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| |  | | --- | | **Sham Ashokrao Chavhan**    **Email**: sfdc.shamchavhan@gmail.com **Mobile**: 8805676599  A seasoned professional with above 12+ years of commendable success in,  Salesforce CRM  Salesforce CPQ Vlocity CPQ  Business Analysis User Stories Scrum Master UAT Process Retrospective  UML, MS Visio Project Management  Basic Salesforce Lightning |   **Professional Profile**   * Experienced in Manufacturing, Hospitality, Pharmaceutical, HealthCare & Telecom Domain. * Salesforce CPQ Application Specialist and Project Management professional responsible for delivering Salesforce consulting and cloud computing strategies across Sales and Service areas. * 6+ years of extensive experience in Salesforce Consultant. * 2 years of experience in SAP CRM OM as Business Analyst. * Certified Scrum Master. * Proficient in coordinating with internal/external customers for running successful business operations and experience of implementing procedures and service standards for business excellence. * Vast experience in Business process Analysis, People and Process management. Requirement gathering & documentation. * Prepared and delivered several training materials (video, apps, dashboards) to facilitate quick and easy users.   **Experience Summery**   * Experienced in Business Process Modelling, Business Process Improvement, Requirement Gathering, Evaluation, Analysis, Salesforce Configuration, Project Coordination across the project lifecycle. * Experience in translating the customer’s requirements using SFDC best practices and crafting a solution that support their process and functional requirements. * Involved in all phases of SDLC which involves requirement gathering, requirement analysis, Surveys / Questionnaire development, Business Requirement Documents (BRD), Functional Requirement Documents (FRD). * Expert in generating and analyzing Custom reports and Dashboard for management & various business unit to provide detail information on key performance indicators. * Use Cases, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams, and strong knowledge of Unified Modelling Language (UML), GAP Analysis, Requirement Traceability Matrices (RTM). * Implemented Apex triggers, Apex Classes, validation rules, Workflows, Approval Process, Visualforce Page and Controllers for user stories, Automations and Bug Fixes. * Conducting Walk-through sessions for Business users and Development teams. * Validating & Monitoring Defects using various defect-tracking tools like Jira, Rally & Azure DevOps.   **Salesforce.com Skills**: Salesforce CPQ, Visualforce, Workflow & Approvals, Reports, Dashboards, Account Management, Contact Management, Opportunity Management, Deployment using Jenkins, Ant Migration Tool, Change Set & Packages. |

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| |  |  |  | | --- | --- | --- | | **Role Performed** | **Company** | **Duration** | | CPQ Application Specialist | Accenture Services Pvt Ltd. Pune | 21 June 2021 - **Till Date** | | Salesforce Consultant | ATOS Global IT Solutions, Pune (IN) | Jan 12, 2015 - June 15, 2021 | | Sr. Business Analyst | Osource India Pvt Ltd, Mumbai (IN) | Dec 26, 2012 - Nov 15, 2014 | | Business Analyst | Eresource Infotech Private Ltd, Thane (IN) | Sep 01, 2011 - July 31, 2012 | | SAP PS Trainee | Intellect Bizware Services Pvt. Ltd, Mumbai | Mar 14, 2011 - Aug 31, 2011 | | ERP Administrator | M/s. Moraya Industries, Aurangabad (MS) | June 01, 2009 - June 07, 2010 | | IT Engineer | M/s. Sandeep Industries, Aurangabad (MS) | May 15, 2006 - July 05, 2007 |   Work Experience: **Salesforce CPQ Application Specialist**   * Translate client requirements into Salesforce CPQ design, leveraging best practices and minimizing the need for custom development. * Worked on Salesforce CPQ configuration, worked on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc. * Experienced Quote-to-Cash solution using Salesforce CPQ. * Product bundle configuration   + Attribute base, Feature base, using different ‘Option Layout’ like wizard, tabs etc.   + Configurable, non-configurable bundling base on configuration type & configuration event.   + Percentage of Total & standalone product configuration. * Perpetual, Subscription base product conversion into asset, Subscription or Subscribed Asset on as per business requirements (Subscription pricing= POT). * Multidimensional product configuration with different terms & price dimensions. * Guided Selling with Quote Process, Process inputs & Process input conditions * Product rules configuration: Validation, Selection, Alert & Filter rules along with Option Constraint. * Quote amendment & renewals capabilities, CPQ document generation capabilities. * Order & Contract generation capabilities with same & different start dates. * Price rule confirmation using Lookup data. * Advance Approval Process   + Installation or upgradation of Advance approval   + Configured for Quote and Custom objects. Created class & test classes.   + Created buttons and link them to respective Visualforce pages, Permissions assignments.   + Configured Approver, Approval Chain, Approval Rule & respective conditions.   + Email Notification configured for different approval rules.   + Smart Approval configuration. * Involved in end-to-end unit testing for the Salesforce CPQ.   Work experience: **Salesforce Consultant** Responsibilities  * Proficiency in administrative tasks: like Creating Roles, Profiles and Users, User Interface, Tabs, Custom fields, Relationships, Security Settings, Validation Rules, Workflows, Record Types, Page layouts etc. * Worked on various Salesforce standard and custom objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards. * Conducted requirement discovery workshops with product management team and other stakeholders to understand business \ functional requirement and user goals, communicate Salesforce technical capabilities and its limitations. * Good knowledge of security and Sharing rules and Securities at object, field, and record level for different users at different levels of organization. * Worked on various Salesforce.com Standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports. * Created Page Layouts, Approval Process, Workflow Rules to manage Tasks, Email Alerts, Field Updates and Outbound Messages. * Worked on Record Types, Validation Rules, Triggers and Page Layouts. * Experience in customizing standard objects, created custom buttons, customized tab for different requirements and different page layout assignment to different profile users. * Administrated and monitored the company's Salesforce sales cloud application by creating a Workflow rules, Process Builder, Flow Builder to automate business process by provided a visual representation. * Experienced in building new Applications with the Lightning App Builder and Lightning components. * Experienced on Salesforce Lightening for Customizing Reports and Dashboards for business use. * Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database using Workbench. * Familiar with Salesforce CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Salesforce CPQ. * Performed Salesforce CPQ related configuration for product setup, approval matrices, approval rules and flows. * Imported accounts and contacts data through Import Wizard (less than 50k) or Data Loader (Data Migration). * Involved in integration activities of Salesforce.com to 3rd party application. * Deploying applications from Sandbox to production using Change Sets. * Extensively worked on Salesforce.com sandbox and production environments including creating Sandboxes and refreshing it time to time. * Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom Objects, Lookup Relationships, Master-Detail Relationships and Junction Objects. * Maintained support and delivered multiple enhancements for a Salesforce Sales Cloud Application. * Participated in deployment process between Production and Sandboxes using Jenkins, Ant Migration Tool, and Change Set. * Created Custom Reports as per customer requirements and associated them to Dashboard. * Created productive documents which will be used by rest of the team to have better understanding of the related system; Salesforce.com CRM (SOP’s).   **Environment:** Salesforce.com, Salesforce CPQ, Vlocity, Apex, Visual Force, Components and Controllers, Data Loader, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, Security Controls.  Work Experience**: Business Analyst – ERP** Responsibilities:  * Gather business requirements, design and develop and modify Timex ERP Application. * Co-coordinating with application development staff for the creation and managing of report environment for planning, design, development, and deployment of reimplementation of ERP Application. * Worked with various Onex ERP objects like Accounts, Contacts, Opportunities, Project Management, Reports etc. * Co-coordinating with Project Manager and end users to define business, financial, and Operations requirements and systems goals, and identify and resolve application issues. * Customized application tabs for among different business users’ groups and business centers (Access Configuration). * Work with business teams to prepare, prioritize and deliver reports for all functional areas and business units across the organization, * Executed Test Cases and updated the Test Results in Excel. * Performed System Testing, UAT Testing, Production Testing, and Regression Testing along with administrating. * Utilized internal defect tracking tool to log and track application defects and feature requests in the current release under test. * Prepared daily summary report about the test executions and bugs found for the team worked. * Verified that the corresponding defect fixes perform correctly and ensure that any other features impacted by the code. * Developed and configured various Custom Reports and Report Folders for different user profiles based on customer needs in the Onex Application. * Worked with the client Project Manager to run through the UAT, post deployment activities. * Preparation of Project Documentation (i.e., Proposal, POC, WBS, GAP Analysis Doc, Trainee Presentation, Video Presentation, MOM etc.) * Prepared & Uploaded SOPs for all mentioned modules. * Ticketing system – OTRS (Open Technology Real Services), Service Now.  |  |  |  | | --- | --- | --- | | **Certifications** | **Education** | **Personal Details** | | Salesforce Certified Admin | MBA (IT) from IIIT Pune, with 65 % (July 2009) | **Alternative Mobile**: 9423476599 | | Salesforce Platform Developer I | B.E. (Computer) from SSJCOE, Jalgaon, with 67% under NMU, Jalgaon (July 2006) | **Passport No**: L6986267 **Passport Validity**: 22/01/2014 - 21/01/2024 | | Salesforce Platform App Builder | HSC with 72% (Mar 2001) | **Alternative Email**: sham.chavhan@gmail.com | | Salesforce Sales Cloud Consultant | SSC with 72.4% (Mar 1999) | **Date of Birth**: 27.12.1983 | | Salesforce CPQ Specialist Consultant | NSR ID: 831156368541 | **Marital Status**: Married | | Scrum Master | <https://trailblazer.me/id/shamchavhan> | **Languages**: English, Hindi, Marathi | |