

Vaibhav Jain

11x Salesforce Certified System and Integration Architect, CPQ Specialist, Sales & Service Cloud Consultant

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Summary

A certified Force.com platform professional with 11+ years experience in IT industry and exposure to various Salesforce services such as Steelbrick CPQ, Sales cloud, Service cloud, Oracle EBS, Marketing Cloud and Community Cloud.

More than 8 years of experience in Salesforce customization, configuration, development and managing multiple 3rd party applications integrated with Salesforce like CPQ, Oracle, Docusign, Marketo, WorkIt!, Gainsight

Experience in client interactions, SDLC requirement analysis and implementation plan.

Work Experience

Sr. Salesforce Consultant

- Responsible for requirement gathering from stakeholders of multiple domains viz Sales, Client Services, Finance and Technology. and architecture design, change management, release management etc.
- Gathering requirements, designing and implementing solutions for Salesforce CPQ (Configure, Price, Quote)
- Implementing and managing CPQ for a SaaS product company offering more than 2k products across globe.
- Configuring products, setting up price rules, discounts as per geographic regions, dynamic quote terms, Docusign etc.
- Support the team on other projects including ad-hoc analysis, proof of concepts and prepare presentations as required for the project.
- Establish priorities, meet deadlines and manage competing priorities. Study, Analyze and suggest of the tools as per the business requirement to improve the business process.
- Make appropriate alterations to existing processes, gather and report data as necessary.
- Participate in the testing and implementation of all system upgrades and roll-out of new features; coordinate all user testing and parallel run activities.
- Hold functional specification review sessions with cross-functional team members for review of requirements.
- Well versed with customization in Salesforce and configuring Objects, Fields, Object Relationships, Record Types, Validation Rules, Workflow Rules.
- Managing the Customer Community having a user base of around 0.4 million users.
- Manage 3rd party apps like Steel Brick CPQ, ORACLE EBS, FinancialForce, Marketo, Lean Data, FieldTrip, Docusign, Informatica, Roll up Helper etc.
- Handle all kind of Production support issues for 2000+ salesforce users
- Have worked on 2 Salesforce org merger including the Configuration, Code and Data Migration

Certifications

- Salesforce Certified System Architect
- Salesforce Identity and Access Management Designer
- Salesforce CPQ Specialist
- Salesforce Integration Architecture Designer
- Salesforce Development Lifecycle and Deployment Designer
- Salesforce Platform Developer II
- Sales Cloud Consultant
- Service Cloud Consultant
- Platform Developer I
- Salesforce Certified Administrator
- Salesforce Certified App Builder

Skills

CPQ Specialist



Implementing business requirements in Steelbrick CPQ including product configuration, setting up price rules, discounts and contracting process

Salesforce Configuration



Security & Sharing, Workflows & Approvals, Process Builder, Role & Profile, Validation Rules etc.

Salesforce Development



Apex classes, Visualforce Pages, Apex Triggers, Batch Apex using the best practices

Project & Release Management



Release cycle and management, deployment using ANT, Force.com IDE or Changelists

Applications



Steel Brick CPQ, Oracle EBS, CastIron, FinancialForce, Docusign, Marketo, Gainsight, Informatica, WorkIt! Timer, Roll up Helper, Field Trip

- Working knowledge on Multi-Currency and Advanced Currency Management with more than 10 multi-currencies enabled

Developer Support Engineer

Dec 2008 - May 2014

HCL Technologies Ltd

- Troubleshooting Apex and Visual Force code for Salesforce Premier Customers.
- Handling issues related to Apex Triggers, Classes, VF pages and provide feasible solution to clients which includes Apex best practices to avoid Governor Limits being hit
- Handling Deployment (ANT, Force.com IDE, Change set) related issues and providing support during the deployment to premier customer.
- Troubleshooting generic SOAP and XML messages from client and salesforce.com applications using Soap UI. Handling issues of Integration with other technologies like with ASP.Net and Java.
- Responsible for handling the escalations and liaising with the Cloud Success Technologists and Account Managers.
- Proactively looping in the Tier 3 and R&D wherever required.
- Investigating the Apex related issues and provide a best possible resolution within the time constraints.

Tools



Data Loader, Workbench, DemandTools, Force.com IDE, ANT Migration tool

Accomplishments

- Pragmatism Award (Q4 2017)
- Most Valuable Player of the Year - 2017
- Team Player of the Year - 2016
- Team Player of the Year - 2015

Education

B.Tech Electronics & Communication

2004 - 2008

GPMCE, GGSIPU

Class XII

2002 - 2004

DPS Mathura Road

Class X

1992 - 2002

Rishikul Vidyapeeth School