Vaibhaw Gupta

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#  Career Synopsis

Having 8.5 years of experience in Development, Admin, Support& Maintenance of CRM applications with fair knowledge of Insurance, Manufacturing, publishing and Telecom domain. Having good experience of handling Development, change requests & customer requests independently with valuable experience on.

* Salesforce.com Admin
* Salesforce.com Configuration
* Salesforce.com Lightning/SFDX
* Salesforce.com Apex
* Oracle Siebel (CSW/EAI/Admin)
* PL/SQL

# Professional Summary

* Proficiency in SFDC Administrative tasks includes creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Provide individualized instruction to keep all students at expected skill level.
* Strong analytical, logical and mathematical skills.
* Having knowledge on Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Page Layouts, Record Types, Relationships, Data Migrations and Workflow rules.
* Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Identify and organize field trips to enhance curriculum.
* Worked on SOSL and SOQL.
* Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, Business processes and recommended solutions to improve their processes using salesforce.com.
* Involved in working with Wave analytics, and an in - depth knowledge of its features and applications.
* Experience working across various SFDC implementations covering Marketing Cloud, Sales Cloud, Service Cloud, Call center, Chatter.
* Good experience in coordinating with business, End Users and offshore team to understand meet the requirements.
* Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns and Custom objects as per client’s need.
* Manage users, Public Groups, Profiles, Permission Set, Data Management and Roles within the Salesforce CRM; this involved designating access to applicable user within role hierarchy.
* Performed Validation Rules, work flows, Data Security and approval processes
* Defined object and field level security.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce web to lead, custom objects, Junction objects, master-detail relationships and lookup relationships.
* Skilled in generating custom Reports and Dashboards.
* Having Knowledge of Workflow Rules & Triggers.
* Worked on Rest API.
* Having work experience on Apex and Visual force
* worked on Eloqua integration
* Created the Validation Rules, Approval Process, workflows for automated lead routing, lead
* escalation and Email Alerts.
* Designed and developed Apex Triggers for various functional needs in the application.
* Having good exposure in Cloud Computing concepts (SAAS, PAAS, IAAS)
* Good understanding of Technical trends, architectures, self-learner and motivated to stay on top of latest technology, new software and products.
* Development of Lightning components and LDS (Lightning Design System)
* Worked on CPQ and customized the product to add logic to reduce the time taken
* in creating quotes.
* Modified and worked on Service Cloud to implement complex service process
* with various process builder, workflow, email alerts, and approval processes.
* Committed to excellence, self-motivator, quick-learner, diligent, team-player, and a prudent developer with strong problem-solving skills and communication skills.
* Team player with good interpersonal skills, strong Problem solving skills.
* Possess comprehensive understanding of CRM business processes like Campaign, Lead, Account and Case Managements, Forecasting, and Call Center.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
* Experience of SVN, Git or equivalent source control system.
* Experience on Workflow & EAI Development for Siebel CRM.
* Strong analytical, logical and mathematical skills.
* Having Salesforce knowledge on Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Page Layouts, Record Types, Relationships, Data Migrations and Workflow rules.
* Identify and organize field trips to enhance curriculum on Salesforce.
* Worked on SOSL and SOQL.
* Configure/Implement the CPQ application
* Work closely with various functional groups to understand and analyze business processes and requirements
* Possess the ability to configure and/or customize applications or tools to fit varying business requirements and application support
* Drive detailed technical requirements and analysis on new salesforce.com configuration projects of varying complexity to ensure the smooth operation of our day-to-day sales functions
* Veeva CRM Support for production support project.
* Skilled in customizing standard objects in Salesforce like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns and Custom objects as per client’s need.
* Manage users, Public Groups, Profiles, Permission Set, Data Management and Roles within the Salesforce CRM; this involved designating access to applicable user within role hierarchy.
* Performed Validation Rules, work flows, Data Security and approval processes in Salesforce
* Defined object and field level security in Salesforce
* Experienced Salesforce in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce web to lead, custom objects, Junction objects, master-detail relationships and lookup relationships.
* Skilled in generating custom Reports and Dashboards in Salesforce
* Proficiency in installing App Exchange applications
* Having Knowledge of Workflow Rules & Triggers.
* Experience on File Transport, MSMQ Transport and Web Services.
* Experience on Integration Object.
* Siebel Admin for Siebel Administrator with experience in Siebel 7.0, 7.8, 8.1 and OPEN UI with applications like Siebel Call Center, Siebel eCommunication, HTIM& Siebel sales.
* Experience in UNIX Scripting on UNIX box Siebel servers.
* Application tuning for performance and Scalability.
* Experience on Remedy and Service Now Incident Management tool.
* Enthusiastic, eager to meet challenges and quick to learn and assimilate new concepts and ideas.
* Ability to work on multiple projects/tasks simultaneously to meet deadlines.
* Managing code for the entire environments for all t­­he Major releases and defects going in any environment.
* Deploying new Builds and making sure to complete the deployment before SLA time.
* Team player with good communication skills and also a self-motivated individual with exemplary problem-solving skills.

# ProfissionalExprience

**Virtusa Consultanting Pvt. Ltd. – Lead Consultant (Aug 2018 – Jan 2020 )**

|  |  |
| --- | --- |
| **Client Name** | Whily |
| **Project Title** | Whily |
| **Period**  | Aug 2108 -Till Date |
| **Position**  | Lead Consultant |
| **Responsibilities** | * Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns and Custom objects as per client’s need.
* Manage users, Public Groups, Profiles, Permission Set, Data Management and Roles within the Salesforce CRM; this involved designating access to applicable user within role hierarchy.
* Performed Validation Rules, work flows, Data Security and approval processes
* Defined object and field level security.
* Having Knowledge of Workflow Rules & Triggers.
* Worked on Rest API.
* worked on Eloqua integration
* Previously worked at the largest implementer of Salesforce in the world
* Assist sales with developing prototype demonstrations, as well as managing and completing system configurations and setting up users
* SFDC development and implementation using Apex programming, Visual force, SFDC configuration, Web services (SOAP/json)
* Configuring standard objects and modules including validation rules, formulas, record types and page layouts
* Adapts existing methods and procedures to create possible alternative solutions to moderately complex problems
* Self-motivated in keeping up to date in terms of newest technologies on the market for back and frontend usage.
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| **Project Location** | Bangalore, India |

**Accenture India Pvt. Ltd – Senior Analyst (Apr 2017 – July 2018)**

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| **Client Name** | Vodafone |
| **Project Title** | Vodafone  |
| **Period**  | April 2017 – July 2018 |
| **Position**  | Senior Analyst |
| **Responsibilities** | * Provide individualized instruction to keep all students at expected skill level.
* Strong analytical, logical and mathematical skills.
* Having knowledge on Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Page Layouts, Record Types, Relationships, Data Migrations and Workflow rules.
* Modified and worked on Service Cloud to implement complex service process
* Committed to excellence, self-motivator, quick-learner, diligent, team-player, and a prudent developer with strong problem-solving skills and communication skills.
* Worked on the designing of Salesforce CRM Custom Objects, Custom Tabs, custom fields, role based Page Layouts, Custom Reports, and Report Folders, Report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
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| **Project Location** | Pune, India |

**Vodafone Shared Services India – System Analyst (Jan 2015 – Oct 2016)**

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| --- | --- |
| **Client Name** | Vodafone Italy  |
| **Project Title** | VF-ITALY |
| **Period**  | Jan 2015 – Nov 2016 |
| **Position**  | Salesforce Analyst |
| **Responsibilities** | * Having knowledge on Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Page Layouts, Record Types, Relationships, Data Migrations and Workflow rules.
* Good knowledge with Providing Security controllers to users by using Profiles, Roles and Permission Settings.
* Having Knowledge on Reports and Dashboards
* Analyzed requirements, Involved in the development of all modules.
* Customized different page layouts and assigned them for different profile users.
* Customized tabs for among different business users groups and centers.
* Creating Work flow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
* Involved in various testing of the application.
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| **Project Location** | Pune, India |

**TATA Consultancy Services – System Engineer (July 2012 – Dec 2014)**

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| **Client Name** | RAC (UK Client) |
| **Project Title** | RAC Motoring Services  |
| **Period**  | July 2012 – Dec 2014 |
| **Position**  | Developer  |
| **Responsibilities** | * Working for Siebel Configuration development.
* Experience on Siebel EAI & Workflow.
* Experience on File transport, MSMQ and Wes Services.
* Experience on Integration Objects, EBC & VBC.
* Siebel Administrator with experience in Siebel 7.0 for Call centre application.
* Giving support to all non-prod environments.
* Conducted Application level training for the new team members in the project.
* Prepared Troubleshooting guide for easy identification and resolution of issues.
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| **Project Location** | Mumbai, India |

# TechnicalSkills

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| **Databases** | Oracle SQL, DB2 |
| **Operating System** | Windows, UNIX AIX |
| **Tools / Products** |
| **IDE** | Salesforce Developer, eclipse, Visual Studio Code , Siebel Tool, Vi editor ,Eclipse  |
| **Frameworks** |
| **Web Application**  | Siebel Application, Salesforce CRM, Workbench  |
| **Technology** | **Salesforce, Salesforce Lightning & force.com :**APEX, Visualforce Pages, Triggers, Workflows, Approval Process, Process Builders, Visual Flows, SSO implementation, Salesforce Lightning, SOAP,REST Integrations ,LWC, Lightning, Apex, Visual Force & Java Script **Siebel CRM :**Siebel Configuration., Siebel Workflow & EAI (Web Services, HTTP Transport & JMS & MQMB),Siebel Administration, UNIX Shell Scripting &Siebel EIM. |

# AcademicDetails

* **B.E** inInformation Technology from Lakshmi Narain College of Technology, Bhopal (MP).
* **Higher Secondary Course Certificate** from Higher Secondary School, Harpalpur (M.P).
* **Secondary School Leaving Certificate** from SaraswatiShishu Mandir, Harpalpur (M.P)

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| **Degree(Discipline)** | **Year** | **Institution/School** | **University/Board** | **Percentage** |
| B.E.(Information Technology) | 2012 | LNCT,Bhopal | RGTU | 77%(Degree) |
| XII(Science) | 2008 | Government Boys Higher Secondary SchoolHarpalpur | M.P. | 89.1 % |
| X | 2006 | SaraswatiShishu MandirHarpalpur | M.P. | 82.4% |

# Education

# Achievments

* Awarded a Scholarship by Central Sector Scholarship Scheme in 2008.
* Certified Oracle Database 11g.
* Salesforce Certified Developer Platform 1.
* Salesforce Certified Admin
* Salesforce Certified Einstein Discovery
* Salesforce Certified Sales Consultant

# Personal Details

Name : Vaibhaw Kumar Gupta

Gender : Male

Languages Spoken : English, Hindi

DOB : 11th Jan 1991

The above statements are true to the best of my knowledge and belief.

Date:
Place: Bangalore (Vaibhaw Kumar Gupta)