

CAREER OBJECTIVE

An immediate joiner seeking to work in an environment where I can expose my technical skills and abilities and provide the required professional service to the organization. To play a constructive role that offers professional growth while being resourceful and proactively innovative.

PROFESSIONAL EXPERIENCE (12 Years)

- Worked as Consultant with Capgemini since August 2021 to January 2024.
- Worked as Consultant with FirstZen Solutions Pvt. Ltd. since Nov 2018 to Apr 2021.
- Worked as Consultant with Climatic Controls Pvt Ltd. from July 2016 to Oct 2018.
- Worked as Procurement Manager with Reliance Jio Infocomm Ltd. from August 2014 to July 2016
- Worked as Assistant Manager with Vibrant Advertising Pvt Ltd. from August 2012 to April 2014
- Worked as Executive Trainee with NMSEZ Pvt Ltd. from June 2009 to July 2010
- Having hands on nearly 5 years of experience working on Salesforce CPQ and Program Delivery and 7 years on the Business roles like Advertising, Procurement and Negotiation.
- Good interpersonal skills, committed, result oriented, hard working with a quest and zeal to learn new technologies.
- A skilled problem-solver, Quick learner and an efficient team player.

EDUCATION

Master of Business Administration

Specialized in Marketing from SIES College of Management Studies, Mumbai, India.

Bachelor of Technology (Computer Science Engineering) from Saraswati College of Engineering, Mumbai, India.

EXPERIENCE

Salesforce Consultant

Capgemini (Aug'21 – Jan'24)

CLIENT : NUUDAY (Denmark)

Role : Salesforce CPQ Admin (May'23 – Jan'24)

RESPONSIBILITIES

- Worked with native Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts.
- Coordinate with Business Users and Pricing team to gather requirements for CPQ implementation.
- Working knowledge of product configuration, pricing set up, defining product bundle structures, constraint rules and options.
- Deployment using AUTORABIT tool to move the development to higher orgs and doing a sanity testing in the higher orgs before it goes to Production
- Taking approval from business stakeholders by giving them UAT in the higher org after the development
- Working on incidents which requires immediate attention

CLIENT : **Altria (US)**
Role : Salesforce Admin (Oct'22 – Apr'23)

RESPONSIBILITIES

- Worked on documenting the functionalities from end user perspective
- Worked on sharing rules, custom metadata, list views
- Getting the stories reviewed with Team Lead once it is completed to deploy to higher environment
- Giving functional walkthrough to QA team post deployment

CLIENT : **Belden (US)**
Role : Salesforce CPQ Admin (July'22 – Sept'22)

RESPONSIBILITIES

- Worked on Page layout issues during the UAT phase
- Worked on documenting the flexipages used for all the apps, the profiles associated to each of the page and visibility of objects as per profiles

CLIENT : **Boeing (US)**
Role : Salesforce CPQ Admin (August'21 – June'22)

RESPONSIBILITIES

- Worked with native Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts.
- Coordinate with Business Users and Pricing team to gather requirements for CPQ implementation.
- Working knowledge of product configuration, pricing set up, defining product bundle structures, constraint rules and options.
- Worked on Salesforce CPQ pricing methods, cost/markup, percent of Total, block, pricing rules, calculator plugins, volume based discounts, and customer discounts.
- Defined Org wide defaults to restrict access from users and Sharing Rules to provide access for limited users.
- Customized page layouts for Standard/Custom object and assigned Record Types. Worked with various salesforce.com Standard objects like Accounts, Contacts, Opportunities, Products, Price books and Quotes.
- Configured Bundled/Standalone products in CPQ
- Configured Product Rules for better user experience as per business needs
- Configured Price Rules to fetch the prices from custom data table
- Configured Approval Rules to enable approval process smoothly along with Visualforce email templates, Public Groups, List views
- Configured Quote templates to populate the correct template as per Quote status
- Created custom objects, Page layouts, Custom tabs.
- Worked with various salesforce.com standard objects as well as custom objects.
- Used Validation rules and Custom formulas.

Shilpa Panda, Salesforce CPQ Admin | 6X Salesforce Certified | 1X Copado | 2X Ranger
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- Created HTML/Text/Visual force email templates
- Updated the existing data using Data loader in Sales force.
- Assisted with defining their salesforce roles and groups
- Completed business analysis of client needs as pertaining to Salesforce requirements
- Understanding and designing the customer contracting lifecycle through amendments, cancellations.
- Familiar with the project tools such as agile, JIRA and ADO software and deployment tools like AUTORABIT
- Exposure to both Agile and Waterfall software development models.
- Giving business demos and technical demos to onshore team and client for respective user stories and enabling timely program delivery.

EXPERIENCE

Salesforce Consultant

FirstZen Solutions Pvt. Ltd. (Nov'18 – Apr'21)

CLIENT : Trimble (US)

Role : Salesforce CPQ Admin (Nov'18 – Apr'21)

RESPONSIBILITIES

- Worked with native Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts.
- Coordinate with Business Users and Pricing team to gather requirements for CPQ implementation.
- Working knowledge of product configuration, pricing set up, defining product bundle structures, constraint rules and options.
- Worked on Salesforce CPQ pricing methods, cost/markup, percent of Total, block, pricing rules, calculator plugins, volume based discounts, and customer discounts.
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EXPERIENCE

Consultant

Climatic Controls Pvt. Ltd. (Jul'16 – Oct'18)

- Customer satisfaction is the key priority and to churn out the best possible solutions keeping the customer's needs at the pivot
- To offer time-bound and quality services to all the clients
- Maintaining a time bound contract with the client making the services affordable to all class of customers thereby ensuring all the customers that they get timely service

EXPERIENCE

Procurement Manager

Reliance Jio Infocomm Ltd. (Aug'14 - Jul'16)

- Manage the entire process of P2P (Procure to Pay)- Forecasting/Budgeting/Negotiating/Prototyping/Collaborating with teams/Approvals from management/Vendor Empanelment/Production & Execution/Payment to vendors
- To organize for product trials (prototyping), apprise the senior management, to take their reviews/ approvals and to head for production
- Apprise the senior management with the production/ delivery TAT as per the asked deadlines and to consciously brief/manage the juniors to carry out the documentation part (operations)
- Monitoring and authorizing documents like PO/GRN/WO/BILL

EXPERIENCE

Asst. Manager

Vibrant Advertising Pvt. Ltd. (Aug'12 - Apr'14)

- Formulate a marketing communications plan including strategy, goals, budget and tactics
- Develop media relations strategy, seeking high-level placements in print, outdoor, cinema, broadcast and online media
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- Develop media relations strategy, seeking high-level placements in print, outdoor, cinema, broadcast and online media

EXPERIENCE

Executive Trainee

NMSEZ Pvt. Ltd. (Jun'09 – Jul'10)

- Designing the layout and content of numerous intranet systems as per the brief shared
- Single handedly designing and executing a monthly magazine "Newsez", post the brief received from all the stakeholders
- Hands on Photoshop, Dreamweaver and Coreldraw for numerous projects

CERTIFICATIONS & BADGES

- **Certifications:** Salesforce CPQ Specialist, Salesforce Admin, Salesforce PD1, Salesforce Platform App Builder, Salesforce Sales Cloud Consultant, Salesforce Associate
- **Copado Certifications:** Copado Fundamentals I
- **Badges:** Security Specialist, User Authentication Specialist Superbadge, User Authentication Troubleshooting Superbadge Unit, Multi-Factor Authentication and Single Sign-On Settings Superbadge Unit, User Authentication Settings Superbadge Unit, Billing Specialist, Advanced Billing Specialist, Billing Specialist Super Set
- Participated as a CPQ Tutor in Corporate Training to on-board new joiners

AWARDS AND ACHIEVEMENTS

- Received '**STAR AWARD**' in appreciation of dedicated performance and commitment to deliverables for project.

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- Got appreciations from onshore team for completing user stories well before the sprint ends.