

SUMMARY

To pursue a challenging and growth oriented career in a professionally managed organization in the field of CRM development & administration (APTTUS CLM, Salesforce), enhancement & maintenance where I can contribute to the successful growth of the organization utilizing my skills and hard work.

EXPERIENCE SUMMARY

- Having 2.5+ years of configuration and implementation experience in APTTUS CLM, Salesforce Administration.
- Working experience in requirement understanding, analysis and providing solution followed by development to customer.
- Experience in end to end configuration, implementation and testing enhancements for APTTUS CLM functionality
- Experience in Template administration through X-Author in MS Word.
- Experience in APTTUS Managed package functionality and configuration.
- Experience in APTTUS Approvals.
- Experience in implementation of the APTTUS critical business requirements.
- Experience in different administration features in SFDC such as User Management, Sharing and Security, Data management, Automation using Workflow rules and Process builders, Profiles, Permissions, Validation Rules, etc.
- Data migration and manipulation using Salesforce tools.
- Understanding the business requirement Related to Service cloud and sales cloud.
- Established Validation Rules, Workflow Rules to assign a Task, send out Email Alerts to Opportunity Owners and Update fields, Custom Settings and Custom Labels

KEY SKILLS:

- Experience in the end-to-end functionality of the AGREEMENT object.
- End to end configuration and maintenance of Contract Lifecycle Management.
- Created Approval rules, query templates, workflow rules to automate tasks, E-mail alerts, field updates and time dependent actions.
- Experience in handling document output format, agreement protection, cycle time group reporting.
- Experience in Template and Contract Administration through X-Author functionality.
- Worked with Integration of Docu-sign.
- Experience in Salesforce development and administration.
- Designing, implementation and deployment of custom objects, page layouts, custom tabs, components and s-controls in order to meet business requirements.
- Creating various profiles, establishing object and field level security, and configuring the permissions based on the organizational hierarchy requirements.
- Proficiency in Process Builder, Workflows & Approvals, Reports & Dashboards, developed Formula fields, Validation rules.
- Experience in handling data management tools such as Apex dataloader, Workbench, dataloader.io
- Customized tabs among different business user groups and business centers.
- Created Email Templates, Approval process & optimized Page layouts for Mobile.

EDUCATION

- 2014 - 2018: Bachelors of Engineering in Computer Science and Engineering. CGPA 8.4 from Dr. Ambedkar Institute of Technology, Bangalore, India.
- 2013 – 2014: 12th CBSE Board with 90.6% from Sree Ayyappa Public School, B S City, Jharkhand.
- 2011 – 2012: 10th CBSE Board with 9.4 CGPA from Sree Ayyappa Public School, B S City, Jharkhand

PROFESSIONAL EXPERIENCE

Organization	Designation	Duration
Birlasoft Ltd	Software Developer	September 2018-present

CERTIFICATIONS AND TRAININGS

- Successfully completed an online certification course offered by VMware on Basics of Cloud computing, Virtualization and VMware products.
- Hold RANGER badge at Salesforce Trailhead, a learning platform supported and maintained by Salesforce.
- Attended various internal and external trainings on Salesforce, APTTUS CLM.

TECHNICAL EXPERTISE

Languages	Apex, HTML, C, C++
CRM	Salesforce , APTTUS CLM
Tools	Salesforce.com, Dataloader.io, Workbench
Operating system	Windows, Unix
Domain Experience	Customer Relationship Management(CRM)
Database	MS SQL , Oracle

PROJECT DETAILS

Project 1

Client Name: SIRVA Inc.
September 2018 – February 2019

Description:

SIRVA is a leading global moving and relocation services provider offering solutions for relocation programs of any size, frequency and complexity. It is a US and Canada based logistics headquartered in Westmont, Illinois, United States.

Technology used : Salesforce, Apttus CLM

Role & Responsibility:

- Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Performed the roles of Salesforce.com Administrator / Implementer in the organization.
- Established Validation Rules, Workflow Rules to assign a Task, send out Email Alerts to Opportunity Owners and Update fields, Custom Settings and Custom Labels.
- Worked in configuring the end to end Contract Lifecycle Management.
- Worked on complete Full Sandbox Org for Testing, Training Org, Integration Org and Production Org.
- Configured Agreement protection, cycle time groups, OOB Reports and Dashboards.
- Worked with Integration of docu-sign.

Project 2

Client Name: CooperVision Inc.
Febraury 2019 – Till Date

Description:

CooperVision develops, manufactures, and markets a range of contact lenses to a worldwide market. It is operating in three regions namely Americas, APAC and EMEA.

Technology used: Salesforce, APTTUS CLM

Role & Responsibility:

- Involved in project's end to end implementation. Provide production application support-troubleshoot, replicate issues/changes onto other sandboxes and resolve Salesforce.com usage problems and escalate issues to SFDC Premier Support as required.
- Create validation rules, approval processes, page layouts, user profiles and other system configurations in accordance with the evolving business requirements of the Sales and Marketing teams.
- SFDC user management - managing org wide hierarchy in SFDC, creating and deactivating users, Role hierarchy setup, Profiles.
- Involved in analyzing, reviewing and understanding of Business/Functional requirements.
- Worked on delivery of critical requirements on time.
- Worked on APTTUS CLM Agreement object, Approval rules.
- Worked on Cycle time reporting and OOB reports and dashboards.
- Worked on Template and Contract Administration with X-Author functionality.
- Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
- Customized page layouts for standard/custom objects and assigned record types.
- Used sandbox for testing and migrated the code to the deployment instance after testing.

- Defined org wide defaults to restrict access from users and Sharing rules to provide access for limited users.
- Completed bulk imports of data using Apex Data Loader.
- Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Performed the roles of Salesforce.com Administrator / Implementer in the organization.

Personal Details

- D.O.B : 07 Feb 1997
- Father : Amod Kumar Mishra
- Marital Status : Unmarried
- Phone: 8123808194

Shreya Mishra

Date: 15th March 2021

Place: Noida, (UP) India