Dhharvi Saini dhharvis@gmail.com

9834100495 Technology Analyst

Competent B. Tech professional with **4.5 years** of work experience in Information Technology. Seeking a challenging career as a Salesforce Professional, to utilize acquired academic knowledge and work experience to help achieve company goals along with nurturing my technical and inter-personal skills.

**PROFESSIONAL EXPERIENCE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Infosys Technologies LTD.*

*09/2015 – Present*

* **2 year** of cross functional experience in **Salesforce.com** and **Apttus CPQ**.
* **0.5 year** of **Onsite** experience for a Category A Banking application as Support Analyst.
* **1.5 years** of experience in **CA PPM** (Project and Portfolio Management)/ CA Clarity in a techno functional role, including requirements gathering, solution design and implementation.
* Configured user security permission in compliance with organizational needs such as **security model**, managing profiles, **Permission sets**, field level security and implemented **sharing settings** using roles, **org- wide default**, role hierarchy and **sharing rules**.
* Understanding of the **Quote to Cash** Workflow, works on Apttus CPQ and have knowledge on Salesforce CPQ.
* Creating and Configuring **Products** (**Standalone, Option, Bundle**) • Setting up **Categories**, Hierarchy, **Price List**, **Price Ruleset**, **Matrices, Product Attribute Groups** etc.
* Creating MSA using **Conga Composer.**
* Migrating Templates from one org to another using Apttus **X-Author Migration tool**.
* Worked on **X-Author for Excel** for product deployment.
* Created different templates like order forms, Invoice templates using **X-Author for Word**.
* Import/Export data using **Data Loader** and **Salesforce Inspector, Workbench**.
* Worked on **Email Templates** and **VisualForce Email Templates.**
* Deploying the code changes using **Gitlab**, SourceTree, Jenkins.
* Generating/creating contract using **Conga queries** and **Conga Templates**.
* Worked on **Billing Management- Billing Schedules, Invoice Run** in Apttus CPQ**.**
* Creating and running **Batch Jobs.**
* Developed process enhancements through **Workflow** and **Process Builder.**
* Implemented pick lists, dependent pick lists, lookups, **junction objects, master detail relationships**, validation and formula fields to the custom objects.
* Knowledge in building **Apex classes**, **Apex triggers**, **Visual force pages**, **SOQL** and **Aura Components**.
* **CA PPM Developer** with good functional experience on key CA Clarity modules such as Project Management, Resource Management and Finance Management.
* Strong knowledge & experience working in **Agile** execution methodology.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**TECHNICALSKILLS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Tools/Application:** Apex Data Loader, VS Code, Eclipse, Conga, X-Author, X-Author Migration Tool,

GITLAB, JIRA, Jenkins, Service Now, Splunk, AppDynamics, CA PPM, Excel.

**Languages/ Technologies:** Apttus CPQ**,** Salesforce Lightning, Apex, Visualforce, NSQL, HTML **Scripting Languages:** Gel Scripting

**Operating Systems:** Windows 7, Windows10

**Database:** Oracle, SQL Developer

**Domain:** Telecom, Banking, Analytics

**Methodologies:** Agile

**PROJECTS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Project 1: Implementing Quote to Cash using Apttus CPQ

The project involves implementing the QTC (Quote to Cash) workflow using the product Apttus CPQ. It helps in creating the Quote for the user, configuring the products and make money out of it.

Following are my responsibilities:

* Part of product and template team, creating and configuring products, price Lists, Templates.
* Creating price lists, matrices, price books.
* Creating various templates like invoice, order form using X-Author,
* Migrating data from one environment to another using X-Author Migration tool.
* Code changes in LC, Apex, VF Page and Triggers as per requirement.
* End to End Testing of the Quote to Cash flow.

# Project 2: Salesforce Support and Enhancements

Responsibilities:

* Salesforce support with change requests and Enhancements.
* Migration of existing Salesforce Classic to Lightning as per business requirement.
* LC development.
* Change Data Capture implementation.
* Work related Incidents raised from user for existing application as a Salesforce developer.
* Ensure ticket are update in service desk tool with appropriate resolution, documentation, root cause.
* Perform problem management for repetitive issues.

# Project 3: Providing Support to Category A Banking Application

The project involves giving 24X7 support to a Category A banking application. Roles and responsibilities for the project:

* Analysis of tickets using Splunk and AppDynamics.
* Onsite experience of 3 months
* Worked directly with the client.
* Worked proactively in Change Management, Incident Management.
* Leading the Bridge Call with different teams to resolve the issues.

# Project 4: Clarity Version Upgrade for a Global Tier 1 Communications provider

Client is an Australian product-based telecommunication company. This company manages projects and portfolios in Clarity PPM, a cloud platform for projects and financials management. Earlier version of PPM was an on-premise application and with the current upgrade product was being migrated to cloud with more advanced development architecture. So, entire project was built on it from scratch.

Responsibilities:

* Developing Processes (GEL Script), Data alerts, portlets (NSQL)
* Development of reports using Jaspersoft IDE.
* Perform testing on various business workflows. Designed and implemented Clarity Business Logic using NSQL and GEL Scripts on Clarity V14. x.
* Implemented Automation, including writing Macros and Shell scripts to help save time, effort and improve productive time to market • Data Migration using XOG.

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**CERTIFICATIONS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Infosys Training in Python – 7.5/10.00 CGPA **– Infosys Technologies Limited, Mysore**.
* **Salesforce Administrator Certified**.

**EDUCATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* B.Tech (Information Technology) from Indraprastha University Delhi (Score – 77%)
* Diploma in Civil (Public Health Engineering) (Score – 75%)

**TECHNICAL PARTICIPATIONS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Completed Agile Methodology training conducted by current organization.

**DECLARATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I hereby declare that all the information provided is true to the best of my knowledge and belief.

**[DHHARVI SAINI]**