

YASHPAL SINGH

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Work Exp: 9+ years

PROFESSIONAL SCAN

SENIOR SALESFORCE CONSULTANT

(SALES/SERVICE/EXPERIENCE CLOUD)

07/2020 – 05/2023

NN Software Solutions, Gurugram

- Served as a thought leader in determining Salesforce strategy
- Working collaboratively with the Technical Lead and development team in writing articulate business specs to technical solutions.
- Experience implementing Salesforce.com in a largescale, enterprise environment
- Effectively prepare Business Process, Process Flow Analysis, Requirements Definition, Configuration Workbook, Data Models, Detailed Functional Design, Executive Summaries and Project Plans
- Participating in pre-sales engagements with clients to ascertain business requirements and recommend best practice solutions based on client needs
- Owning the overall design of the application by mapping business requirements to system/technical requirements
- Analyses/identifies areas of risk and develops plans to minimize.
- Understanding of IT systems including system design, Object Oriented Design, databases and programming concepts
- Work with multiple work streams at one time
- Understanding of integration scope within Salesforce space (REST/SOAP)
- Engages in practice development initiatives and frequently runs knowledge storms
- Experience of managing a team as well as stakeholders (ops/business)
- Demonstrate effective written and verbal communication skills when working with business and technical stakeholders at all levels of the organization.
- Enablement and Observation from Epic/user story creation till UAT signoff was a routine activity which sometimes requires an attention on stakeholder conflicts & setting up business priorities.

SALESFORCE CONSULTANT

10/2018 - 01/2020

SMD Consultants, Gurugram

- Coordinate work streams & effectively manage project.
- Develop basic & detailed program specifications.
- Effectively work individually with stakeholders and customer team members toward customer satisfaction & success.

- Ensure expected application performance levels are achieved.
- Develop training plans, materials & documentation for users, and coordinate user training sessions.
- Understanding of IT systems including system design, Data model Design, databases and programming concepts.
- Support work effort estimates for application configuration & scripting of Salesforce.
- Creating solutions in Salesforce from client concepts and requirements
- Evaluate and recommend Salesforce features as part of solution design.

SALESFORCE CONSULTANT

01/2018 - 07/2018

SA Technologies, Pune

- Coordination with new publishers for providing sales support for acquiring new customers as well as driving scoping activities and development for existing clients
- Leading, mentoring and teaching consultants best practices for implementing Salesforce as well as executing Cognizant's implementation methodology
- Creating business requirements documentation with process flow diagrams and use case definitions
- Executing solution design activities such as object and data modeling/mapping, page layout design and rule logic definitions
- Managing Salesforce testing and validation efforts to ensure that the Salesforce configuration and development meets the business requirements and solution design
- Lead technical requirements and design gathering sessions and writing technical requirements and design documents

SENIOR PRODUCT ENGINEER (SALESFORCE)

09/2015 - 11/2017

HCL Technologies, Noida

- Develop effective data management processes & data governance.
- Perform Org health check & take actions accordingly
- Monitor Scheduled Jobs, Batch activities & failure records reprocessing.
- Create & maintain Reports & Dashboard for senior management.
- Perform routine data backup activity & notify to the stakeholders.
- Performs routine salesforce data management/clean up tasks.
- Create and maintain system documentation for fields, processes & workflows.
- User & data visibility management on Organization.
- Process setup & path selection solutioning for incorporation of Sales Modules.
- Test Case development which includes functional, Non-Functional, new integration setup for new source/system onboarding & finally an end-to-end testing on pre-prod environment before final release of functionality on Production.

PRODUCT ENGINEER

06/2011 - 07/2013

IBM India, Noida

- Providing assistance & leadership to departmental staff.
- Interact with department, company team members, management & vendors professionally & positively.
- Troubleshoot functional & performance issues, and document root cause & remediation steps.
- Respond to customer requests (e.g., Data changes, Data import/export, access requests), Monitor the status of scheduled jobs & share regular updates to concern teams.

PROFESSIONAL SKILLS

- Experience in forming the teams, leading the teams, excellent coordination skills
- Is able to effectively facilitate meetings, demonstrate brainstorming / consensus building skills, and interact with executive level project sponsors
- Demonstrated project management skills including project initiation, scoping, resourcing, scheduling and communication
- Solution consulting experience, Advanced skills in SFDC, Force.com, Business Analysis and Project Scoping
- Strong collaboration skills to work across vendor, team and business partner relationships
- Detail-oriented team player with strong interpersonal skills and ability to take a leadership role when necessary
- Good speaker with strong presentation skills able to address leadership

RECOGNITIONS & CERTIFICATIONS

- Salesforce Platform App Builder Certified
- Salesforce Certified Advanced Administrator (211)
- Salesforce Certified Administrator (201)
- Recognized as a member of NN Salesforce **CoE** team
- Conducted Salesforce Awareness Meetups/Events in Noida Colleges/University

EDUCATION

<i>Bachelor of Technology (SSCET - PTU)</i>	<i>2006-2010</i>
<i>Army Public School (HSC - 12th)</i>	<i>2006</i>
<i>Army Public School (SSC - 10th)</i>	<i>2004</i>

HOBBIES

- Listening to Music
- Fitness
- Travelling

PERSONAL VITAE

Father's Name:	Mr. Mahendra Singh
Nationality:	Indian
Sex:	Male
Marital status:	Married
DOB:	25 May'89
Languages Known:	English (Read, Write & Speak) Hindi (Read, Write & Speak)

Declaration

I hereby declare that all Statements in this resume are correct to the best of my knowledge.

(Yashpal Singh)