

## Divya Gupta

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**Mob: +91-7038216528**



### PROFILE SUMMARY

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#### Currently working With Wipro as an Associate Consultant SFDC Developer.

- Around 4+ Year of experience in IT industry including 3 years of experience in Salesforce CRM including Configuration & Customization along with Apttus CPQ & CLM.
- Worked in Salesforce.com implementations projects with various clients.
- Experienced in interacting with Business users in analyzing the Business process requirements and transforming them into documents, designing.
- Experience in Declarative development such as Creating Users, Profiles, Page Layouts, Validation Rules, Visual flows, Workflow Rules, Data Import/Export, process builder and Reports and customization i.e. Apex Triggers, Apex Classes, SOQL, Visual Force pages, Lightning configuration.
- Good knowledge of Salesforce Admin, APTTUS CPQ, APTTUS CLM, ITSM, ITIL Process, Service Now, BMC remedy.
- Good communication skills, self-motivated, quick learner and a team player.
- Worked on Custom demos and POC as part of Sales Engineering team.

### CERTIFICATIONS

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**APTTUS (Configure Price Quote) CPQ 201**

**APTTUS (Contract Lifecycle Management) CLM 201**

**Sales force Certified Administrator**

**Apex Programming Certified (UDEMY)**

### INDUSTRIAL EXPERIENCE

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- Financial Services
- Manufacturing Services
- Pharmaceutical Services

## SKILL PROFILE

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### Development & Customization:

- Extending functionalities with the customization in the area of Sales Cloud.
- Point and click customization.
- Apex Code (Controllers, Triggers, VF pages).
- SOSL & SOQL with consideration to governor limits for data manipulation.

### Workflow Automation:

- Workflow automation for Apps.
- Convert and configure business workflows to Salesforce.com workflows.
- Multi step approval processes.

### Data Migration & Management:

- Extracting data for mapping data to that format in excel and the converting it to .csv file and uploading it using Data Loader.
- Data Validation rules for Data quality.
- Workbench.

### Administration:

- Controlling security level settings based on the Role and Profiles, Permission Sets, Sharing Settings, OWD.
- Implementation of Objects, Fields, Relationships, Page Layouts.

### Other Skills:

- **Languages** : Apex
- **Database** : SOQL,SOSL
- APTTUS CPQ & CLM
- ITIL, ITSM BMC Remedy, Service Now

## EXPERIENCE

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Maantic Technology Pvt Ltd.	From Sep 2020 to Present
Wipro Limited	From <b>Aug 2019</b> to July 2020
TATA Consultancy Services	From <b>Dec 2018</b> to <b>June 2019</b>
(Contract- ILABZ Technology LLP)	
Tech Mahindra Ltd.	From <b>June 2016</b> to <b>Oct 2018</b>

## EDUCATIONAL QUALIFICATION

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B.E in Electronics & Communication from **Graphic Era University, Dehradun (U.K.)** in 2015.

Senior Secondary School Certificate (10+2) from Varanasi Public School in 2010.

High School Certificate (10th) from Varanasi Public School in 2008.

## PROJECT DETAILS

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### Project Worked on:

Project Name	Salesforce & APTTUS CPQ Implementation for CRL
Client Industry	Healthcare Services
Project Stages	Design & Documentation/ Configuration/Customization
Description of Project	<b>MAKE COMPLEX PRODUCT SALES SIMPLE ON ALL CHANNELS:</b> Add line items without sacrificing complexity. Product visibility & availability rules (location/channel/user). Guided selling wizards for configurable products. <b>MANAGE PRODUCT &amp; SERVICE COMBOS WITHOUT SEPARATE QUOTES:</b> Quickly combine products with professional, subscription or after-market services. Full visibility into purchases on a single quote. Quickly upsell & crosssell added services with guided selling <b>BREAK BOTTLENECKS &amp; BARRIERS IN THE SALES PROCESS:</b> Manage Quote-to-Cash with an intelligent solution on a single data model. Templates and playbooks make deal construction easy. Machine learning insights & alerts enable rapid sales process improvements
Principal Role's	<ul style="list-style-type: none"><li>• Manage unlimited product complexity, including nestled bundles.</li><li>• Faster, more accurate quoting process</li><li>• Security and Sharing Implementation.</li><li>• Multichannel sales on a single platform</li><li>• Multiple rule types &amp; constraints</li><li>• Unlimited attributes for configuration, including nested bundles</li><li>• Configuration of Apttus CPQ for configuring the catalog and support complex pricing scenarios.</li><li>• Developing Apex Class and Triggers using best coding practices in SFDC.</li><li>• Custom page development using Visual force as per requirements.</li></ul>

Project Name	Salesforce implementation for ICE
Client Industry	Financial Sector
Project Stages	Design & Documentation/ Configuration/Customization

Description of Project	This is a sales cloud based project where Credit Union provides a variety of Financial Services to its Members that will satisfy a variety of financial needs to its clients. Business is set to sell their financial products like Credit, Debit, Pre-paid etc. where each card services are maintained in the Sales force Instance.
Principal Role's	<ul style="list-style-type: none"> <li>• Understanding client requirements and mapping them against Salesforce functionalities.</li> <li>• Implementation of trigger, visual force ,Classes, Unit Test classes, SOQL, SOSL, Reports,</li> <li>• Security and Sharing Implementation.</li> <li>• Validation, workflow, Approval Processes, Process builder.</li> </ul>

Project Name	Salesforce implementation for Verizon Enterprises Solution
Client Industry	Sales Services
Project Stages	Design & Documentation/ Configuration/Customization
Description of Project	This is a sales cloud based project Where Business is set to client Accounts & their partner account which sell their product to their assign regions & create lead, cases and opp. as much as possible.
Principal Role's	<ul style="list-style-type: none"> <li>• Understanding client requirements and mapping them against Salesforce functionalities.</li> <li>• Implementation of trigger, visual force ,Classes, Unit Test classes, SOQL, SOSL, Reports,</li> <li>• Security and Sharing Implementation.</li> <li>• Validation, workflow, Approval Processes, Process builder.</li> </ul>

Project Name	Vodafone Australia
Client Industry	Telecom Services
Project Stages	Production Support / ITIL Process
Description of Project	This is a Telecom project, Where Business is set to client Accounts & their partner account which sell their product to their assign regions and maintain the Order management.
Principal Role's	<ul style="list-style-type: none"> <li>• Maintains a ticketing queue to resolve billing, failed Orders issues of end-users.</li> <li>• Add new functionalities to the system as per new CRs.</li> <li>• Analyzing and troubleshooting of live problems/production issues as they occur.</li> <li>• Monitor application performance using Splunk and BMC Remedy.</li> <li>• Supported customer facing ecommerce websites and mobile applications.</li> </ul>

## Achievements

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- Won the **BRAVO** award - Q3, 2016 for showing versatility in the work profile.
- Won the **PAT ON THE BACK** award, 2017 for showing consistency in proactively organizing various Team Building activities and coordinating with various accounts for getting more business.

## Research Achievements

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- Research Paper On ***“Classification of Polarimetric Radar Data with Texture Measure” has been successfully published in ‘IEEE XPLORE’.***
- Presented a Research Paper on “Classification of Polarimetric Radar Data with Texture Measure” at “National Conference on Recent Advance in Electronics & Computer Engineering (***RAECE-2015***)” ***organized by IIT Roorkee during 13th Feb’15 to 15th Feb’15.***

## PERSONAL DETAILS

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Nationality : Indian

Language : English, Hindi

Current Address : Flat No 503 B-wing Lorelle Society, Datta Mandir Road, Wakad, Pune

I hereby declare that aforesaid are correct to the best of my knowledge & belief.

(Divya Gupta)