

ASHWIN UPADHYAY

Salesforce/Apttus Consultant



PERSONAL DETAILS

Bilingual Salesforce Consultant with fluency in English and Japanese. With 2+ years of experience and knowledge of Salesforce Administration in QTC Domain including CRM, CPQ, Contract Management, Workflow and Approvals.



Phone Number

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Email Address

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Address

Agra, Uttar Pradesh India



SKILLS (TECHNOLOGY / FUNCTIONAL)

- Salesforce
- CPQ
- Contract Management
- X-Author Apps, Data Loader
- Template Building and Management
- Apex Debugging
- Workflow and Process builder
- Sharing access and Security
- Japanese Language
- Data Management



EXPERIENCE

Apttus

Consultant | Jun 2018 - Present

- Providing **consultation** to customers ranging from Healthcare, Finance, Technology, Automobiles, Electronics, and other sectors
- Managing multiple Premier Plus Accounts and performing tasks based like on Severity and Entitlements like **Weekly calls** and **Status Reports**.
- **Client Handling** on a daily basis, understanding new requirements, troubleshooting existing implementations and break-fix issues.
- With my expertise in **Japanese** language, I am responsible for handling Japanese clients, addressing their requirements, and driving their issues towards resolution.
- Debugging **Apex** custom logic.
- Using and Configuring **DocuSign** and **Adobe Sign** Integrations.
- Fluency with using and configuring **Salesforce Classic** as well as **Salesforce Lightning**, **SOQL** queries, Data Loader, and other related tools.
- Understanding of **Apex** classes, **Triggers**, **Workflows**, **Process builder**, **Visualforce Components** and **CSS**.
- Managing **Security**, **Profiles**, **User Access**, **Sharing settings**.
- **Leading** group within the team to encourage Learning within new Team members, **promoting collaboration**, **faster resolution** to reduce team's backlog. Helping Management with **Data Visualization** using **Salesforce Reports** and **Dashboards**.
- Simultaneously helping with **planning**, **resource management** and getting the task done in a timely manner for the assigned Group and Group Members.
- Created support **documentation** that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without hassle and resolve queries faster.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

Toyota Industries Engine India Private Limited

Japanese Interpreter | Jun 2016 - Jul 2017

- Assisted the representatives from Japan in Translation and Interpretation relevant to Die Casting and Design Geometry and Machine Assembly
- Provided cultural input to speakers to help parties who did not speak similar languages communicate with and understand one another.
- Conferred with subject matter experts and other colleagues to establish precise understanding of specialized concepts and translate appropriately.
- Maintained message content, tone, and emotion as closely as possible.
- Attended meetings to provide accurate consecutive translations of conversations between members.



EDUCATION

Hansraj College, University of Delhi | 2015 - 2018

B. Sc. (H) Computer Science | 6.6



PROFESSIONAL ENHANCEMENTS AND CERTIFICATIONS

- Salesforce Administrator
- Apttus CPQ (201 and 202)
- Apttus CLM
- Apttus X-Author
- Apttus Billing
- Apttus Quote to Cash
- Japanese Language Proficiency Test N2



+ SALESFORCE TRAILBLAZER

- Trailblazer Profile: <https://trailblazer.me/id/ashuin9>
- 70 + Badges
- 5+ Super Badges
- 77,000+ points

+ AWARDS

- Received a **Letter of Recommendation** from Toyota Industries Engine India Pvt. Limited for being an active contributor in the assigned discipline of work during the tenures of June-July 2017 and June-July 2016.
- Receiver **Letter of Recommendation** from IJ Kakehashi for Multiple projects completed during 2017, majorly focused on Market Research

+ EXTRA-CURRICULAR

- As **Organizer, Mehirugisai**- School cultural festival for **OISCA International, Japan**, Represented India and won appreciation for an interactive and informative presentation.
- **Leader, Kokusai KoryoBu**- The International Relations Club, OISCA International, Japan
The club dealt with management of events associated with global cultural exchange of students
- Organizing Departmental trips and Events at Apttus for Team building exercises
- Initiated **Hansraj Sports Olympiad**, Inter-department Multi Sport Tournament

+ Volunteering

- Volunteered for CYNOSURE-2016, the annual fest of Computer Science Department, Hans Raj College.
- Volunteered for National Service Scheme, Hans Raj College under Health Wing, Creative Team (2015-16), wherein I suggested and implemented social changes which were governed by the thought of betterment of health facilities

+ Participations / Sports

- Awarded certificate of appreciation by Ordinateur, the Computer Science Society, for securing First position in intra-department football tournament in October 2016.
- Runner-up in APL 2019, Apttus Premier League - Company wide Cricket Tournament

+ Languages

English, Hindi, Japanese