

SAURABH MITTAL

✉ saurabhmittal.bjn@gmail.com

☎ 9823110155

📍 Jaipur, India



Profile

A certified Salesforce professional with 15+ years of experience in CRM Design, Development & Maintenance.

Almost 3 years of experience in Salesforce Vlocity Implementations.

12+ years of experience in executing & implementing high valued Siebel projects with strong Telecom CRM Background.

Professional Experience

- Blend of techno functional CRM knowledge Salesforce Vlocity as well as Siebel
- Currently associated with Wipro Technologies, Jaipur India as Lead Analyst (Salesforce-Vlocity)
- Hands on Experience in Vlocity Omnistudio, OrderManagement and EPC.
- Insightful knowledge in end-to-end project planning and implementation from scope management, documentation, resource planning, release/sprint planning, risk analysis, quality management, after implementation support and user manuals.
- Formulated and implemented the SDLC and Agile methodologies.
- Experience of working directly with customers, sponsors, stakeholders and end users.
- A Self-starter with a positive attitude, willingness to learn new concepts and acceptance of challenges.
- Great in public relations, customer service and mentoring.
- Conducted training programs for internal and external stakeholders/ end users.
- Extensive experience in Order Management-ABO process, Quote, Orders, Asset-Management, CPQ and various Telecom implementation.
- Experienced in Integration, worked on SOAP and Rest based Integrations.
- Worked on sales module, Salesforce standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, and Campaign.

Certificates and Concepts

- Salesforce Certified Administrator
- Salesforce Certified PD1
- Vlocity Certified Order Management Developer
- Vlocity Certified Omnistudio Developer
- Salesforce Certified Industries CPQ Developer
- Siebel Customer Order Management Deep Dive Training

Skills

- CRM - Vlocity Order Management, EPC, Salesforce Sales Cloud, Siebel
- Web Services – SOAP, REST

- Design, Development, Business Analyst of CRM Applications.
- Devops Tools: Git, IDX Workbench, VS Code
- Project Management Tools: JIRA, Confluence, Sharepoint, Service Now
- MS office & UML Diagram Tools: Excel, Word, OneNote, MS Visio, Draw.IO
- Technical Tools: SQL developer, VS Code, SOAP, Postman

Projects

05/2021 – present

Wipro - Vlocity Lead Consultant, Jaipur

- Understand the business scenario with Product Owner from the Value Stream team for the Order to Activate team and technical discussion with Salesforce Architects to implement the changes.
- The main area of work is Vlocity Order Management and EPC .
- Implement the business requirement using Vlocity Order Management and CPQ features.
- Worked on hybrid CPQ Carts and ESM cart on multi site orders concepts.
- Customization using Omni scripts, Data Raptors, Integration Procedure, Orchestration Plan, Decomposition, Products, Pricing, Flows, Apex Classes.
- Helping team members to understand the business requirement and resolving technical issues.
- Implementing, Debugging and resolving the integration issues between salesforce and other third party applications.
- Involved in E2E, UAT and production defect fixes.

12/2015 – 05/2021

Cognizant Technology Solutions - Technical Architect, Business Analyst, Siebel, SFDC Vlocity

- Enterprise Product Catalog.
- Vlocity CPQ implementation with Guided flows.
- Omniscritps, DataRaptors, Integration Procedures.
- Sales Cloud Implementation.
- Data Migration from Siebel & Oracle Sales Cloud to Salesforce.
- Interact with Product Owner to understand the backlog and priority of the business.
- Interaction and alignment with various other team and business stakeholders of the chain to understand the business requirement.
- Explain the high level design to the Siebel developers to develop the requirement.
- Prepare the Interface document in case of integration with other systems e.g. Sales Tools, Single View and Service delivery. Interface design for Rest and Soap based integration

- 06/2014 – 12/2015 **Infosys Technologies - Senior Consultant, Pune**
- Involved in Estimations of the requirement also leading a team of 4 Siebel Developers
 - Involved in the Technical Design of the customer requirement.
 - Worked on the Web Services, Scripting, Product Configuration, Siebel Configuration, Workflows
 - Worked on the Assignment Manager, Workflow Policies, Database Views, BIP Reports
- 10/2010 – 06/2014 **Tech Mahindra Ltd. - Siebel Technical Lead, Pune,Lagos**
- Siebel Green Field Implementation Project.
 - Interacted with the E2E Architects. Prepared High level Designs.
 - Involved in integration implementation with EBS, Provident and Single View.
 - Configured Inbound, Outbound Web services, JMS queues.
 - Worked on Workflows (Custom and vanilla), Integration Objects, Data Maps, Business Service, VBCs, EBCs, Applets, BC, BO, Links etc.
 - Fixed issues related to integration in Siebel EAI.
- 08/2010 – 10/2010 **Birlasoft- Sr. Developer, Bangalore**
- Siebel Financial L2 support project.
- 03/2007 – 06/2010 **Oracle India Pvt. Ltd - Applications Engineer,Bangalore,**
Siebel Engineering Escalations Triage
- Perform research and analysis of reported issues by setting-up the debug Customer environment in house and debugging C++ code and Siebel objects.
 - Worked on Product Configuration and Price Lists.
 - Siebel Configurations.
 - Performed quality analysis for the quick fixes by testing the fix
 - Worked on Comms Media Energy application related incidents to understand the vanilla Quote, Order, Asset journey.
 - Trained in Siebel Order Management area and Architecture.

Education

B.E. Honors 71%, Govt. Engineering College Ajmer,Rajasthan University