**Himani Varshney**

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Aspire to make meaningful contributions to the overall organizational objectives by constantly seeking new challenges.

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| **Synopsis** |

Over 4+ years of experience in Salesforce and 6 years in I.T. Worked closely with business leadership, key stakeholders, developers, and clients to identify, implement, and distribute Salesforce processes & system solutions to increase efficiency and reduce operational costs in a global Salesforce environment.

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| **Work Experience** |

**ORGANISATION** - Wipro, Greater Noida

***Associate Consultant* September 2014 – Till Date**

* **Ciena**
* ManagedRequirement gathering process for new enhancements.
* Involvedin creating and maintaining related documentation (business requirements, training materials, process flow, cases, etc.)
* Experiencein setting up customer portal for better service process and solution management.
* Allowing users' access to record types and reports in Salesforce.
* Responsible for the deployment of the stories using Change Sets.
* Worked closely and synchronized with QA analysts and performed functional, unit, and user acceptance testing.
* Provided Support for Sales & Service Cloud functionalities.
* Experience on Email to Cases and Knowledge Management Functionality.
* **Mc-Graw Hill**
* Collaborated withbusiness users and product managers in the development of new business requirements and enhancement requests by accurately capturing them and translating into system specifications.
* Worked on transitioning the Sales Cloud functionalities of the Client from salesforce classic to lightning which included multiple standard & custom objects, page layouts, compact layouts, lightning pages, javascript buttons & URL Buttons.
* Worked on transitioning the Service Cloud functionalities of the Client from salesforce classic to lightning which included multiple standard & custom objects, page layouts, compact layouts, lightning pages, javascript buttons & URL Buttons
* Worked on Lightning Knowledge Migration Tool while transitioning the Service Cloud from salesforce classic to Lightning to make the knowledge articles compatible to lightning
* Worked extensively on Salesforce.com standard objects like Accounts (Person and Business), Contacts, Opportunities, and Cases.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Participated in Client’s training on a timely basis and wrote training procedures.
* Provided all required documentation including standards, configurations and diagrams.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on JIRA for Stories & Tasks Management.
* Enhanced existing customized solutions for client using Apex Class, Visualforce Page and Lightning Component Framework,LWC(Lightning Web Component).
* Carried out deployment activities extensively using Change Set, Eclipse & Data Loader, Workbench, GIT between sandbox to sandbox & sandbox to production orgs.
* **McGraw Hill CPQ Implementation**
* Performed the role of **SFDC Analyst, CPQ Administrator and CPQ Developer.**
* Interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Worked on CPQ Pricing,Advanced Approval Process, Product Bundling, Product Configuration, Price Rule, Quote Template, Price Rule, Product Rule etc
* Developed Workflow Rules, Validation Rules, Escalation rules, Custom Fields and Approval Process to meet the client requirements.
* Worked on Email templates for Auto-Response to customers.
* Created and deployed several reports & dashboards for different user profiles based on the needs of the organization.
* Worked on Managed Package Installation and Migration between different Salesforce Environments.
* **Integra LifeSciences CPQ Implementation**
* Performed the role of **SFDC Analyst, CPQ Administrator and CPQ Developer.**
* Interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Worked on Managed Package Installation and Migration between different Salesforce Environments.
* Managed requirement gathering procees for new enhancements.
* Worked on apex triggers,Process Builder,Apex classes, CPQ Product Bundling,Price Rules,Product Rules,CPQ Billing ,Product Configuration,Service Contracts,Docusigning,Advanced Approval process etc.
* Managed deployment related activities.
* **ABB FSL Implementation**
* Performed the role of **SFDC Analyst,FSL Administrator.**
* Interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Worked on Field Service Lightning package.
* Worked on the Service Territorries,Service Appointment,Cases,Workorder,Work Order Line Items etc.
* Worked closely and synchronized with QA analysts and performed functional, unit, and user acceptance testing
* Manged deploymets using ANT tool.
* Worked on Lightning Web Components.

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| **Key Skills & Tools** |

* Salesforce.com Administration.
* Salesforce.com Development.
* Salesforce.com Consulting.
* Salesforce CPQ
* Salesforce Field Service Lightning

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| **Certifications** |

* Salesforce Certified Administrator [ADM 201]
* Salesforce Certified Force.com Developer [DEV 401]
* Salesforce Certified Platform App Builder
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Field Service Lightning
* [Salesforce Certified CPQ Specialist](https://trailhead.salesforce.com/en/help?article=Salesforce-Certified-CPQ-Specialist-Exam-Guide#audience-description)
* Flosum Certified Professional

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| Educational Qualification |

* **MTECH** (*2014–**2018*) **6.9 CGPS**

BITS, Pilani

* **BCA** (*2011 –**2014*) **80%**

Banasthali University, Rajasthan

* **Senior Secondary Examination - Class XII** (*2011*) **77.2%**

B.D.V.I.C, State Board

* **Higher Secondary Examination - Class X** (*2009*) **67%**

B.D.V.I.C, State Board

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| **Hobbies** |

* In my spare time, I love to read , sketching, cooking and to travel.

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| **Personal Information** |

* **Date of birth :** November 18,1993
* **Nationality :** Indian
* **Languages:** English (Fluent) , Hindi (Mother Tongue)