Puneet Mathur

Lead Solution Architect

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**SYNOPSIS**

* Solution Architect having overall 8.5+ years of experience in providing services like, Solution against customer requirements, Business Analysis, Manual testing and support for Salesforce applications.
* Currently designated as **Lead** **Solution Architect** with Appirio (a Wipro Company), Jaipur.
* Leading/Contributing to winning proposals of amount ranging from $50k to 1.4M
* Salesforce Administrator 201, Service Cloud and Platform App Builder certified.
* Knowledge of Salesforce Sales Cloud, Service Cloud, Community Cloud and Salesforce CPQ.

**CURRENT ORGANIZATION ROLES & RESPONSIBILTIES**

* **Solution Architect, since August 2017 with Appirio (a Wipro Company)**

Job Overview and Responsibilities:

* Reviewing the Pre-Sales requests that are generated in system by the Account Executives or other partners.
* Internal review with the deal members to understand the user requirements
* Defining the strategy around the solution to be delivered and drafting the scope keeping effective ratio of Out of Box vs. Custom implementation
* Creating resource plan and the timeline for the delivery team and getting it reviewed from the Delivery reviewer
* Creating proposal document to be submitted to customer
* Providing Salesforce Feature Demo’s to customer
* On demand visits to Onsite for Solution Defense Meetings with customer
* **Technical Consultant (Business Analyst), since July 2015 with Appirio India Cloud Solutions Pvt. Ltd.**

Job Overview and Responsibilities:

* **Getting Insights of customers system;** working with customers to know their system and making an assessment about the requirements.
* **Eliciting pain points and requirements;** using assessments, requirements workshops, business process descriptions, use cases and scenarios. Running workshops for all functional areas to capture customer’s pain points in current system and drawing out the future state of the system.
* **Creating Data Flow diagrams;** creating DRD’s so as to be shared with project team.
* **Story writing and Updating;** from notes capturing the user stories with all W’s (who, what, why) and updating the story with proper Acceptance criteria and assumptions.
* **Serve as the liaison between the customer and the development team;** working together to establish the technical vision.
* **Promote the “Appirio way,”** including the use of Cloud Assets, [topcoder], Jaipur and technology adoption
* **Senior Quality Assurance Engineer, since December 2013 with Appirio India Cloud Solutions Pvt. Ltd.**

Job Overview and Responsibilities:

* Testing and Managing test suites for web based applications like **Topcoder**, largest Crowdsourcing Development, Design, and Data Science Platform allowing members to improve their skills, demonstrate and gain reward for their expertise, and provide the industry with objective insight on new and emerging technologies.
* Testing and Managing test suites for applications built on Force.com, a cloud computing platform as a service system from Salesforce.com.
* Gathering knowledge, understanding project Requirements and scope and involve in Functional Testing, Black Box Testing, Re-testing, Smoke Testing, Regression Testing and Sanity Testing.
* Defect management Activities – Monitoring of the issues in bug tracking system CMC, GitHub, JIRA and taking it up with development team.
* Writing test cases and test scenarios, testing various modules of application.

**PAST ORGANIZATION**

* Quality Assurance Engineer, since March 2011 with Metacube Technologies, Sitapura, Jaipur
* Technical Recruiter, Dec 2009 with Symbiosis Management Consultants, Jaipur

**CERTIFICATIONS AND WORKSHOPS**

* Attended FinancialForce PSA workshop by FinancialForce.
* Attended 5-day Steelbrick CPQ workshop in Bangalore.
* Attended and successfully cleared Business Analyst workshops.
* Salesforce Certified Administrator (WI14)
* Salesforce Certified Platform App Builder
* Salesforce Service Cloud
* ISTQB (International Software Testing Quality Board) Certified

**ACADEMICS**

* B.E. (C.S.) in 2009 - from MAIET College, Rajasthan University, Jaipur.
* Higher Secondary Education (H.S.C.) in 2005 - from CBSE Board.
* Secondary Education (S.S.C.) in 2003 - from CBSE Board.