

Komal

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**Apttus CLM Solution Architect**

**CAREER FOCUS:**

Results driven Solution Architect/Salesforce CRM Consultant with over 8 years of experience working with customers in Software, Multimedia, Health, Mobile Payment, Communications, Electricity, Internet, GIS Geographic Information Systems verticals. Skilled at analysing business processes and finding automated solutions. Engaged on more than 20 Apttus CLM / Salesforce implementations at various companies.

**SUMMARY OF ACCOMPLISHMENTS:**

* 8+ years of experience as CRM Solution Architect, Business/Systems Analyst.
* Expertise in Quote-to-Cash (QTC), including Contract Lifecycle Management (CLM), Apttus X-Author for word/Mac, Intelligent Approval Workflows (IWA) domains.
* Spearheaded major Salesforce CLM projects for Apttus. Streamlined Contract processes and provided users with more efficient solutions.
* Lead requirement gathering workshops and the solution design process with stakeholders.
* Worked in Agile Scrum environment and led daily stand up meetings including Sprint

Planning, Product Backlog Grooming Sessions, Sprint Review, Sprint Retrospective.

* Performed requirements management, business process re-engineering, system integration design, system configuration, change management, and production support.

**CERTIFICATIONS:**

* Apttus Certified Contract Life Cycle Management (CLM)
* Apttus Certified Configure Price Quote (CPQ)
* Apttus Certified Intelligent Workflow Approvals (IWA)
* Apttus Advanced CLM (CLM Implementation Best Practices)
* Salesforce Certified Advanced Administrator (ADM211)
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Administrator (ADM201)
* Salesforce Certified Force.com Developer (DEV401)

**ACCOMPLISHMENTS:**

Received “Apttus Employee Recognition Award” for One Team Player and outstanding performance in implementing CLM Projects.

**SKILLS:**

Agile ● Waterfall ● JIRA ● Visio ● Data Migrator Tool ● Quote-to-cash ● Business analysis ● DocuSign ● EchoSign ● UAT/ Testing / Production support ● Salesforce.com Analysis, Development and Administration ● Configuration ● Apttus Intelligence ● X-Author for Windows, Mac ● Data Loader ● Field Trip ● Blue Canvas ● Excel

**PROFESSIONAL EXPERIENCE:**

**CloudParadigm**,Cupertino (December 2018 – Till Date)

**Solution Architect**

Major Clients at Cloud Paradigm – Equinix- Sunnyvale, Guy Carpenter- New York, BMC- Texas, PWC

**Responsibilities:**

* Led design and implementation activities of Apttus CLM Wizard project at Equinix which was delivered in 7 months. This successful go live involved 10,000+ hours, collaboration between 15+ onshore/ offshore resources resulting in excellent adoption as 100+ Contracts were created within first week of Go Live.
* Led design and implementation activities of Apttus CLM and played key role in a transformation project at leading global risk and reinsurance specialist customer- Guy Carpenter wherein quote lifecycle was brought down from 3 weeks to few minutes.
* Lead a team of Salesforce lightening configuration engineers and developers. Responsible for overall implementation project success and customer satisfaction with Salesforce and Apttus CLM solutions. Worked on Salesforce Classic to Lightening migration, data migration, profile consolidation at various clients.
* Collaborated with Client business stakeholders to translate business requirements into technical solutions, lead requirement sessions, solution design, build review, oversee UAT’s, deployments, post production support and provide expert services.

* Drive all aspects of successful implementations from requirements and design to training and delivery. Provided Apttus X-Author for word expert services to various clients

**Apttus** San Mateo, CA (August 2015- July 2018)

**Solution Architect/ Senior Business Systems Analyst (Professional Services team)**

Architecting Innovative solutions to customer requirements, business process, automation needs and enhance the way they work using the Salesforce cloud and Apttus Intelligent Cloud platform.

**Major Clients at Apttus** – ServiceNow, Snapchat, Square, Twilio, Commercial Energy, Blackline, Flatiron, Bloom Energy.

**Responsibilities:**

* ServiceNow SURF integration with Apttus CLM
* Worked on Servicenow home grown application SURF Integration with Apttus CLM. automated contract life cycle management process, configuration guidance, approval routing and information sharing to speed sales processes and drive to larger deals
* Searchable contract repository that manages all documents in a single location with a metadata-enabled search function, version control and parent-child relationships
* An integrated tool that leverages customers from SURF to manage contracting activities and processes.
* Searchable contract repository that manages all documents in a single location with a metadata-enabled search function, version controls and parent-child relationships.
* Experience in different phases of project lifecycle including Business analysis, Requirement gathering, Solution Design, Test Case Authoring, Build management, deployment and post production support.
* Responsible for overall implementation of solution success, ensure solutions adhere to consistent standards and Apttus best practices geared towards customer satisfaction.
* Collaborate with members of the project team, product team and business owners to design, develop, test, provide post-release support, product release information and roadmap.
* Perform hands-on solution design, solution architectures, architecture roadmaps, proof-of-concepts, and development tasks as required in support of current and new projects.
* Perform hands-on solution (CPQ/CLM/AWA) configurations/customizations, testing (QA/UAT), and data migrations.
* Mentor and train the internal team on design and architecture best practices, provide hands-on delivery guidance.

**Xoriant Corporation**, Sunnyvale, CA (May 2014 – August 2015)

**Salesforce Business Systems Analyst**

**Client- ESRI INC.**, Redlands, CA

Led Salesforce integration project and drove it to completion, improving efficiency of EPN team 80%. Conducted multiple meetings with end users, analyzed requirements, and devised the optimal solution. Integrated Salesforce with Conga Composer and DocuSign and gave pilot demos.

**Responsibilities:**

* Managed 2000 users, 70 profiles, 440 roles and multiple portals and applications. Worked on

validation rules, workflow rules, assignment rules, approval process, and auto response rules.

* Managed custom objects, custom fields, profiles, roles, permission sets, page layouts, record types, sharing rules, process builder, dashboards, reports, report types, email templates, page layouts, record types, workflow rules and approval processes.
* Used Data Loader to control, standardize, verify, transfer, import and modify data in Salesforce. Mapping and migrating data from one Salesforce org to other Salesforce org and systems.
* Provided best practices and advised on technological alternatives for optimizing Salesforce’s lead management process.
* Developed innovative change management process for Salesforce deployments, which enabled more consistent and efficient workflows for all Salesforce users.
* Created and customized dashboard and out-of-the-box reports. Helped launch Esri Maps for Salesforce on App Exchange allowing more efficient use of maps.
* Work with the Business Users within the company and understand their complex business requirements and design solutions in our SFDC Org.
* Migrated Accounts, Contacts, Leads, Opportunities from one Salesforce instance to another

Infovity Inc San Mateo, Walkwater Technologies San Jose, CA (September 2012 – December 2013)

**Client EQUINIX, Inc** ., Redwood City, CA

**Business Analyst,** Oracle Consultant

Responsibilities:

* Provided 24/7 global support for Oracle apps applications for various regions like America, Asia, and Europe, receiving praise from many customers for technical expertise and prompt service.
* Performed End to End testing while delivering Procure to pay cycle during UAT across the Oracle modules teleservice, configurator, order management.
* Organized and managed Business user acceptance testing (UAT) and Business Solution Walk-Thru Demo's in coordination with team.
* Executed test cases, test scripts, maintained test results and test data, logged and tracked defects in ServiceNow.
* Provided business and system analysis for Oracle products. Collaborated with user groups to gather requirements for implementations. Outlined projects and drove them to completion; implemented requirements on Force.com platform.

**Premier Fasteners,** Nagpur, India (June 2009–July 2010)

Junior Analyst

* Triaged IT problems and documented them in ticket-tracking system.
* Developed presentations and gave demos for clients.

**EDUCATION:**

**Master of Science, Engineering Management,** California State University, Northridge (2012)

**Bachelor of Science, Electronics Engineering,** Yeshwantrao Chavan College of Engineering, India (2009)