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## VISHAL KUMAR SACHDEVA

### SUMMARY

9 years experienced professional seeking opportunity in a challenging and progressive environment, to continuously grow and enhance skills, while contributing to the success of an organization.

### CERTIFICATIONS

- Certified Salesforce Administrator (ADM 201)
- Certified Salesforce Advance Administrator (ADM 211)
- Certified Salesforce Service Cloud Consultant
- Certified Salesforce Sales Cloud Consultant
- Certified Copado Dev Ops Administrator

### PROFESSIONAL EXPERIENCE

#### 1. Sr. Functional Consultant | Icertis | Pune

August 2019 – Present

- Implement Icertis' Contract Lifecycle Management (CLM) for global clients.
- Drive CLM configuration, implementation, and deployment across multiple engagements for Icertis CLM clients.
- Manage templates, clause library, workflows to address complex CLM process
- Carry UAT test cycles for the project
- Deliver platform training to CLM business users, Project Managers on the Icertis CLM platform
- Build and foster internal consulting capability within the implementation team.
- Engage with cross-functional business teams & collaborate to define solutions to implementation objectives.
- Conceptualize and formulate best of breed solutions in close collaboration with business that effectively address key implementation objectives of the clients within the scope, of Icertis products.

## **2. Salesforce Analyst| Accenture| Pune**

Oct 2015 – Aug 2019 | 3 years 11 Months

- Worked as an admin & consultant for Salesforce implementation for EU recruiter client, E-commerce & Life sciences Clinets.
- Worked on customization and configuration of Salesforce CRM
- Worked on workflows, process builders, approval processes, reports & dashboards, security model, sharing rules, Data model, deployment processes, delivered in agile methodologies.
- Provide support in pre & post deployment hyper-care activities.
- Carry end to end test cycles in UAT
- Create training materials on Salesforce functionalities within the project & and conduct user training for clients.

## **3. Sr. Executive (Salesforce)| Cognizant | Pune**

Feb 2014 – October 2015 | 1 year 8 months

- Being a part of Salesforce.com Global Support team, worked on configuration, implementation of solutions on the Salesforce CRM platform.
- Worked on SLA based problems & provided real time solutions as a customer representative of Salesforce Global Support team.
- Setup data model, security model, user roles, profiles, manage licenses designing, analyzing and testing the Salesforce functionalities.

## **4. CRM Analyst|Convergys| Pune**

Jul 2013 - Dec 2013 | 6 months

- Worked as a support engineer for Microsoft CRM wherein the responsibilities included exchange server configuration for new Office 365 users. User setup, managing users in Active directory and Windows Azure configuration.

## **5. Technical Executive| ASIM Navigation | New Delhi**

Mar 2012 – Jun 2013 | 1 year 3 months

- Worked in a challenging pre-sales environment, where the responsibilities include giving gathering client requirement and demonstrate GPS software & hardware solutions.
- Provide B2B Support for software solutions for the employee tracking, monitoring and reporting for FMCG, Pharma and marketing organizations to be integrated with there existing SAP modules. The services included land based surveys for power sector, property tax solutions, tree census, GIS., analyze technical issues and troubleshoot.
- Worked for Govt. Of India pilot project (Janani Suraksha Yojana) wherein represented the firm to promote high end GPS equipment for Govt. projects.

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**EDUCATION**

**B.E. (EC), Rajiv Gandhi Technical University, M.P. (2011) | 68%**

**Secondary School Examination(X), CBSE (2007) | 72%**

**Senior School Certificate Examination (XII), CBSE (2005) | 58.2%**

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**Key Strengths:**

- Strong verbal and written communication skills
- Strong interpersonal skills and broad business, technical and industry knowledge
- Ability to effectively communicate well with stakeholders
- Ability to learn quickly in a dynamic environment
- Certified in every skill worked on

**Declaration:** I hereby declare that the information provided above is authentic and accurate to the best of my knowledge & belief.

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