NILESH JADHAV

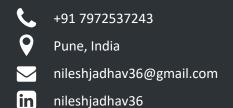SR. SALESFORCE TECHNICAL ANALYST

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- nileshjadhav36

PERSONAL PROFILE

Result-oriented professional; offering **over 6 years** of experience in Salesforce Development; currently targeting challenging assignments with an organization of repute.

CORE COMPETENCIES

Salesforce Administration

Salesforce Customization

Salesforce Deployment

Training & Development

Release Management

Project Management

Agile Methodologies

Solution Designing

Integration

EDUCATION

MCA from Padmashree Dr. D Y Patil Institute of Management Studies, Pune in 2016

IT SKILLS

Apttus CPQ

Copado

SForce Tool

Conga CLM

BitBucket

Confluence

Service Cloud

PROFILE SUMMARY

- **MCA professional** with **over 6 years** of IT experience and 5 years of experience in Salesforce with hands-on experience in Sales Cloud, Service Cloud, Apttus CPQ, CLM package configurations and customizations as part of QTC process.
- **Salesforce Certified CPQ Specialist, Administrator, Sales Cloud Consultant, Platform Developer – I and App Builder**
- In-depth understanding of Salesforce Development Life Cycle including analysis, application design patterns, integration patterns, deployment and release planning
- Possess skills in Release Management, Product Development, Data Loader, Workflows, Approval Process, Flows and Process Builder
- Skilled in creating and maintaining reports and dashboards, utilizing various tools to load and cleanse data, configuring custom and standard objects, and providing support for App Exchange integrations.
- Conferred with **Employee of the Month** for extending best support and communication in 2019
- Awarded **Star Performer of the Team** for Dec'16 – Mar'17 (Q4) at Mquest
- High integrity & energetic leader, capable of leading & motivating individuals to maximize levels of productivity; a customer-centric professional and knack for motivating large work-force for exceeding customer expectations in delivery of committed services

WORK EXPERIENCE

Sep'2021 – Jun'2022 | Jade Global, Pune

Role: Senior Salesforce Technical Analyst

Responsibilities:

- Leading a team of 6 interns with a responsibility to coach them on Apttus CPQ/CLM Projects
- Delivering support on Apttus products like CPQ, CLM, Advance Approvals & X-Author for word and Excel with the creation of Excel and Salesforce Reports based of Team's Performance on Major KPIs
- Gathering requirements and performing analysis using requirement workshops, system and business process analysis, business process descriptions, use cases, scenarios, task and workflow analysis
- Offering initial response, operational assistance, workarounds and resolutions to assigned customers for all Apttus Products (CPQ, CLM, and X-Author Contracts/Excel)
- Providing Apttus and Salesforce Product training, taking PS to TS transitions for any new implementation project and understanding the technical architecture and design and communicating within team

- Gained knowledge of project management principles and the skills to apply the principles, tools and techniques to develop/plan, managed or executed projects or work plans to ensure successful completion
- Coached team members on Agile processes and facilitated meetings plans and retrospectives; Leading daily standups for tracking progress of the team and identifying roadblocks

Mar'2018 – Sep'2021 | Enelx, Mumbai

Role: Senior Salesforce System Analyst

Responsibilities:

- Managed Product Configuration with Apttus CPQ/CLM for over 3 years
- Created user stories for user enhancement and support requests as a front line of defense for 2 years
- Maintained individual/team dashboards/reports on ticketing tools on Salesforce
- Led a project named "Knowledge Assistant" to help internal support team in expediting closure of cases
- Ensured accurate fixes and took all the escalations on critical and major cases; coordinated with clients and provided a tentative workaround in a timely manner
- Acted as **Release Manager** for over 2 years
- Ensured orgs in sync for sandbox refreshes
- Offering initial response, operational assistance, workarounds and resolutions to assigned customers for all Apttus Products (CPQ, CLM, and X-Author Contracts/Excel)
- Troubleshooting and resolving customer issues by debugging out-of-the-box and customized solutions
- Imparting proactive support, including identifying potential customer impacting bugs in releases, proactive system/limit monitoring and communications with customers and team members
- Providing accurate fixes and actioning all the escalations on critical and major cases, coordinated with clients to provide a tentative workaround in timely manner
- Generating and maintaining individual/team dashboards/reports - ticketing tool like Salesforce (cloud computing)
- Addressed the escalations & utilized various tools for technical troubleshooting

Achievement:

- Conferred with **Employee of the Month** for extending best support and communication in 2019

Jul'2016 – Mar'2018 | Mquest Software Pvt. Ltd., Pune

Role: Software Engineer

Responsibilities:

- Successfully maintained org health and stability
- Managed various SFDC configurations including profiles, roles, user management, page layout, approvals, translation workbench, workflow, process builder, validation rule, reports & dashboards
- Sorted work network, VPN and other IT related issues through verbal communication with concerned teams

Achievement:

- Awarded **Star Performer of the Year** (Dec'16 – Mar'17)