ASHISH GARG

23 K/1, Basant Road ▪ Ghaziabad - 201001 ▪ U.P. ▪ India
Contact: +91 9891197675 ✧ Email: agarg1001@gmail.com

To secure a Professional position that will be challenging and offer opportunity for continued growth. Be a results-driven, customer-focused, articulate and analytical Engineer who can think "out of the box", a self learner that constantly evolve as a technical person by getting abreast to new and upcoming technologies.

Personal Profile

- I am a Salesforce Certified Application Architect with sound technical and functional expertise
- Onsite experienced (B-1 Visa Holder) Salesforce certified Administrator and Developer and Architect
- Deep knowledge of the salesforce.com implementation and development life cycle process, including business process analysis and requirements understanding
- APTTUS Certified CPQ Product Administrator
- Dynamic professional with development experience in CRM 'Salesforce.com'.
- Ability to adapt quickly to challenges and changing environment.
- Quality exposure in Team Management
- An effective leader with strong interpersonal, leadership, analytical and relationship management skills
- Excellent communications skills including flawless grammar, writing and editing skills.

Technical Skills

Languages	:	APEX, Visualforce
Code Versioning	:	GIT,AutoRABIT
Defect Tracking System	:	Rally,Jira
CPQ	:	APTTUS, Salesforce CPQ
Tools	:	Apex Data Loader, Developer Console, My-SQL, MS-Office 2000

Certifications

- ➢ Salesforce Certified Identity and Access Management Designer
- ➢ Salesforce Certified Development Lifecycle and Deployment Designer
- ➢ Salesforce Certified Application Architect
- ➢ Salesforce Certified Sharing and Visibility Designer
- ➢ Salesforce Certified Data Architect & Management Designer
- ➢ Salesforce Certified Sales Cloud Consultant
- ➢ Salesforce Certified Service Cloud Consultant
- ➢ Salesforce Certified Force.com Platform Developer - 1
- ➢ Salesforce Certified Administrator
- ➢ Salesforce Certified App Builder Salesforce
- ➢ Salesforce CPQ Specialist
- ➢ Apttus CPQ Product Admin

- ➢ Apttus CLM Product Essentials Certification
- ➢ Certified Copado Administrator

Professional Experience

Accenture Technology   **Apr 2017 – Till Date**
Associate Manager

- Managing Salesforce Global Implementations and Development for SFDC Projects & CS Projects
- Strong knowledge of CRM software quality assurance best practices and methodologies
- Proven experience in overseeing the direction, development, and implementation of CRM software solutions
- User Stories review and impact analysis on every release cycle
- Development, Customization and Implementation of various Client's requirements
- Strong knowledge of data management, including data capture, cleansing, migration and security
- Client engagement skills including periodic reporting as required
- Direct interaction with the clients to understand their requirements.
- Prepare Standard Operating Procedures (SOPs) for various daily/weekly and monthly activities.

Title: SFDC Implementation
Client: CVS HealthCare, Major Healthcare Company
Team Size: 7
Duration: 1. Year (Offshore) & in continuation.
Location: Noida
Environment: Salesforce
Scope: Provides sales process enablement for CVS Health Pharmacy across the US. The functionality focuses around Vendor Management, Account management, Campaign & Opportunity management & Customized Budgeting related process.
Role: As Technical Lead I am managing the Team of 6 people. Single point of contact from the Team on any Technical & functional discussions and interactions with the client. This role is primarily to lead all the development from Offshore and work closely with my Onshore counterparts. I join the Project planning calls with the Business leadership, and do the project planning, technical and solutioning for the requirements. Part of my role involves is to gather the requirements which needs to be accommodated in SFDC and other applications which needs to be integrated with SFDC, and post doing their technical & feasibility assessment work closely with the Developers as Technical and solution architect to get them to the closure. I am also contributing to the Project as a deployment lead, and owns all the deployment related activities starting from Master branch creation, syncing to the individual feature branch code review, merger and conflict resolutions. We are using 4 env i.e. Dev, UAT, Pre-Prod & Production to establish the smooth and error free development & deployment

Title: Global Sales App Development
Client: Trafigura, Major Natural Resources Logistics UK based company
Team Size: 8
Duration: 26 Month (Offshore)
Location: Noida
Environment: Salesforce

Scope: Provides sales process enablement for ePuma. The functionality focuses around account management, vendor, invoice, payment and stock management process. This Project objective is to build a global application which can be used across different regions for the Oli and Gas and other natural resources sales and transportation needs.

Role: As an Application & Functional lead managing the Team of 8 people. Single point of contact from the Team on any Functional and Technical discussions and interactions with the client. This role is primarily to interacts with the Business and the Business Analyst to gather the requirements which needs to be accommodated in SFDC and other applications which needs to be integrated with SFDC. Being a functional and technical lead I would be solely responsible for the Global roll-out including increasing the User acceptability ratio. I use to propose various solutions and majorly involved in the discussions related to any enhancement/integrations and assist the team to build the solutions.

Role: As a App Lead of Cloud Sense based project, I am managing the complete project end to end. Wherein I have to make sure that all the Project related activities are getting done on time, at the same time get involved with the team to understand all the functional and technical aspects and help them in getting that delivered.

Fiserv India Pvt Ltd.   **Oct 2015 – Feb 2017**
Team Lead

- Salesforce Global Implementations and Development Support of CRM Applications
- Strong knowledge of CRM software quality assurance best practices and methodologies
- Proven experience in overseeing the direction, development, and implementation of CRM software solutions
- User Stories review and impact analysis on every release cycle
- Development, Customization and Implementation of various Client's requirements
- Strong knowledge of data management, including data capture, cleansing, migration and security
- Client engagement skills including periodic reporting as required
- Direct interaction with the clients to understand their requirements.
- Prepare Standard Operating Procedures (SOPs) for various daily/weekly and monthly activities.

Title: CSR Global Production Support & Enhancements
Client: TWG, US
Team Size: 8
Duration: 10 Month (Offshore).
                03 Months (On-shore)
Location: Noida, Chicago
Environment: Salesforce, Informatica and MR
Scope: This Project objective is to provide the global development support for TWG's CSR i.e. Customer Service Representatives in US. The initial development was done by another Vendor, which later on was handed over to Fiserv for Support and Enhancement. The System has an integration with MR and Informatica. It involves everything that being Global Business/Development/Testing and admin Team we should. Like provide support to various global deployments, Support and various Changes & Integration related queries. Work on the User Stories/Defects raised in Jira, effectively participate in the release planning calls and designing the release planning document and circulate it all across. Resolve any production related defects and propose and build the changes required to meetings the expectations.

Role: As a Team lead managing the Team of 8 people. Single point of contact from the Team on any Technical discussions and interactions with the client. Keep a track on various daily/weekly and monthly activities set and directly work with the client and ensures that it gets done. And ensure the deliveries on time. I use to propose various solutions and majorly involved in the discussions related to any enhancement/integrations and assist the team to build the solutions.

Title: CITI Global Production Support
Client: TWG, US
Team Size: 3

Duration: 03 Month (Offshore) & in continuation.

01 Months (On-shore)

Location: Noida, Chicago

Environment: Salesforce, Informatica and MR

Scope: In the Citi project, TWG is providing support for benefits eligibility verification of Credit cards and claims against eligible benefits. The Citi program consists of fifteen (15) benefits that are determined based on the card's tier. The benefits are administered by TWG for claims processing.

Role: I have diversified roles and responsibilities in this project. At times I work as a Technical architect and provide the solutions to the Problems identified in the solution. Another time I use to work as a Business Analyst while gathering the requirements from the business and another time I work as a Developer to work on customization activities.

Birlasoft India Ltd., Noida   **Feb 2013 – Oct 2015**

Team Lead / Solution Architect

- Provide Admins Support to all Global Deployments
- Resolve any Production Issue/Defects occurred post deployment as a break fix
- User Stories review and impact analysis on every release cycle
- Introduce any new Salesforce feature arrived in Salesforce globally i.e. it includes Impact analysis/Implementation and Trainings
- Handle complete User Management that includes getting the request from various clients, validating the request and set-up in various instances.
- Supporting 4 different Global instances that include 3 sandboxes and 1 Production instance with over 21k + Users
- Development, Customization and Implementation of various new initiates as an Admin Initiatives, for ex. Regional Admin Tool, License Management & New Case Management
- Complete Translation Management
- Prepare Standard Operating Procedures (SOPs) for various daily/weekly and monthly activities.
- Prepare User Trainings Documents for various out-of-box and customized functionalities
- Client engagement skills including periodic reporting as required
- Direct interaction with the clients to understand their requirements.

Key Projects Handled

Title: Global Admin Support & Enhancements & Development

Client: GE Healthcare, US

Team Size: 10

Duration: 33 Month (Offshore)

Scope: The Project objective is to support and Global GE Healthcare program to across 20 k Users from 7 Global Regions around the world. It involves everything that being Global Admin Team we should. Like provide support to various global deployments, Support and various Changes & Integration related queries. Work on the User Stories raised in rally, effectively participate in the release planning calls and designing the release planning document and circulate it all across. Resolve any production related defects and propose and build the changes required to meetings the expectations. Additionally try to introduce various app exchange apps to improve the user experience and increase the Salesforce acceptance globally.

Role: As a Team lead managing the Team of 9 people. Single point of contact from the Team on any calls and interactions with the client. Keep a track on various daily/weekly and monthly activities set and directly work with the client and ensures that it gets done. Propose various solutions and majorly involved in the discussions related to any enhancement/integrations and assist the team to build the solutions. From the technical standpoint always support the team if they need any assistance for any particular issue reported by the client.

Key Assignments completed:

1. **Apttus Implementation across all regions**
   Apttus CPQ implementation, maintenance and support across all Global regions for more than 5k Sales &

Marketing Users. Major area of support includes:
- Category Management
- Product Management
- Creating and Managing Attributes
- Managing Price Lists and Price List Items
- Managing Price Rules
- Defining or Creating Price Matrices
- Configuring Constraint Rules
- X-Author Template Mgmt

2. **Global License Master Tool**
Customized Tool to manage Salesforce License across the Globe

3. **Opportunity / lead Transfer Tool with Advanced User Deactivation Option**
Customized Tool to transfer mass/single Opportunities/Leads to other People, with an option to deactivate the user

4. **Enhanced Case Management**
Customized next gen Case Management to set regional ownership to work on the cases

5. **Two way automated Data Extract from SFDC to eMPC / ePOP Legacy Server Systems**
Complete ETL process implementations automated Data extraction from SFDC and Data updating in SFDC from multiple Client Server

6. **Global Reports and Dashboards Analysis and Mitigation**
Complete Metadata and Filter values analysis and mitigated them as per requirements

7. **Automated Support Case creation through IDM**
Create a case post User creation through an external system

8. **Enablement of New Report / Dashboard Folder sharing model**
Enabled new Report & Dashboard folder sharing model across the globe

9. **Global License Transfer Utility**
Build an Interface to transfer licenses among different Billing Groups

10. **Automation between OHR and SFDC**
Provided a runtime automation mechanism to sync the User data between OHR & SFDC

11. **Implementation Support on various AppExchange Apps**

HCL Technologies Ltd., Noida   **Oct 2011 - Jan 2013**
Consultant
- Requirement gathering and Data collection from various clients, validating user and functional requirements.
- Development, Customization and Implementation
- Translating expectations into a meaningful set of software requirements.
- Preparation of POC for various Clients.
- Client engagement skills including periodic reporting as required
- Direct interaction with the clients to understand their requirements.
- Mapping their requirements with the out-of-box functionalities of salesforce.com
- Proficient in Writing / Test / Deploying / Invoking Apex i.e. Triggers
- Proficient in writing Salesforce.com Object Query Language (SOQL)

- Data migration and updates through the tool provided by SFDC, Eclipse with Force.com IDE & App Exchange Data Loader in Salesforce. Com
- Integrating Email with JS
- Building a Custom User Interface using Visualforce
- Force.com Builder: Custom objects, fields, relationships, hierarchies, user interface and business logic, workflows & approvals, triggers, controllers, validation rules

Key Projects Handled

Title: myClient
Client: Perpetual, Australia
Team Size: 5
Duration: 5 Month (Offshore) 2 Months (Onsite)
Location: Onsite, Sydney Australia
Environment: Salesforce.com (VisualForce, Apex, Customization, Apex Data Loader)
Scope: The Project objective is to support the decommissioning of existing system & replacing it with new platform. The new project Changes & Integration project focuses mainly on removing information that is not required to be stored in existing system, which was highly configured due to dependencies on the old system. Additionally Service structures would be updated to include service management capabilities that allow better representation and consolidation of Services.
Role: Data migration and manipulation using Salesforce tools, Defining Data loading strategy, Field definition and data mapping, Data extraction, migration, and validation. Assistance in Technical and Field Services group. Evaluation database structures and data movement. Formulated data from legacy systems, Managed data load error recovery.

Title: WK Ovid Phase
Client: Wolters Kluwer, U.S.
Team Size: 6
Duration: 3 Month
Environment: Salesforce.com (VisualForce, Apex, Customization, Apex Data Loader)
Scope: Allow sales and marketing users to manage Campaigns, Leads, Accounts and Contacts from salesforce and Allow them to access legacy systems data from within Salesforce, Tracking and monitoring various tasks and activities and Enable the internal sales and marketing team and improve their productivity.
Role: Data migration and manipulation using Salesforce tools, Defining Data loading strategy, Field definition and data mapping, Data extraction, migration, and validation. Assistance in Technical and Field Services group. Evaluation database structures and data movement. Formulated data from legacy systems, Managed data load error recovery.

Title: Email to Lead
Client: CEVA Logistics, U.K.
Team Size: 1
Duration: 1 Month
Environment: Salesforce.com (Visualforce, Apex, Sites)

Scope: The project demands to create the lead from an inbound email. It also includes features like automatic lead creation from an email, auto assignation of lead to the respective Queue, Email alert for queue members, customers, lead owners , dynamic interface for the users for any update in system etc.

Role: Working from on the lines of the requirements gathered from the client. Analyzing those requirements and converting them through use of Visualforce, Apex and Force.com Sites.

Title: IM Email to Case
Client: Iron Mountain, U.S.
Team Size: 2
Duration: 2 Month
Environment: Salesforce.com (Visualforce, Apex, Customization)
Scope: A new project, which required us to create and customize the complete Email to Salesforce process, creating and maintaining email in Salesforce, converting them to cases, Case will then be routed to a Queue based on the Assignment Rules.
Role: Requirement gathering, analyzing them and creating the validation rules, classes, pages, triggers, reports and deploying everything to Production.

Title: Drip Queue Functionality
Client: Iron Mountain, U.S.
Team Size: 3
Duration: 1 Month
Environment: Salesforce.com (Visualforce, Apex, Customization)
Scope: After case creation, cases get assigned to CSAs in the Round Robin fashion; all incoming cases get routed into separate queues like Financial, SMB, HealthCare and Legal/Government. Queues will be separate for each vertical market vertical. System will also provide the functionality of Availability or Non- Availability of a CSA with their predefined SLAs. System also provides the functionality of Dashboard.
Role: Requirement gathering, analyzing them and creating the validation rules, classes, pages, triggers, reports and deploying everything to Production. **Led a small team of 3 from offshore.**

Title: ourlounge.co.uk POC on Salesforce Sites
Client: McDonalds, U.S.
Team Size: 2
Duration: 1 Month
Environment: Salesforce.com (Visualforce, Apex, Sites)

Scope: The project demands that a website be created replicating the ourlounge.co.uk. It also includes new features like Employee Directory, Leave Management, Photo Gallery, Rewards & Recognition etc.

Role: Working from on the lines of the requirements gathered from the client. Analyzing those requirements and converting them through use of Visualforce, Apex and Force.com Sites.

Headstrong Corporation, Noida   **Aug 2010 till Oct 2011**
Senior Associate

- Requirement gathering and Data collection from various non consulting internal teams like Sales, RMG and Marketing
- Developing, Customizing & Maintaining the complete Sales process on Salesforce platform
- Proactively identify and resolve the issues occurs during development and implementation
- Provide the end user training on the Salesforce platform
- Translating expectations into a meaningful set of software requirements
- Develop relationship with the cross functional business partners and different key stakeholders
- Mapping their requirements with the out-of-box functionalities of salesforce.com
- Customer Service & Support (implementation & configuration)
- Profile & user management

- Generate different kind of reports (i.e. Matrix, Summary, Tabular) / Dashboards (Gauge, Visualforce Page, Metric, Table, Chart) in SFDC
- Maintain and develop custom objects to build new application functionality and tabs in the Sales force. Com

Key Projects Handled

Title: **Presales Request**
Client: Presales Team, Headstrong
Environment: Salesforce.com (Visualforce, Apex, Customization)
Scope: Presales team work with Sales and Marketing Team to help define/refine sales messages and ensure sales packages are developed and messages communicated to sales team. Ensure that the Pre-Sales resources evolve in line with the Marketing Message and Sales Teams stated requirements.
Role: Continuously interacting with the presales team around globe through calls, presenting the final POC in front of the presales team through Web-Ex. Developing and customizing application through Apex and VisualForce to suit the needs of the presales people.

Title: **Quest**
Client: **Resource Management Group (Headstrong, APAC)**
Environment: Salesforce.com (VisualForce, Apex, Customization)
Scope: The project required to handle the complete Employee Management system in Salesforce CRM (i.e. from Employee Hiring to Employee Engagement till resignation). It provides one destination for all the managers across Headstrong to look for the suitable candidate and raise the request against the same.
Role: Continuously interacting with the RMG team (Asia pacific) in person and through calls. Developing and customizing application through OOB functionality, Apex and VisualForce to meet the requirement. Creating custom report and Dashboards.

Kent RO Systems Ltd., Noida   **May 2008 to July 2010**
Software Engineer

- Handling software development activities and enhancements requirements
- Proactively identify and resolve the issues occurs during development and implementation
- Provide the end user training on the Salesforce platform
- Developing, implementing and providing support for business application software
- Understanding business needs / enhancements, customization, software-related issue
- Accountable for coding, testing, de-bugging the application and ensuring timely implementation
- Understand and propose the solution for various business requirements

Key Projects Handled

Title: **KENT SERVICE (Service Cloud)**
Client: **Kent RO Systems Ltd.**
Environment: Salesforce.com (VisualForce, Apex, Customization)
Scope: It maintains complete information about the dealer network across India. It keeps track of the products serviced and sold by the dealers on daily basis. It handles the complete Case Management and Contract Management, including several custom needs like handling Commission and Replacement Advice management.
Role: Continuously interacting with the Sales / Service Team in person and through calls. Developing and customizing application through OOB functionality, Apex and VisualForce to meet the requirement. Creating custom report and Dashboards. Provide Enhancement and then Production Support/User Support for implementation and maintenance.

Title: **Electronic Pay (E-Pay)**
Client: **Kent RO Systems Ltd.**
Environment: C# using ASP.Net & SQL Server 2005

Scope: Maintain LTA, Medical Reimbursement, Arrears given, Held salaries, Salary Transfers directly to Employee Account, Process Regular / Supplementary salary in Middle of the Month, Customize Reports

Role: Provide input in analysis of requirements, Develop and support .NET applications using ASP.NET & C#, Design SQL queries, stored procedures, triggers, scripts, Create, maintain, and modify SQL Server databases, Unit testing of developed function/module, Participate in code & documents reviews, Participate in calls with clients to understand, map & document the requirements, Unit test to assure meets requirements, including integration test as needed.

Educational & Professional Credentials

☑ **Trainings Undertaken:**
- ❖ APTTUS – CPQ, Apttus – CLM, Salesforce CPQ, Salesforce Billing AutoRABIT, Copado,

☑ **MCA (Masters in Computer Application), Uttar Pradesh Technical University, Lucknow 2007**

Institute of Technology & Science (I.T.S.), Mohan Nagar, Ghaziabad

☑ **BCA (Bachelor in Computer Application), Ch. Charan Singh University, Meerut 2004**

Institute of Technology & Science (I.T.S.), Mohan Nagar, Ghaziabad

☑ **PGDBM (specialization-BA), Ishwar Chand Vidya Sagar University, West Bengal 2006**

Institute of Management & Technology (I.M.T.), Raj Nagar, Ghaziabad

☑ **Senior Secondary, UP Board 2001**

S.S.D. Inter College, Ghaziabad

☑ **Higher Secondary, CBSE Board 1999**

L.B.S.S School, Ghaziabad

Reward & Recognition

☑ **Accenture Solutions Pvt Ltd**
- ❖ Accenture Excellence Award
- ❖ Appreciation email from the Client CIO and key Client and Internal stakeholders

☑ **Fiserv India Pvt. Ltd.**
- ❖ Appreciation emails from Key Client / Internal Stakeholders

☑ **Birlasoft India Ltd., Noida**
- ❖ Employee of the Quarter Award (Two Times)
- ❖ Best Team of the Quarter Award
- ❖ Appreciation Certificate issued from Client
- ❖ Individual Acknowledgement from Key Client Top Leaderships like CIO & Director GEHC
- ❖ Appreciation from Key Internal Stakeholders

☑ **Headstrong Corporation, Noida**
- ❖ Best Team of the Year Award
- ❖ Appreciation emails from Key Client / Internal Stakeholders

☑ **HCL Technologies Limited, Noida**
- ❖ Appreciation emails from Key Client / Internal Stakeholders

☑ **Kent RO Systems Limited, Noida**
- ❖ Individual Acknowledgement from Top Leaderships

Personal Profile

Date of Birth	: 09th Sep, 1984
Father's Name	: S.C. Garg
Visa	: B-1 (Valid till 2025)
Languages Known	: English, Hindi (Read, Write and Speak)
Nationality	: Indian