



Arshdeep Sharma

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CAREER OBJECTIVE

A Salesforce enthusiast seeking a career to enhance my skills and abilities in Salesforce that offers professional growth while being resourceful, innovative and flexible.

TECHNICAL SKILLS & COMPETENCIES

Primary Skills Category	Force.com platform (APEX, VisualForce, Triggers, Workflows, Profiles, Data Loader Approvals, Email Services, Data Loading and Migration), Workbench, SOQL, Salesforce CPQ, other Salesforce internal tools.
Languages	SQL, HTML 5, CSS 3, Python, Java, APEX
Databases	Oracle 11g, SQL Server

EMPLOYMENT DETAILS

Organization: Salesforce

Designation: Signature Success Engineer- Tier 2

Duration- November,2019 - Present

Description:

- Solving highly visible, technical, global and strategic, enterprise cases and ensuring highest levels of customer satisfaction with exposure to all skill groups/areas of the product/platform for the most critical issues related to CPQ.
- Provide dedicated support to Signature Customers globally. Dedicated to help resolve customers' technical problems by understanding the customer's needs and providing the best solution.
- Gather business requirements from the customers to provide solutions and recommendations to solve their issues on the platform.

Organization: Infosys Limited

Role: Salesforce CPQ Lead

Duration: September 2017 – October 2019

Description:

- Managing a team of 10 people, scheduling daily stand up meetings, giving training to new joiners.
- Gather requirements from clients and plan with the team how to achieve it in less time and best possible way .
- Worked on CPQ for providing Quote-to-Cash software delivering CPQ, Contract management, E-Commerce and revenue management on salesforce.
- Experience in setting up Approval Processes.
- Creation of new Product Bundles and restructuring the existing Product bundles by realigning the Product Options and features, new Configuration Attributes , Product Rules, New Custom Actions on the Quote line editor, Price Rules with Look up Objects, New Block prices and updating existing Block prices, new Discount Schedules. Modification of Discount tiers for existing Discount Schedules, New Quote Templates and enhancement of existing Quote templates.

Organization: Infosys Limited

Role: Salesforce Developer

Duration: August 2016 – September 2017

Description:

- Experience in analysis, design, development, testing, delivery and production support of application software.
- Experienced in developing custom applications and solutions using SFDC Force.com Platform using Apex, Visualforce, Force.com IDE, SOSL and SOQL.
- Expertise in SFDC Configurations/Customizations as Administrator and Developer.
- Developed user interface, Page Layouts, Tabs, Custom objects, Validation Rules, Triggers, etc.
- Extensive experience in designing various Junction Objects, Record Types, Lookup relationships, Master - Detail Relationships and Custom Reports as per the requirements. Knowledge in various fields like, Cross-Object/ Custom Formula Fields, Validation Rules, Field dependencies, Workflows and Approval Processes for automated alerts, Field Updates and Email generation according to application requirements.
- Designed various reports and dashboards.

Organization: Infosys Limited

Designation: Senior Systems Educator

Project Title: Education, Training and Assessment

Description:

- Worked as an educator in this internal project to scale up the skills for employees. Given multiple lectures and sessions on Salesforce- Admin , Platform Developer, CPQ, Sales Cloud and Service cloud to a large number of employees via VCR or Classroom sessions with proper demos and case studies to scale them up along with creation of best study material, quizzes and assessment.

Designation: Systems Engineer Trainee

- Got trained in fundamental programming skills and Industrial practices/skills in Java, RDBMS, Salesforce Admin and Python in Mysore.

I am ready to relocate anywhere in India and abroad. I declare that the details above are true to the best of my knowledge.

Arshdeep Sharma