**AKASH SHROFF**

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# OBJECTIVE

Quest to work in a professional atmosphere, which gives me a scope to display my skills and grow along with it.

# SUMMARY

**10** **years** of experience in the IT industry as CRM consultant and **6** years of experience as a Salesforce Administration and Development. Having extensive knowledge in implementing, customizing and maintaining Salesforce solutions.

* Associated for 10 years with IT industry, with an experience in Salesforce Administration and Development, Apttus CLM developer, Siebel development, Administration and CRM Functional Analysis/Testing.
* **6 years** of experience into **Apttus CLM** developer, **Salesforce CRM** Implementation that includes Administration, Configuration, Data Migration, Deployment and Testing.
* Currently working as **Assistant Consultant** with **Tata Consulting Services, Bhubaneswar** as SFDC Admin and Developer from 17th Feb 2016.
* Having over 4.5 years of IT experience at **Fujitsu Consulting India, Pune** since **08th Sep 2011** to 17th Feb 2016 as an IT Consultant.
* Working Experience on creating Custom objects, Workflows, Reports, Dashboards, and declarative features like validation Rules, Roles, Profiles and Sharing Rules, Visual force Pages, Apex controllers, Triggers and Batch processes, Lightning, Integration.
* A team player with exceptionally good organizational, analytical, training, troubleshooting, and interpersonal communication skills.

# SKILLS

* **Technical Skills:** Salesforce APEX, Apttus CLM, Aura Component, SOQL, SQL, HTML, CSS, LWC, Visual Force, Java Script, Einstein, Oracle Siebel CRM 8.1,IP2016, IP2017
* **Software and Services:** Auto-Rabbit, Flossum, Copado, VS Code, Salesforce Inspector, Salesforce Advanced Code Searcher, Workbench
* **Domain:** Sales, Service, Marketing, Telecom, Public Sector
* **Trained:** Salesforce Marketing Cloud, Salesforce Einstein Analytics, ServiceNow, Siebel, Informatica 9.5.1, CA Service Desk, Salesforce CPQ

# CERTIFICATIONS

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Platform App Builder
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified CPQ Specialist
* Copado Admin Certification
* ITIL Foundation Certification

# ACHIEVEMENTS

* Got On The Spot Award for Good Performance in ECJV Project on 2018.
* Got On The Spot Award for Good Performance in Arthrex Project on 2019.

# EDUCATIONAL QUALIFICATION

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| B.Tech(Electronics & Communication Engineering) | National Institute of Science and Technology, Berhampur | BPUT | 2011 | 7.5 |

#  Completed PGDBA in IT from Welingkar Institute of Management (2014-2016)

# WORK EXPERIENCE

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| **Project** | **Arthrex** |
| **Employer** | **Tata Consultancy Services** |
| **Duration** | **Nov 18-Present** |
| **Role** |  **Developer** |
| **Technology** | **Force.com** |
| Project Description | Arthrex Inc. provides medicine products and educational services for orthopedic surgeons. The Company offers training services in the areas of knee arthroscopy, shoulder arthroscopy, hip arthroscopy, foot and ankle, hand and wrist, develops surgical solutions, engineered products, and educational services. The application is developed in the Salesforce.com Lightning Experience which will leverage a combination of standard and custom UI and data access components. User access and data security has been implemented leveraging the standard Salesforce.com platform security layer using a combination of object (table) and record level access controls.  |
| Responsibility | * Doing Technical design.
* Hands on experience in Apttus CLM Template Development.
* Having good experience on creating template through X-Author word and migrate the template through Apttus Migration Manager.
* Having good knowledge on Merge field, Smart field, Clauses, Section, Insert as section, insert as table.
* Having experience on Agreement important terms and use of agreement standard fields. Worked on Comply system properties custom setting, Document Output Format, Agreement rules, Query template, Doc assembly rule.
* Implemented OCC for projects.
* Implemented Docusign Esignature for project.
* Having experience on Apttus package upgrade and docusign package upgrade.
* Working with Salesforce standard objects Accounts, Contacts, Opportunity,

Products, Leads.* Develop Apex Classes, Email template, and Salesforce Configurations.
* Creating and managing salesforce custom objects, fields, formulas, validation rules, custom workflow and approval processes.
* Maintaining Salesforce profiles, permission set, Role Hierarchy, Sharing Rules and Security.
* Pull and push data to and from salesforce.com using Apex data loader.
* Involved in Sanity Testing in verifying all components are migrated, Validation Rules, Workflow Rules are active in production.
* Testing the Role and Territory Hierarchy Creation.
* Testing List Views and Search Layouts of Standard Objects.
* Developing Custom Buttons in Standard Objects Using Java script.
* Developing Batch Class.
* Handling production support of the project.
* Fixing production issues within the defined SLA.
* Development of backlog user stories which are created as production issues.
* Deployment of metadata using Auto Rabbit tool
* Configuration and customization using Salesforce tools.
* Working with Salesforce Lightning component, Lightning Controller, Lightning helper class, Calling server side controller class from lightning client side controller class.
* Working with reports and dashboards.
* SIT and deployment and support.
* Updating Code coverage of test classes.
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| **Project** | **Mercer** |
| **Employer** | **Tata Consultancy Services** |
| **Duration** | **Feb 18 – Oct 18** |
| **Role** |  **Developer** |
| **Technology** | **Salesforce** |
| Project Description | Mercer is a global consulting leader helping clients around the world advance the health, wealth and careers of their most vital asset their people. In this project we migrate the mercer sales classic UI salesforce to Lightning UI.  |
| Responsibility | * Doing Technical design.
* Working with Salesforce standard objects Accounts,Contacts,Opportunity,

 Products, Leads.* Develop VF Pages, Apex Classes, Email template, and Salesforce Configurations.
* Creating and managing salesforce custom objects, fields, formulas, validation rules, custom workflow and approval processes.
* Maintaining Salesforce profiles, Role Hierarchy, Sharing Rules and Security.
* Pull and push data to and from salesforce.com using Apex data loader.
* Involved in Sanity Testing in verifying all components are migrated, Validation Rules, Workflow Rules are active in production.
* Org Cleanup Activity like Trigger Refactoring, SOQL Injection, Cross-site scripting, Bulkify, SQLNoLoop
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| **Project** | **Honeywell SFDC Development** |
| **Employer** | **Tata Consultancy Services** |
| **Duration** | June 2016 – May 2018 |
| **Role** |  **Developer** |
| **Technology** | SalesForce;Siebel |
| Project Description | Honeywell International, Inc. is an American multinational conglomerate company that produces a variety of commercial and consumer products, engineering services and aerospace systems for a wide variety of customers, from private consumers to major corporations and governments. Honeywell is a Fortune 100 company. |
| Responsibility | * Analyzing the Business Requirements, Prepare Technical Design Document.
* Developed Apex classes, triggers, Visualforce pages and Batch job.
* Worked on creating Validation Rules, Workflow Rules.
* Involved in Unit Testing and writing test classes for code Coverage.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Siebel to Salesforce Migration
* Testing the Role and Territory Hierarchy Creation.
* Testing List Views and Search Layouts of Standard Objects.
* Developing Custom Buttons in Standard Objects Using Java script.
* Prepare UTC for the individual modules developed.
* Deployment of components using change sets.
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| **Project** | **King Abdulla College of Science & Technology (KACST), Saudi Arabia**  |
| **Employer** | **Fujitsu Consulting India, Pune** |
| **Duration** | Feb 2016 – May 2016 |
| **Role** |  **Developer** |
| **Technology** | Siebel CRM |
| Project Description | KACST is based on Riyadh, Saudi based project. KACST stands for King Abdula City for Science and Technology is a college, uses SFDC CRM Application’s Service cloud module for different type of issues, concerns. Apart from this Accounts, Contacts, Attachment, Notes, Account modules are also used for ticket creation. |
| Responsibility | * Working as a **Configuration** resource in KACST Project
* Designing Solution for high level architecture.
* Working on various entities like Account, Contact, Case, Incident, Product, Agreements, Service Requests.
* Configured Applets, Business Objects, Business Components, Link, Toggles, MVGs.
* Configured multilevel [hierarchical](https://www.google.co.in/search?espv=2&biw=1600&bih=799&q=hierarchical&spell=1&sa=X&ved=0CBkQBSgAahUKEwio453T4MbIAhXI2hoKHTcFBKM) pick list for multilingual application
* Configured Symbolic String, Message Category
* Configured State model, Pre-Defined Queries
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| **Project** | **Ministry of Economic and Commerce, Qatar** |
| **Employer** | **Fujitsu Consulting India, Pune** |
| **Duration** | **July14 – Jan 16** |
| **Role** |  **Developer** |
| **Technology** | **Siebel CRM 8.2.2.0 Siebel Public Sector** |
| Project Description | It is a project related to Ministry of Economics and commerce, Qatar. It includes Citizens, foreign investors for establishing their company with different business activities in Qatar which needs MEC approval for establishment. This project involves various Data migration, integration Siebel Configuration, Workflow and Scripting. In includes Account, Contact, Case Incident, Service Request, Product, Service Agreement, Invoice, Payment entities. Through these entities, it is able to achieve Complex and High-level business Requirements. |
| Responsibility | * Working as a **Configuration** resource in MEC Project
* Designing Solution for high level architecture.
* Working on various entities like Account, Contact, Case, Incident, Product, Agreements, Service Requests.
* Configured Applets, Business Objects, Business Components, Link, Toggles, MVGs.
* Configured multilevel [hierarchical](https://www.google.co.in/search?espv=2&biw=1600&bih=799&q=hierarchical&spell=1&sa=X&ved=0CBkQBSgAahUKEwio453T4MbIAhXI2hoKHTcFBKM) pick list for multilingual application
* Configured Symbolic String, Message Category
* Configured State model, Pre-Defined Queries
* POC on Siebel to Salesforce Migration
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| **Project** | **Department of Transport, Abu Dhabi** |
| **Employer** | **Fujitsu Consulting India, Pune** |
| **Duration** | **Mar 12 – Jun 14** |
| **Role** |  **Developer** |
| **Technology** | **Siebel CRM 8.2.2.0 Siebel Public Sector** |
| Project Description | It is a project related to Department of road & transport, Abu Dhabi. It includes Citizen of Abu Dhabi CCD Agent as Actors. The customization and Data management of this specific portion is handled by Siebel. The Project involved Siebel Configuration, EAI, EIM and Siebel Workflows and Scripting. It includes five major business entities in Siebel like Account Management, Contact Management, Service Request Management, and Case Management & Incident Management. Through these entities, it was able to achieve Complex and High-level Client Requirements. |
| Responsibility | * Worked as **Configuration** resource in DoT Project
* Configured Applets, Business Objects, Business Components, Link, Toggles, MVGs.
* Configured multilevel [hierarchical](https://www.google.co.in/search?espv=2&biw=1600&bih=799&q=hierarchical&spell=1&sa=X&ved=0CBkQBSgAahUKEwio453T4MbIAhXI2hoKHTcFBKM) pick list for multilingual application
* Configured Symbolic String, Message Category
* Configured State model, Pre-Defined Queries
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