

Aman Verma

Technology and business visionary offering a career experience of nearly 5 years that reflects diverse experience in MS-SQL, Apttus CPQ/CLM configuration, XAC, XAE Knowledge, Technical Support, end to end implementation assistance with a year-on-year success in enabling technology; targeting challenging Senior Level assignments.



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Consultant
Apttus+Conga, Ahmedabad

DOB: 04.01.1994
Nationality: Indian
Marital Status: Unmarried
Address: Adityapur,
Jamshedpur
Email :
akamanverma@gmail.com

Languages Known:

- English
- Hindi

Profile Summary

- Currently working as a consultant for Apttus CPQ, CLM, XAC, XAE, Approvals and Conga Contracts for Salesforce product.
- Prime focus is handling accounts with ACV > \$1,000,000. Looking into Conga configuration, basic Workflow, triggers, Apex Class and Vf Page debugging.
- Data analysis using metrics such as Net Promoter Score(NPS) to monitor and drive Customer Satisfaction results and feature addition to the product and its Roadmap.
- Experience in providing service and support to Google Cloud Platforms, McAfee, Hitachi ABB and Glaxo Smith Kline (GSK) accounts
- Experience in Customer Implementation and Customer Escalations handling .
- Prolific performance and productivity resulted in back to back employee of the month awards in 2021.

Core Competencies

Team Management & Leadership

Customer Focused & Vendor Management

Self-learner & Highly Motivated

Excellent communication & Presentation

Troubleshooter, Escalation Handling

Leading without Authority

Work Experience

Consultant

Since Nov 2019

Apttus+Conga, Ahmedabad

Part of Technical Support Engineering Team. Primary assigned engineer for Google, McAfee, Hitachi ABB and GlaxoSmithKline (GSK) specialized in Apttus/Conga QTC, CLM, Approval and award winning X-Author for Contracts and X-Author for Excel software. Secondary responsibility also includes reporting and escalating product bugs to Development team and get the hotfix delivered to high end customers with ACV > \$1000000 for a seamless customer experience

Significant Accomplishments:

- Worked on Apttus CPQ, CLM, XAC, XAE and SFDC configuration and problems.
- Handled various Customer escalation process.
- Delivered various ideas for Salesforce Classic and Lightning enhancement.
- Worked on Triggers, Apex Classes, Workflows, Approvals etc.
- Delivered excellent customer experience.
- Product adoption and Evangelism.
- Developed various Knowledge Articles.
- KPI adherence & Coaching

Support Consultant

2016 - 2019

Allscripts LLC

Supported Professional Practice Management software, assisting clients under environments such Allscripts Hosted cloud, On premises, ASP and Citrix.

Working on MS SQL using scripts and running performance trace for slowness issues when demanded at the database end making sure the client needs are catered and value of money is justified for clients. Responsible for smooth functioning of the application for clients both on the front end and backend, in collaboration with the in-house IT service maintenance of the clients be it on the database server, terminal server or on FAT PC's

Academic Details

- Bachelor's in Computer Science and Engineering (BPUT University)
- Senior Secondary Education (St. Mary's English High School, CBSE Board)

Certification Details

- Apttus CLM 201 (Certified)
- Apttus CPQ 201 (Certified)
- Apttus CPQ 202 (Certified)
- SFDC Admin 201 (Registered)

Skill Set

