Divya Gupta

✉ **aditi121992@gmail.com**

Mob: +91-7038216528

PROFILE SUMMARY

Currently working With Wipro as an Associate Consultant SFDC Developer.

- Around 3+ Year of experience in IT industry including 2+ years of experience in Salesforce CRM including Configuration & Customization along with Apttus CPQ & CLM.
- Worked in Salesforce.com implementations projects with various clients.
- Experienced in interacting with Business users in analyzing the Business process requirements and transforming them into documents, designing.
- Experience in Declarative development such as Creating Users, Profiles, Page Layouts, Validation Rules, Visual flows, Workflow Rules, Data Import/Export, process builder and Reports and customization i.e. Apex Triggers, Apex Classes, SOQL, Visual Force pages, Lightning configuration.
- Good knowledge of Salesforce Admin, APTTUS CPQ, APTTUS CLM, ITSM, ITIL Process, Service Now, BMC remedy.
- Good communication skills, self-motivated, quick learner and a team player.
- Worked on Custom demoes and POC as part of Sales Engineering team.

CERTIFICATIONS

APTTUS (Configure Price Quote) CPQ 201

APTTUS (Contract Lifecycle Management) CLM 201

Sales force Certified Administrator

Apex Programming Certified (UDEMY)

INDUSTRIAL EXPERIENCE

- Financial Services
- Manufacturing Services
- Pharmaceutical Services

SKILL PROFILE

Development & Customization:
- Extending functionalities with the customization in the area of Sales Cloud.
- Point and click customization.
- Apex Code (Controllers, Triggers, VF pages).

- SOSL & SOQL with consideration to governor limits for data manipulation.

Workflow Automation:
- Workflow automation for Apps.
- Convert and configure business workflows to Salesforce.com workflows.
- Multi step approval processes.

Data Migration & Management:
- Extracting data for mapping data to that format in excel and the converting it to .csv file and uploading it using DataLoader.
- Data Validation rules for Data quality.
- Workbench.

Administration:
- Controlling security level settings based on the Role and Profiles, Permission Sets, Sharing Settings, OWD.
- Implementation of Objects, Fields, Relationships, Page Layouts.

Other Skills:
- **Languages**   : Apex
- **Database**   : SOQL,SOSL
- APTTUS CPQ & CLM
- ITIL, ITSM BMC Remedy, Service Now

EXPERIENCE

Wipro Limited	From **Aug 2019** to **Present**
TATA Consultancy Services (Contract)	From **Dec 2018** to **June 2019**
Tech Mahindra Ltd.	From **June 2016** to **Oct 2018**

EDUCATIONAL QUALIFICATION

B.E in Electronics & Communication from **Graphic Era University, Dehradun (U.K.)** in 2015.

Senior Secondary School Certificate (10+2) from Varanasi Public School in 2010.

High School Certificate (10th) from Varanasi Public School in 2008.

PROJECT DETAILS

Project Worked on:

Project Name	Salesforce & APTTUS CPQ Implementation for CRL
Client Industry	Manufacturing Services
Project Stages	Design & Documentation/ Configuration/Customization

Description of Project	**MAKE COMPLEX PRODUCT SALES SIMPLE ON ALL CHANNELS**: Add line items without sacrificing complexity. Product visibility & availability rules (location/channel/user). Guided selling wizards for configurable products.
	MANAGE PRODUCT & SERVICE COMBOS WITHOUT SEPARATE QUOTES: Quickly combine products with professional, subscription or after-market services. Full visibility into purchases on a single quote. Quickly upsell & cross-sell added services with guided selling
	BREAK BOTTLENECKS & BARRIERS IN THE SALES PROCESS: Manage Quote-to-Cash with an intelligent solution on a single data model. Templates and playbooks make deal construction easy. Machine learning insights & alerts enable rapid sales process improvements
Principal Role's	• Manage unlimited product complexity, including nestled bundles.
	• Faster, more accurate quoting process
	• Security and Sharing Implementation.
	• Multichannel sales on a single platform
	• Multiple rule types & constraints
	• Unlimited attributes for configuration, including nested bundles
	• Configuration of Apttus CPQ for configuring the catalog and support complex pricing scenarios.
	• Developing Apex Class and Triggers using best coding practices in SFDC.
	• Custom page development using Visual force as per requirements.

Project Name	Salesforce implementation for ICE
Client Industry	Financial Sector
Project Stages	Design & Documentation/ Configuration/Customization
Description of Project	This is a sales cloud based project where Credit Union provides a variety of Financial Services to its Members that will satisfy a variety of financial needs to its clients. Business is set to sell their financial products like Credit, Debit, Pre-paid etc. where each card services are maintained in the Sales force Instance.
Principal Role's	• Understanding client requirements and mapping them against Salesforce functionalities.
	• Implementation of trigger, visual force ,Classes, Unit Test classes, SOQL, SOSL, Reports,
	• Security and Sharing Implementation.
	• Validation, workflow, Approval Processes, Process builder.

Project Name	Salesforce implementation for Verizon Enterprises Solution
Client Industry	Sales Services
Project Stages	Design & Documentation/ Configuration/Customization
Description of Project	This is a sales cloud based project Where Business is set to client Accounts & their partner account which sell their product to their assign regions & create lead, cases and opp. as much as possible.

Principal Role's	- Understanding client requirements and mapping them against Salesforce functionalities. - Implementation of trigger, visual force ,Classes, Unit Test classes, SOQL, SOSL, Reports, - Security and Sharing Implementation. - Validation, workflow, Approval Processes, Process builder.

Project Name	Vodafone Australia
Client Industry	Telecom Services
Project Stages	Production Support / ITIL Process
Description of Project	This is a Telecom project, Where Business is set to client Accounts & their partner account which sell their product to their assign regions and maintain the Order management.
Principal Role's	- Maintains a ticketing queue to resolve billing, failed Orders issues of end-users. - Add new functionalities to the system as per new CRs. - Analyzing and troubleshooting of live problems/production issues as they occur. - Monitor application performance using Splunk and BMC Remedy. - Supported customer facing ecommerce websites and mobile applications.

Achievements

- Won the **BRAVO** award - Q3, 2016 for showing versatility in the work profile.
- Won the **PAT ON THE BACK** award, 2017 for showing consistency in proactively organizing various Team Building activities and coordinating with various accounts for getting more business.

Research Achievements

- Research Paper On *"Classification of Polarimetric Radar Data with Texture Measure" has been successfully published in 'IEEE XPLORE'.*
- Presented a Research Paper on "Classification of Polarimetric Radar Data with Texture Measure" at "National Conference on Recent Advance in Electronics & Computer Engineering *(RAECE-2015)" organized by IIT Roorkee during 13th Feb'15 to 15th Feb'15.*

PERSONAL DETAILS

Nationality   : Indian

Language   : English, Hindi

Current Address :   Flat No 503 B–wing Lorelle Society, Datta Mandir Road, Wakad, Pune

I hereby declare that aforesaid are correct to the best of my knowledge & belief.

(Divya Gupta)