**­­ASHOK BHUSHAN**

Address for Correspondence:

Ashok Bhushan,

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**CAREER OBJECTIVE**

Seeking a position to utilize my skills and abilities in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible.

**PROFESSIONAL EXPERIENCE**

Currently working as Assistant Consultant at Tata Consultancy Services for Sales Performance Management.

**Skills: -**

1. Apttus CLM-Certified
2. Apttus CPQ-Certified
3. SAP CPQ – Certified
4. SAP Commissions - Certified

**Projects:**

1) Commissions (Implementation in Callidus cloud)

**Project Type – Development**

**Roles and Responsibilities**

* Importing Data to Commissions UI.
* Importing the ODI file through landing pad into stage table.
* Creation of Calendar and other Global values.
* Customization into Callidus system.
* Creation of rule elements.
* Rule writing as Business requirement.
* Different mode Pipeline running and Error debugging through verbose log.

**2) Apttus CPQ Implementation (Jan 2020 – Sept 2020)**

**Project Type – Implementation**

**Roles and Responsibilities**

Completed one end-to-end Apttus CPQ implementation for one of reputed client of TCS.

- Handled complete Apttus CPQ Configuration, majorly in Product set, cart setup, pricing Rules, Categories and validation callback.

- Product Modeling including Attributes, Attribute Rules Creation.  
- Experience in Data Loading.  
- Performed Validation of Product Models.  
- Work independently as well as collaboratively with a cross functional team.  
- Maintained Documentation for Processes and provided KT to core team.

**3) Apttus CPQ Implementation ( 1st Oct 2020 – Present)**

Currently working on second implementation project.

**Past Work Experience:**

Worked as **Senior Engineer Technical Support** at **Apttus Software Pvt. Ltd.** (14th March 2017 to 20th March 2019.)

Role as Senior Engineer involves owning of 3 big premier accounts ABB Ltd, NetApps and Olympus. Any issues faced by these accounts with CLM and CPQ are directly reported to me and then further analysis and troubleshooting is done by me and timely resolution must be provided.

Work as CLM, CPQ, Salesforce Admin for these accounts.

**Five Years Eight Months** experience as **Support Team Lead** with **eClinicalWorks Pvt. Ltd.** from **August 2011 to March 2017.**

**PROFESSIONAL EXPERIENCE**

**Company: Apttus Software Pvt. Ltd**

Working as Senior Engineer Technical Support with Apttus Software Pvt Ltd.

**Description:**

Working for Apttus Technical Support and helping partners and Apttus software users with their queries and errors with Apttus CPQ,CLM.

Past Company Name-eClinicalWorks Pvt. Ltd.  
Technical Support Engineer  
August 2011-Till Date

**Description:**

Working as a Team Lead, I manage a team of 25 EMR Support Engineers and guide them as and when needed. My job profile includes

**Technical Responsibilities and Skills:**

* Troubleshooting product based on Advance Java: JSP-Servlet for front end and MySQL and MSSQL as backend. Debugging/Testing technical errors with program, database, networking and reporting to development team.
* My SQL, MS SQL, Oracle 11g, HTML, XML, JSP and Servlets.
* Providing networking, design, installation and maintenance services.  
  Resolving the issues over the telephone and by email.  
  Providing support for Windows, Macintosh and Linux issues.  
  Responsible for configure and test any new hardware and software.  
  Connect remotely to client and help with installation, deployment, and troubleshooting.  
  Installing the software, operating systems and server operating systems.  
  Repairing and maintaining TCP/IP networking and hardware.
* Major portion of my job includes communicating with the US clients and understanding their issues related to the EMR software that our company is providing. The support is through voice and email support.
* I am responsible for more than 1500 major Hospitals in USA. One Hospital can have more than 100 doctors who use the software and various other users were also associated with it.
* I am also responsible to look after their servers, which were either client server architecture or hosted by eClinicalWorks (SAAS).
* Responsible for Database Servers which were either My SQL or MS SQL. The changes/maintenance in the databases was done by us as per the Hospitals’ requests. The database is the most critical of all.
* Responsible for smooth execution of various Business Optimizer reports including insurance/billing, patient data related.

**Team Lead Responsibilities (Managerial)**

* Handling and managing my team with their work, guiding and mentoring them and reviewing their yearly work and managing annual appraisals.
* Bi-weekly one on one meeting with Center Head and CEO in US office and briefing them about the weekly progress and status of Support tickets and ongoing issues.
* Taking interviews for various LOBs in the company and then passing on the list to HR Team.
* Managed technical projects for the release of new development, enhancements and modifications in effort to increase system ease and productivity for the end users.
* Managed internal and external resources to provide incident resolution and root cause analysis, identifying and recommending process improvements to further improve the overall application. Managed and performed analysis on user issues and support, improved application design and performance on the company’s system to increase end user satisfaction.
* The primary goal is to manage our support queue by every Friday to Half day volume, providing quality support keeping SLA in mind.

**ACHIEVEMENTS**  
-Recognized for Best Service in 1st year and was declared Mentor by the end of 2nd year. Got promoted to Team Lead in the 3rd year and currently managing a team of 20 Support Engineers.

-Company sent me to Westborough Office on H3 Visa to get training and attend clients for company’s Annual User Conference where more than 5000 clients visit every year.

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Year(s) | Qualification – Degree / Diploma / Certificate | Board/University | College  / Institute/ University | Percentage / CGPA |
| 2011 | Master of Computer Applications  (Information Technology) | Gujarat University | LDRP Institute of Research And Technology | 63.67% |
| 2008 | Bachelor of Science (Electronics) | Gujarat University | Gujarat College , Ahmedabad | 60.00% |
| 2005 | All India Senior School Certificate Examination (12th) | CBSE Board | Kendriya Vidyalaya, Ahmedabad Cantt | 57.8% |
| 2003 | All India Secondary School Certificate Examination (10th) | CBSE Board | Army School,  Ahmedabad Cantt | 74.8% |

**PERSONAL DETAILS:**  
  
Date of Birth : 29 December 1986

Father’s Name : Mr. Bhushan Ram

Mother’s Name : Mrs. Manbodhni Devi

Category : General

Gender : Male

Nationality : Indian

Home Town : Ahmedabad

Permanent Address : 39/566 Bhadreshwar Society,

P.O - Sardarnagar, Ahmedabad- 382475

Permanent Phone No : +91 7984072840

Mobility : Willing to relocate anywhere in India and overseas

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I declare that the details above are correct and true to the best of my knowledge.