**NITU JAIN**

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**Objective:**

Work as an IT Professional for a Company where I can contribute my skills and abilities for the growth of the Company and self.

**Qualifications/Certifications**

* Certified Salesforce ADM 201
* Certified Salesforce CPQ Specialist
* Certified Sales Cloud Consultant
* Certified Service Cloud Consultant
* Certified Salesforce PD1 Consultant
* Certified Apttus Quote to Cash Consultant
* Certified Associate Project Management (CAPM) from PMI
* ITIL (Foundation) from EXIN
* Certified Scrum Master

**Education**

* M.B. A - Southern Adventist University.
* Bachelor of Commerce from South Gujarat University, Surat, India
* Indian Institute of Export Management, Bangalore, India

**Professional Experience-**

**Accenture - Quote to Cash Consultant - Feb 2021-Present**

* Successfully conducted CRP1.5 for SSI
* Working in Apttus/ Salesforce CPQ, Service and Field Service
* Collaborating with business to understand business needs, defining technical design, configuring system capabilities.
* Handling and guiding offshore team.
* Demonstrating excellent communication and customer service skills.
* Be a constant learner and show the desire to learn new skills and help in new areas.
* Experience with Apttus/Salesforce technical solutions such as workflow rules, process builder, flow designed, validation rules, custom fields, page layouts, Lightning designer and working with AppExchange products.

**Wipro-Salesforce/Apttus CPQ Consultant( January 2020- August 2020)-Ashland, Ohio**

* Serves as the technical leader for Apttus CPQ projects onsite at client locations.
* Translates business requirements into well-architected solutions that best leverage the Apttus CPQ platform
* Provide detailed level of effort estimates for proposed solutions. Articulate the benefits and risks to a solution’s feasibility and functionality.
* Provide hands-on, expert-level technical assistance to developers.
* Follow and understand new Salesforce product and technical capabilities resulting from product releases and acquisitions
* Provide expertise during sales efforts to estimate the technical level of effort
* Present to potential clients during sales efforts and be able to pull together quick proof of concepts as needed
* Thorough Understanding of CPQ & CLM.
* Works with internal / external expert consultants to provide input on the design and update of contract and Proposal management tool (Apttus)
* Hands on Experience with Apttus X-Author.
* Be recognized as a functional expert in CPQ domain.

**Thomson Reuters -Tech mahindra – (Jan2019- September 2019)- Saint Paul-Minnesota**

**Role -Functional Lead/Business Analyst / Apttus Configurator for Apttus CPQ Product configuration. Jan2019- till now**

**Domain- Tax, Legal and Media**

**Role- Salesforce Consultant**

**Project -Thomson Reuters Ecommerce store for US and Canada**

**Client -Thomson Reuters**

**This project is objected to have simplified ecommerce platforms with enhanced UI experience to increment the cross sell and up-sell of Thomson Reuters print products in US & Canada.**

**My roles and Responsibilities are below mention –**

* Product configuration of all associated Print products inclusive of Bundle and standalone.
* Participated in business workshops, understanding business requirements and creating documentation as needed including BRD's, process flows, business use cases, gap analysis and functional design document
* Catalog synchronization of all print and pro-view products with TR store (Thomson Reuters store)
* Configuration of complex pricing structure such as Nested bundle with attribute-based pricing, Year and seat-based pricing, multiple charge type pricing, matrix pricing, constraint rules, promotion and discounts.
* APEX Programming, including development of SOAP and REST interfaces
* Data loader scripting, data migration, visual force development
* Handled various activities of the project like information gathering, communicating with the developers, analysis of the information gathered, documenting the functional and business requirement
* This project is objected to have simplified ecommerce platforms with enhanced UI experience to increment the cross sell and up-sell of Thomson Reuters print products in US & Canada
* Experience in Salesforce Platform and comfortable with Salesforce Capabilities.
* Hands on experience in data loading in SDK through Data Loader.
* Written Validation and Constraint Rule in Apttus.
* Hands on experience in writing Jira story and Trello Card .
* Hands on experience on Contract, Amendments and DocuSign.
* Active participation in Daily Scrum, Apttus stand ups and Internal calls related to Blockers and Issues.
* Participating in Daily Touch Base (Launch of Canadian print product) and Daily User refinement.

**Nationwide Insurance- (June 2017- Dec 2017)-Columbus, Ohio**

**Domain-Insurance**

**Role- Project Requirement Analyst/Salesforce Analyst**

**Application-Front End Application with .net frame work**

**As a Project RA I was working for Multiple Projects. My roles and responsibilities were following**

* Involved extensively in the inception phase for understanding the Scope of the

projects, feasibility of implementation and define the risk factor involved in the project

* Created Report and dashboard through Salesforce application.
* Solid Salesforce Sales Cloud and configuration knowledge
* Ensured Salesforce and Siebel integration are working well.
* Drafted spreadsheet pertaining to business data for Various Applications.
* Effectively Handled Change Request by using IBM lotus notes.
* Engaged in writing User story and Acceptance criteria using RRC
* Hands on experience on RRC and RTC.
* Participated in Weekly Status Meeting, and Rapid Alignment for new Projects
* Assisted business team by creating Mock ups through Visio
* Experienced in issuing policies through SPOA .

**American Open Science/Research Swift (September 2015- May 2017)- Mason, Ohio**

**Research Swift is virtual company. Its scientific publishing platform create the open submission, review and access platform for scientific research community. Currently I am working as Business Analyst in Research Swift.**

**Domain- Research**

**Job Role- Senior Business Analyst/Saleforce Admin**

**Environment-Agile**

**Tool-Visio**

* Collaborating with both business and technical group to document business requirements & provide guidance on innovative solutions.
* Hands on experience in writing User Story and managing Trello
* Performed system and workflow analysis.
* Working as Salesforce Admin
* Created Process Builder, Flows and Triggers
* Hands on experience on creating Custom Object, Managing chatter and complex scenario of OWD and Sharing Rule
* Write Test Plan, Test Scenario, Test Case, Test Case Execution, UAT, Test Summary Report, Test Phase Sign-off.
* Experience with writing SQL queries.
* Facilitating workshops as needed for business process analysis.
* Clearly identified and documented customer’s business needs to justify product requirements.
* Participated in high level design of products.
* Engaged in multiple initiatives simultaneously.
* Participated in user groups as needed.
* Using Visio for creating Wireframes and Mockup

**Foundation Software (2005-2007)-Mumbai (India)**

**Domain - E-COMMERCE**

**Job Role- Business Analyst**

**Environment-Agile & Waterfall**

**Tool-Visio & UML**

**Roles & Responsibilities:**

* Managed requirement elicitation and analysis work directly with business SMEs f

Commerce system changes.

* Worked closely with technical architects/business users/developers across global market

to define end to end functional solutions..

* Responsible for documentation including Functional and non-functional requirements

functional designs, business/system process changes. .

* Created lot of graphical representation by using Visio.
* Partner with ecommerce teams to perform and recommended improvements to site

performance.