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|  **Sham Ashokrao Chavhan**  **Email**: sfdc.shamchavhan@gmail.com **Mobile**: 8805676599A 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.

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| **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 |

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