

## Professional Experience (4 years 1 months)

### WIPRO TECHNOLOGIES

**Project:** Adidas

**Role:** Consultant

**Duration:** November, 2018 – Present

#### Responsibilities:

- Currently working on and good understanding of Salesforce CPQ and entire QTC process, Product & Pricing Configuration, Quoting & Quote Approvals, Ordering & Contracting, Renewals & Amendments.
- Handled administrative work such as running tests, creating reports, performs sanity check of entire application.
- Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions on Sales Cloud.
- Experience in Data Migration (Data Import Wizard, Data Loader), Process automation and product knowledge in Sales Cloud & Service Cloud.
- Experience in Future methods, Queueable Apex, Batch Apex
- Collaborated with onsite coordinator & business users to get thorough understanding of the business and end-to-end requirement and implementation.
- Implemented Triggers, Email Services, and Custom Email Templates using Apex. Responsible for timely delivery of deliverables.
- Worked on multiple accounts to customize Apps and create POCs with declarative and programmatically approach.
- Extensive experience in requirement gathering from business users and end user.

**Project:** Maxis Telecommunications.

**Role:** Onsite Technical Lead, Consultant, Kuala Lumpur, Malaysia

**Duration:** November, 2017 - October, 2018

#### Responsibilities at Onsite (Exp. 1 year):

- Led a team of 8 people at L2 operations level in a telecom based project working on prepaid non billing flows.
- Ensured adherence of SLAs and KPIs in regards to Information Integrity guidelines and Security Administration.
- Designed and delivered presentations, showcasing newly developed solutions to increase business integration with client.
- Identified multiple bugs in various systems and headed the process with development teams to ensure bug fixes in web portals and mobile applications.

#### Achievements at Onsite:

- Presented with “**on-site recognition**” award for outstanding performance for automating multiple tasks making tasks completion quickly and reducing time by 40%
- Received appreciation from client's Head of Business for doing an automation using Python which provide registration count and its trends for the whole country sub-divided into regions comparing it with the previous day's data

#### Responsibilities at Offsite (Exp. 1 year):

- Coordinated with multiple teams to ensure completion of Business requirements.
- Worked on multiple incidents and service requests based on registrations, bill payments and prepaid top-ups.
- Hands on experience of SIT, UAT and production deployments after verifications of developed code.
- End to end support for customer concerns, servers and logs monitoring, automated financial product reports.

#### Achievements at Offsite:

- Awarded with “**Certificate of Excellence**” during the client visit to India for demonstrating excellence in delivering quality work products

Software Skills

Primary Skills	Force.com platform (APEX, VisualForce, Triggers, Workflows, Profiles, Data Loader, Approvals, Email Services, Data Loading and Migration), SOQL SOSL, Salesforce CPQ
Operating Systems/Platforms	Windows, Linux
Programming/scripting languages	Python, SQL, APEX, UNIX
Databases	MySQL, MSSQL, Oracle

Certifications

- Salesforce Administrator
- Salesforce Platform Developer- 1
- Data Analysis with Pandas and Python

Qualifications

Year of Passing	Degree	Institution (Board/ University)	Marks Obtained
2016	B. Tech (ECE)	Jaypee Institute of Information Technology, Noida	81% (GPA 7.8)
2011	Class 12th (S.S.C.)	Modern Era Public School, Bijnor (C.B.S.E.)	85.0%