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**Pooja Wadhwa**

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**S**

**YNOPSIS**

An experienced, passionate IT Consultant with **6+ years of experience as a Salesforce CPQ specialist, Lead Functional Consultant and a Release Manager,** who has a proven track record of transforming businesses through the intelligent use of Salesforce technology.

* Strategically minded and proficient in troubleshooting Salesforce configuration, Salesforce applications.
* Functional expertise on Force.com platform. I have worked closely with management, key business contacts, and end-users to create and manage functional requirements, analyze & evaluate current system & structure, automate business processes, deliver project timely.
* Worked as a functional architect and build lead for last 1 year in salesforce CPQ having complex Quoting new sale, amendments and renewal transactions, advance approval configuration, product bundling, configuration (Version and Platform upgrades), price rules, order management, service contracts, asset and entitlements.
* Experience in end-to-end delivery of Train the Trainer (Allowing Sales Rep trainer team to be acquainted with the system) and process walkthrough.
* Working on Scrum - Agile Framework, Team builder with strong organization skills and flexible goal oriented attitude.
* Excellent time and resource management skills with ability to perform under pressure & meet deadlines.
* Availability to Travel.

 **CERTIFICATION**

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| **Salesforce Certified** |



**P**

**ROFESSIONAL**

**E**

**XPERIENCE**



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| **Wipro Technology, Pune** | |
| **Senior Project Engineer July ‘19 – Present** | |
| **Specification / Description:** | The scope of this project is to develop complete sales solution for their sales rep to win the deals and their customer will get the question quickly. Company major sales is dependent on renewal/amendment since they are charging high amount to their customers when they renew their services. |
| **Role / Responsibilities:** | * **Salesforce CPQ Functional Consultant:**    + Responsible for Coordinating discussions with stakeholders, end-users, business SMEs, and development team (Requirement analysis and prioritization, Estimations, Impact and RCA and Risk Analysis, Development).   + Worked at client location in UK to understand business and capture requirement.   + Guiding developer team with User Stories Grooming, Refining & Prioritizing, developing Acceptance Criteria, managing Products Backlog, knowledge sharing sessions etc.   + Expertise in Steel brick CPQ application and business process transformation   + Experience in leading a team with 20 (Developers + Testers + Data Migration). Extended co-ordination with BOOMI, NetSuite, MDM, PPA, Control Tower, SLD, ERAM external teams.   + Helped client be acquainted with their complex requirement to do a New Sale, Amendment, Renewal and Large Cart Quote Transactions. Quoting process through Estimator.   + Conga Quote Generator (CQG) – Legal and Budgetary document creation, Order Upload Process and verification, Transfer Asset, Merge Service Contract.   + Working on development and configuration task during this assignment like SSO – Single Sign On for Internal Users [with NAM system], Outlook Sync, Advance Approval process, Quotes, Discounting Models, Visualforce Email Template, Price rule.   + Successfully implemented a deployment process using Prodly Moover – Used to deploy metadata for Advance Approvals [Approval Chain, Approval Rules, Approval Conditions]   + Delivered FDD - functional design documentations   + Collaborative teamwork with different European vendors like 4C, Navient. |
| **Application** | * Data Loader, Workbench, ANT, BOOMI, Advance Approvals, Prodly Moover, VS Code |
| **Version Control Tools** | * GitLab |
| **Recognition** | * Appreciated by Client for my excellent skills on quality deliverables and contribution on the overall project scope determination, which helped the team immensely. * Recognized and Awarded by Project Delivery Head – “You are the fuel to MFI O2Q engine, for what you know about this engine is not much ventured by anyone else. Your versatility is your strength. Thanks for all your efforts across Approvals, Products and Sales Events”. You’re a go-getter, keep up this attitude! |

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| **Accenture Solutions Pvt. Ltd., Pune** | |
| **Application Development Senior Analyst Nov ‘16 – June’19** | |
| **Specification / Description:** | This client is one of the world’s largest publicly listed utilities focused on transmission and distribution of electricity and gas. The scope of this project was to develop field service lightning application that will allow a rep to complete day-to-day activities and track progress of various territories efficiently. |
| **Role / Responsibilities:** | * **Salesforce.com Release Manager Skills:** Manage release calendar to coordinate deployments and provide a cohesive mechanism for managing the overall schedule of releases.   + Extensive experience in Planning and execution in RELEASE MANAGEMENT, Metadata Integrity.   + Experience in planning and execution of Sandbox Management (Full Copy, Developer Pro and Developer), planned sandbox deprecation, Sandbox Refresh Pre and Post Activities.   + Documented best practices, process maps, and procedures to create deployment processes.   + End to end release process (planning -> support), maintain code, deploy/migrate from Development to QA, Pre-Prod, Production environment. * **Salesforce Administrator and Enhancement:**    + Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes   + Worked closely with Business Owners to understand the requirement   + Experienced in Requirement Gathering, Estimate preparation   + Proficiency in administrative tasks like creating profiles, roles, users, page layouts, Email templates, email services, Approvals, Workflows, Flows, Reports, Dashboards, Tasks, Expertise in maintaining the Functional areas of Accounts, Contacts, Opportunities, Activities, Dashboards and Reports   + Worked on the designing of custom objects, custom fields, custom Tabs, custom reports, report folders   + Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.   + Worked on Test Class |
| **Application** | * Data Loader, Eclipse, Workbench, ANT, Vlocity Data packs, BOOMI |
| **Version Control Tools** | * SVN, Bit Bucket, GIT |
| **Recognition** | * Rewarded ‘Certification of Appreciation’ by Client’s Manager for the successful delivery * Appreciated by Business Team for resolving Production issues * Appreciated by Manager with ‘Recognition award’ for proactive learning and delivery excellence * Received Accenture Outperform Awards for 3 consecutive years. |

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| **Application Development Analyst Sept ’15-Oct ’16** | | |
| **Project** | * **SAP CRM Techno-Functional:** Able to provide solutions, dig into the system for Impact assessments, Analyze Issues and provide quick resolution/fixes very quickly.   + Production CRM Support - incident tickets   + Change Request - Root cause analysis and technical document. Implement using ABAP and perform UT and SIT   + Excellent Debugging skills   + Contract replication in ISU- ECRMREPL, Request Load. | |
| **Training** | SAP ABAP Training | |

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| **Associate Software Engineer Oct ‘14 – Aug ’15** | |
| **Project** | * **Functional Tester:** Strong in analyzing business specifications, requirements gathering.   + Developing Test plans, Test cases, Test scripts, Test Scenarios   + Expertise in Bug Tracking system and Process using Quality Centre   + Possess excellent skills with effective communication, self-organizing skills. Assertive and a committed team player. |
| **Tools** | HPQC, HPSM, Service Now, BOX |

# EDUCATION

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| **Course** | **Specialization** | **Institute** | **University** | **Year** | **%** |
| B.E. | Computer Science | Sinhgad Institute of Technology, | [Savitribai Phule Pune University](http://www.unipune.ac.in/) | 2014 | 65.4% |
| XII | Science | Emmanuel Senior Secondary School | CBSE Board | 2010 | 84% |
| X | General | St. Paul’s Senior Secondary School | CBSE Board | 2008 | 80% |