to salesforce for existing quote & quote lines, contracted price, pricing guidance matrix and customer matrix.

#### Impact

1. Implementation of the customize pricing guidance in the quote process, improved revenue on Wins by 1% to 2%.
2. Optimize price (re) quote & price increase campaigns to generate additional revenue.

#### Award-

1. Got the 'Quality Delivery' recognition from the customer.

## **Lead Technical Specialist & Solution Architect**

### Accenture

Apr 2018 - Jul 2020 (2 years 4 months)

Top Chemical Institute. B2B solution implemented on the Salesforce platform to support multiple business units and more than 3500 sales reps globally (APAC, EMEA, Americas to access multiple systems (Salesforce, SAP, SharePoint) via single sign-on.

#### Responsibilities:

- Technical & Functional Solution design & implementation, code Review along with requirement analysis, effort estimations and functional design review.
- Managed the 10 members team and Implemented Salesforce core Sales & Service cloud functionalities along with integrating Salesforce with external PowerBI system for reporting using REST API, interface with ERP external systems for sample, customer and product management with the help of WebMethods middleware.
- Worked with team to identify and develop Apex and lightning solutions for complex requirements along with Batch to support multiple regions & BU's for the sales representative.
- Components migration using DevOps to higher environments.
- Led the offshore team end to end and gained client satisfaction with high-quality offshore deliverables.

#### Impact

1. Automate sample management process between salesforce – SAP to reduce manual efforts and real-time updates for the order from the external system.
2. Single screen view of power-bi reports in the salesforce CRM system and reduced licensing cost for the client and Inserting sample request from Arkema Website

#### Award

1. Awarded ' Accenture Celebrates Excellence (ACE)' in the excellent client delivery category.

## **Team Lead & Solution Architect**

### Accenture

Jan 2018 - Mar 2018 (3 months)

Lightning Experience Rollout project from classic.

#### Responsibilities –

- Worked with 5 members team to analyse the existing salesforce classic setup for classes, object model etc and building the migration strategy for the lightning experience rollout.
- Worked on the effort's estimations along with AppExchange products analysis to support few functionalities like notes migration, manual sharing, tagging etc which is not supported by LEX as of now; Top Pharmaceutical Institution (United States)



## Technical Lead & Solution Architect

Capgemini

Mar 2016 - Dec 2017 (1 year 10 months)

Top Pharmaceutical institute based in the USA with revenue of 10.28 billion USD and manufactures / sells medical devices, instrument systems and reagents.

Responsibilities –

- Managed the 12 members team at onshore & offshore to support existing application features using Service-now tool for the USA and APAC regions and enhance the functionality to improve customer experience using apex, SOAP & REST API and batch solutions.
- Work with the customer directly to identify the pain areas and built future-ready solutions.
- Knowledge & Entitle management implementation as part of the Salesforce Service Cloud.
- Worked on lightning rollout strategy to migrate the existing classic components to Lightning Experience using lightning components, controller, Lightning quick actions for JavaScript code etc.
- Implement Batch Apex solution to process millions of data and automate the process for sandbox refresh activity.

Impact

1. Streamline the customer support system which helps to reduce the complaints by 10%.
2. Knowledge management implementation reduced the incidents by 5%.

Award

1. Awarded 'Employee of the Month' 2 times for the quality work
2. Traveled to Malaysia and USA for client workshops.



## Technical Team Lead & Solution Architect

Capgemini

Jan 2015 - Feb 2016 (1 year 2 months)

Top Airline Institution (Australia) Largest airline by fleet size, international flights and international destinations.

Responsibilities –

- Technical & Functional Salesforce Solution design & implementation with the adherence of best coding practice and managing 8 members team at offshore.
- Manage the project deliverables based on task effort estimations, resources assignment, decided task milestones and schedule/created the project plan.
- Worked on the salesforce sales & service cloud CORE functionality Sales cycle, Lead rules, entitlement just to name a few along with customized solutions using apex programming and customize approval processes and the email to case attachment functionality.
- Worked with onshore for Sprint plan review and story points distribution in JIRA.

Impact-

1. Reduced the approval time for the opportunity & quote by 2 days with the customize approval notification process
2. Reduced the manual efforts to track the email conversation against the case with the help of email attachment customize functionality.

#### Award

1. Got the 'Star of the Month' in 2016 for excellent project delivery.
2. Got promoted to the next level.



## Technical Lead & Salesforce Developer

### Tech Mahindra

Aug 2012 - Jul 2014 (2 years)

Top Telecom Institution (United States) is the biggest telecom operator in Arkansas.

#### Responsibilities -

- Worked as a technical Lead & developer to build the salesforce.com solution using apex programming and REST API interface with an external system.
- Worked as On-site lead in the USA and attended the workshops to understand the business need, challenges with the existing process, the business benefit for adopting Salesforce CRM solution and provided the in-person support during the UAT phase.
- Worked as data migration Lead at on-shore to understand the data staging and structure for migrating Legacy data (4-5 Legacy Systems) to Salesforce.
- Interface solution developed using REST with Siebel & M6 systems to support CPQ (Configure Pricing Quote) to increase the probability of closing Opportunities, automate Quote & order management along with customer & Product management

#### Impact

1. Reduced the quote generation cycle and quote generate time by 3% and increased the revenue.
2. Seams real-time integration with M6 for the order management

#### Award

1. Awarded 'Employee of the Month' in 2013 for being client-focused
2. Travel to the USA several times for multiple workshops.



## Salesforce Developer

### Mansa Systems

Nov 2010 - Jul 2012 (1 year 9 months)

#### Responsibilities -

1. Worked as a Salesforce developer to build the solutions to automate account and case management functionalities.
2. The process includes configuration of Service & Support Management as per the requirement through Custom business logic incorporation with interface development, Intelligent object routing system product development, automate support management for existing & new business processes.
3. Worked on to process data from Legacy system to Salesforce CRM using Informatica, data loader and workbench.

## Education



Bachelor of Engineering, EI&CE

## Licenses & Certifications



Certified Copado Admin



Vlocity Certified Admin & Dev



Salesforce Certified Administrator



Salesforce Certified Platform App Builder



Salesforce Certified Service Cloud Consultant



Salesforce Certified Sales Cloud Consultant



Salesforce Certified Platform Developer I - Salesforce

## Skills

agile • business process • communication skills • Salesforce.com • Solution Architecture • Salesforce CPQ • Salesforce.com Development • Salesforce.com Administration • Salesforce Training • Customer Relationship Management (CRM)

## Honors & Awards



Star of the Month - Capgemini



Employee of the Month - Mansa Systems



DU level Recognition - Accenture



ACE - Accenture