CHAVDA KUMAR H.

(B.E. Comp Engg. / Dipl. Comp Engg.)

E-mail: kumar.chavda436@gmail.com
Cell Number: +91-8733026418

PROFILE SUMMARY:

• I have **8.5** years of professional experience to world class software products and provide solutions for Technical issues that need expert attention.

• More than 6.5 years of software testing (Manual\Functional) experience in diversified US business domains like Insurance (Healthcare, Legal Litigation, Port based, & Pharma.)

• I have started my carrier with **Shine Technolab Pvt. Ltd.** which is privately held leader in ambulatory clinical solutions as Software Specialist. Here I learned professionalism and teamwork. Interaction with US and UK based clients made my communication up to the mark.

• Currently, working with **Apttus** on products like **Configure Price Quote (CPQ), Contract Level Management (CLM) and Quote-To-Cash (QTC),** Advanced Workflow Approvals, X – Author for contracts along with Salesforce.com (SFDC) platform as well as AIC Dynamics to provide working product, business implementation and support to our clients as an Engineer. **(ON_SITE Client Visit HONGKONG)**

• I now want to work for a major player, so I can be at the forefront of breaking trends and new technology. My personal attributes include leadership and sound judgment as well as creativity, analytical and troubleshooting skills. I interact productively with people from diverse background.

ACADEMIC PROFILE:

COLLEGE :   L. D. College of Engineering, Gujarat University, Ahmedabad.

Semester	Percentage (%)
3rd	61.73
4rd	71.15
5th	66.12
6th	67.22
7th	69.75
8th	74.76

Course	School / College	Board / University	Year Of Passing	Percentage (%)
B.E. (Computer Engineering)	L. D. Engineering College, Ahmedabad.	Gujarat University	2011	70.91 (Agg.)
Diploma in Computer Engineering	A.V. Parekh Technical Institute, Rajkot.	Technical Examination Board, Gandhinagar.	2008	73.33
S.S.C	Narmada Cement Sec. & Higher Sec. School. Jafrabad	GSEB	2005	80.00

COMPUTER SKIILS:

Application Software and other	SALESFORCE, MySQL, MS SQL,Azure
Operating Systems	Latest Windows OS, Linux(Ubuntu)

CURRENT-WORK Experience:

❖ **Company Name: APTTUS SOFTWARE PVT. LTD.**
  Designation: SENIOR TECHNICAL CONSULTANT.
  Duration: 20-MAY-2019 to 12-SEPT-2019.

CERTIFICATIONS:	
• Certified **APTTUS** CPQ 201 (SFDC & AIC- Apttus Intelligent Cloud)	
• Certified **APTTUS** CLM 101	
• Certified **APTTUS** X-Author for Excel	
• Certified **APTTUS** X-Author Contracts	

Work Profile:
- Currently, working with Apttus on products like Configure Price Quote (CPQ), Contract Level Management (CLM) and Quote-To-Cash (QTC), Advanced Workflow Approvals, X – Author for contracts along with Salesforce.com (SFDC) platform as well as AIC Dynamics to provide working product, business implementation and support to our clients as an Engineer.
- Customer handling through resolving issues reported by customer as a part of Bug fixes and New feature implementations.
- Providing Solutions/ Consultation for Best Practices and effective use of Apttus - Out of box robust features.
- As a SME (Subject Matter Expert), leading the critical escalation situation and drive it through to resolution.
- Consulting Apttus Configuration & Pricing setup to implement flexible Pricing mechanism.

- Guidance on Apttus X-Author Templates design assistance and issue fixes.
- Fixing issues on Advanced Workflow Approvals - Email Approvals setup/ Approvals from Mobile devices.
- Leading Technical Training of New Hires and complete assistance to help them in building effective Technical skill set on Apttus products.
- Project Transitions from Professional Services to Technical Support Services.
- Helping peers in the team on their Technical product related queries.

❖ **Company Name: APTTUS SOFTWARE PVT. LTD.**
  Designation: SENIOR CONSULTANT
  Duration: 12-SEPT-2019 to Till Date.

- Technical Interview Panel at Apttus, Technical discussions with the experienced professionals and Fresh grads.
- Collaborating with Apttus Internal teams to optimize the Apttus product deployments.
- Bug reporting to Apttus Product Success team and help them improving/ maintaining the product Quality.
- Assistance on customers Apttus Product Upgrade/ Implementation plans.
- Interacting with Premier and Partners to work on Platform and Apttus Integration related queries.
- Collaborating with Salesforce, Adobe - EchoSign and DocuSign connectors to help customers on their Platform and Contracts eSignature related concerns.
- Knowledge Base creation and Improvement Analyst.
- Template Administrations and Configuration Engineering.
- Helping customer on Apttus Developer and Customer Forums on their post and rating the answers.
- Involved in creating permission sets, change sets, workflows, formula fields, page layouts, email templates, profiles and users based on end user's requirement.
- Active Team player and experienced in interacting with Clients to provide technical feasibilities for resolving business challenges.
- As an Apttus Admin responsible for Apttus Product configuration and SFDC configuration.
- Involved in designing and troubleshooting complex applications on Force.com platform
- Proficiency on Visualforce Pages, Triggers, Workflows, Triggers & Dashboards, Deployments, Integrations
- Responsible for managing live project environment & resolve all kind of interruption in coding, database performance
- Knowledge in X-Author for Excel and Word to pull data from Salesforce, make transformations on the spreadsheet and directly update the same onto salesforce thereby saving time on the end users platform to make multiple object-based changes.

- Performed analysis and presented results using SQL, MS Access, Excel.
- Imported, exported, and manipulated large data sets in multi-million-row databases under tight deadlines.
- Collaborated with project managers, legal counsel, and other team members to gather data for projects.
- Identified data issues and provided recommendations for resolution to ensure optimal performance.
- Diagnosed and addressed operational data issues
- Project Management experience.

❖ **Company Name : SHINE TECHNOLABS PVT. LTD. (DP World – Dubai port)**
  Last Designation: Team Lead(Technical Consultant).
  Duration: 05-DEC-2011 to 17-MAY-2019

  Work Profile:
  - Providing L2 Support & try to elaborate the issue and working closely with the development team for the new feature implementation and bug resolving.
  - Using of MSSQL to check the Database related to any missing of some data. Generate Manual reports through MSSQL Server using Group by and Order by Clause. Keep the track of the Data in the Database using MSSQL.
  - Provided On-site technical assistants for Sales Engineering in POC stage of sales agreements.
  - Work with Documentation and QA teams as necessary to resolve product and document issues.
  - Implementing the Zodiac application on the End Users environment based on Different types of Sever SETUP (Client Server, Clustering etc.)
  - Point person for highly sensitive client issues, and the more complex technical cases.
  - Handling team of L2 members that includes support team for the Zodiac Application.
  - Focusing on escalation matrix to be maintained in case of showstoppers in Zodiac / ZARA Product (DP world).
  - Guidance to L2 team in technical issues faced like in JSON format, MSSQL Queries in database etc. Basics Knowledge of Linux server.
  - Knowledge of Windows server (App Pool / IIS / Event Viewer / Debugging Server logs / Window services etc.)
  - 19 Sites are running live across the globe. I was SITE-OWNER of 5 sites.

🔸 *ON-SITE (HONG KONG) BUSINESS VISIT ACHIEVEMENT:*

ON-SITE Visit HONGKONG for Implementation of ZODIAC Application that replaces running Environment under SPARCS Application. Terminal / Port was HIT (HONGKONG INTERNATIONAL TERMINALS) and it is the busiest terminal with 13000 TEU every day.

Target of this implementation and to Go-live with Zodiac was MAX 25 Days. Planned accordingly and implemented some less used Modules of ZODIAC and implemented INTERFACE of this modules with SPARCS Application, so that Data remains in Database without any loss.

After that Day by Day Migrated ZODIAC Modules and on 15th Day on 8TH SEPT all Zodiac Modules was Migrated, and SPARCS was stopped. Now HIT (HONGKONG INTERNATIONAL TERMINALS) was fully fledged with ZODIAC Application without hampering business of a single day.

On 9th SEPT, all SQL data from SPARCS Schema was migrated to ZODIAC Schema. This was the biggest achievement for me at ON-SITE visit for implementing Application in 15 days and make sure terminal operations were running smoothly.

I was rewarded by **HIT (Hong Kong International Terminals)** for my work and INTECH rewarded me on my achievement.

AREA OF INTEREST:

- Web Designing (HTML, DREAMWEAVER).
- Technical Support (L1, L2 Support).
- Perform Testing on Applications (WEB & Desktop based applications, Create Test Cases and perform MANUAL TESTING.

COLLEGE TRAINEE:(Diploma)

- ➢ Three (3) Months College Training (6th Semester) at Ultratech Cement Ltd. Jafrabad, in Diploma Curriculum.

PROJECTS UNDERTAKEN:

- ➢ Seminar on 'NETWORK SECURITY'. (B.E. 4th Sem.)
- ➢ Project on GUJARAT TOURISM –Web-Site. (B.E. 5th Sem.)
- ➢ Seminar on 'MAGIC-DRAW' – Case Tool. (B.E. 5th Sem.)
- ➢ Seminar on 'IPv6(Internet Protocol Version 6)'. (B.E. 5th Sem.)
- ➢ Project on 'ULTRATECH CEMENT LTD'. –Web-Site. (B.E. 6th Sem.)
- ➢ Project on 'PROJECT MANAGEMENT SYSTEM' – Web App. (B.E. 8th Sem.)

ACHIEVEMENTS:

- ➢ I was stood College 1st in A.V.Parekh Technical Institute – Rajkot and 10th in Gujarat in Diploma Computer Engineering.

PERSONAL INFORMATION:

- ➢ Gender : Male
- ➢ Father name : Himatbhai A. Chavda
- ➢ Mother name : Neetaben H.Chavda
- ➢ Mother tongue : Gujarati
- ➢ Nationality : Indian
- ➢ Marital Status : Married
- ➢ Languages : Gujarati, Hindi, English

LEISURE INTERESTS:

- ➢ Listening to music and watching movies
- ➢ Playing Cricket, T.T. (Table Tennis)
- ➢ Drawing
- ➢ Know something new in Computer Field.

DECLARATION:

    I do hereby declare that the particulars of information and facts
stated herein above are true, correct, and complete to the best of my knowledge.

PLACE: - Ahmedabad
DATE:-   KUMAR CHAVDA