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# GULSHAN KUMAR SINGH CHAUHAN

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## Sr. Salesforce Solutions Consultant

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### Summary

I'm Salesforce **certified**, having strong & extensive work experience on **Salesforce.com** CRM system, **Force.com** & **AppExchange** products in a fast-paced work environment. I have excellent requirement gathering, analysis, and solution designing skills. I've lived through **400+** exciting & complex business use cases ranging from non-enterprise architectural models to **fortune 500 enterprises**. I've worked on **Agile** development methodology within the Force.com platform. I've worked with clients in the **US, Europe & Asia** as well. Looking for new opportunities to use my personal, technical, lingual, managerial & entrepreneurial skills in the best possible way to serve the best of me & to keep up with the cutting edge of technologies.

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### Work Experience

Jan '22 - Present	Sr. Salesforce Business Analyst <i>360 Degree Cloud Technologies Pvt. Ltd.</i> <b>Recognition - APAC Consulting Head</b>
May '21 - Dec '21	Sr. Salesforce Business Analyst <i>CEPTES Software Pvt. Ltd.</i> <b>Recognition - Salesforce Technical Star</b>
Sep '19 - Apr '21	Salesforce Solution Engineer <i>CEPTES Software Pvt. Ltd.</i>
Oct '18 - Aug '19	Salesforce Functional Developer <i>CEPTES Software Pvt. Ltd.</i>

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### Expertise

Sales Cloud | Service Cloud | Community Cloud | Education Cloud | Salesforce NPSP | Salesforce CPQ  
Big Objects | AppExchange | Heroku | AWS | Azure | SharePoint | OneDrive | Dropbox | Problem Solving | Project Mgmt.

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### Project Details

Jan '22 - Present	50+ Consulting Projects (Pre-Sales, Post-Sales & Delivery) <i>360 Degree Cloud Technologies Pvt. Ltd.</i> I have lived through 50+ consulting projects in various domains such as Finance, Education, Event Mgmt., Manufacturing, Oil & Gas, Logistics, Online Delivery, Digital Marketing Services, Real Estate, Recruiting, Healthcare, Loyalty Mgmt., Non-Profits, Mortgage, Media & Entertainment, Tourism, and e-Commerce. Below are my key responsibilities areas,
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- **Pre-Sales Consulting:** Requirement gathering, R&D, Solution Designing, Documenting Scope of Work, Project Timeline & Delivery Planning, Resource Planner, POCs & Demo.
- **Post-Sales Project Mgmt.:** Customer onboarding, Project Kick-Off, User Stories & Acceptance Criteria on JIRA, Weekly Status Reports, Weekly Review & Demos, Unit Testing, User Adoption Training, Admin Configuration, Reports & Analytics, UAT, Deployment/Go-Live, Post Deployment/Go-Live Support.

Sep '19 - Dec '21

### XfilesPro(5-Star Rated AppExchange Product)

*CEPTES Software Pvt. Ltd.*

External file storage, file migration & collaboration solution for Salesforce that allows users to upload & collaborate unlimited files of any size to any external Cloud (AWS, GoogleDrive, OneDrive, SharePoint, Dropbox) or On-premise (FTP, SMB Windows Share, FILE) storage system. XfilesPro helps users to save up to 45% of excess Salesforce data storage costs.

- Product implementation specialist.
- **Subject matter expert** and solution engineer for prospects/leads.
- Perform product POCs based on customer use cases to meet the business requirements.
- Developer(level-1) support for prospects/leads and existing customers.
- Product customization for the non-package features/solutions.
- Introduce & design solutions for product features and manage product release plans with the product head & solution architect.
- Product document (admin/setup guide) creator/owner.

Technologies Used: Force.com, Automation Processes, Apex, Visualforce.

Sep '19 - Dec '21

### DataArchiva(5-Star Rated AppExchange Product | 3x Demo Jam Winner)

*CEPTES Software Pvt. Ltd.*

DataArchiva is a US Govt Cloud certified native archiving application to archive your legacy Salesforce data intelligently to BigObjects, which saves more than 80% of data storage cost and improves application performance driving better governance. It helps you archive the Salesforce data with ease and offers manual/automatic processes. It also offers the on-demand restoring capability of the archived Salesforce data from BigObject to Salesforce Data Storage.

- Product implementation specialist.
- **Subject matter expert** and solution engineer for prospects/leads.
- Perform product POCs based on customer use cases to meet the business requirements.
- Developed a module to handle archiving of the junction object and associated parent object records.
- Developed custom-related list component for previewing archived data from BigObject under live(SFDC Data Storage) parent records.
- Product document (admin/setup guide) creator/owner.

Technologies Used: Force.com, Apex, Visualforce.

Sep '19 - Dec '21

### DataConnectiva(5-Star Rated AppExchange Product)

*CEPTES Software Pvt. Ltd.*

DataConnectiva is an external data archiving application for the Salesforce platform to archive your legacy Salesforce data intelligently to AWS, Google, Heroku, Azure, etc, supporting databases like Postgres, Redshift, MySQL, Oracle, MS SQL, etc. Which saves more than 85% of data storage cost and improves performance driving better governance. It helps you archive the Salesforce data with ease and offers manual/automatic processes. It also offers the on-demand restoring capability of the archived Salesforce data from BigObject to Salesforce Data Storage.

- Product implementation specialist.
- **Subject matter expert** and solution engineer for prospects/leads.
- Perform product POCs based on customer use cases to meet the business requirements.
- Worked on POCs for building reports in Salesforce on archived data residing outside Salesforce.
- Product document (admin/setup guide) creator/owner.

Technologies Used: Technologies Used: Apex, External Objects, Heroku, AWS, Azure, GCP, Tableau.

Mar '19 - Aug '19

### ASPEN Complaint Management System(Abbott Laboratories)

*CEPTES Software Pvt. Ltd.*

ADD's current complaint management system, Innovative Quality (IQ) is no longer supportable by the vendor, Dassault. ADD must transition to a new system to maintain continuity of complaint management, medical event reporting, and related processes to avoid the excessive business and financial risk associated with the use of an unsupported system. The objective of the ASPEN project is to replace the existing ADD and AMD Complaint Management Systems with 123Compliance (123C), a software based on the Salesforce.com platform. This project charter is specific to the implementation of 123Compliance, thereby having improved data management, quality decision-making, and audits, and enhanced speed and reliability of a cloud-based solution.

- Developer support in data migration from legacy system to Salesforce.
- Designed and developed the user and security model for 850+ users.
- Performed all the deployment activities from Sandbox to Production.
- Optimized 65+ triggers and bypassed them for migration users through custom settings.
- Developed workflow rules, process builders, custom buttons/links, and various configurations based on tickets raised by the on-shore team.

Technologies Used: Force.com, ANT, Salesforce Security Model, Automation Processes.

Jan '19 - Mar '19

### Institute of Generative Leadership

*CEPTES Software Pvt. Ltd.*

This project aims to streamline, business development operations and participant management of IGL. By using the community cloud, IGL can better manage its participants. The solution will allow IGL Business Development (including core Business Development, Branding) to run its campaigns systematically. The application is built using the Salesforce communities.

- Designed and developed community login, home, and business process pages.
- Built reports and dashboards, and uploaded data using DataLoader.
- Performed end-to-end testing of the application for each user involved in the system.

Technologies Used: Force.com, Visualforce, HTML/CSS.

Nov '18 - Jan '19

### Centrum CRM

*CEPTES Software Pvt. Ltd.*

Offline managing the sales cycle of the insurance business didn't boost sales and scaled the revenue. This application aimed to design and implement a replica of core functionalities of Sales Cloud viz, managing Campaigns, Leads, Accounts, Contacts, Opportunities, etc. through a custom object model. It serves to manage their agent's activities, potential customers, policyholders(existing, non-existing), policy schemes, campaigns, and reports tracking every stage of policy sale.

- Gathered the complete requirement and designed the architecture as per the business flow and behavior.
- Developed the entire application as per the object/data model and the business use cases.
- Designed and developed a replica of their live website through Visualforce and Salesforce sites in the Salesforce platform align their business process developed here.

Technologies Used: Force.com, Visualforce, HTML/CSS.

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## Education

2014 - 2018

### Bachelors Of Engineering

*Sagar Institute of Research & Technology, Indore*

Bachelor of Engineering from Sagar Institute of Research & Technology, Indore affiliated to Rajiv Gandhi Proudhyogiki Vishwavidyalaya with a specialization in Computer Science & Engineering in the years 2014-2018.

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## Personal Details

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▪ Nationality	-	Indian
▪ Marital Status	-	Unmarried
▪ Gender	-	Male
▪ Country	-	India
▪ Languages	-	Hindi, English
▪ DOB	-	10 January 1996
▪ PAN	-	KGRPS5671E

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## Declaration

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I hereby declare that the above-written particulars are true to the best of my knowledge and brief.

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