Aditya Gupta

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SALESFORCE CERTIFIED Platform Developer I   **SALESFORCE CERTIFIED** Einstein Analytics and Discovery Consultant   **SALESFORCE CERTIFIED** Administrator

Summary

A dedicated & result focused CRM Consultant having **10+ years** of extensive experience working in **CRM applications** with extensive experience in client facing. **4+ years** of experience with **Salesforce CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash.

Work History

Duration	Organization	Designation
June 2016 – Present	Atos	Consultant
Dec 2014 – May 2016	Accenture	Sr. Software Analyst
July 2014 – Nov-2014	Atos	Sr. Software Engineer
Mar-2011 to July-2014	Tech Mahindra Ltd.	Software Engineer

Certifications

Institute	Certificate
Salesforce	Salesforce Certified Platform Developer I
Salesforce	Salesforce Certified Administrator
Salesforce	Salesforce Certified Einstein Analytics & Discovery Consultant
Copado	Copado Certified Administrator
Copado	Copado Certified Developer

Professional Summary

- **10+ years of professional experience in CRM domain including 4+ years of experience in Salesforce CPQ as a developer, analyst.**

- Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities.

- Implemented CPQ for customer's business including working on Product Rule, Price Rule, Custom Script, Advanced Approvals, Pricing, DocuSign for E-signature. Worked on health check of the CPQ system to leverage out of the box CPQ functionalities.

- Experience in Development and Administration of Salesforce.com CRM using Apex classes, Apex triggers, Batches.

- Developed and worked on different Salesforce.com environments such as sandbox and production environments

- Worked on Record Types, Page Layout, Validation rules, Workflow, Process builders

- Proficiency in programming using Apex Code, HTML, SOQL, SOSL

- Extensive experience on 360 model of CRM that includes experience in Siebel Product Modelling, Integration, Configuration, Data Migration, Administration using Siebel Tools, client and server.

- Roles performed include analyzing requirements, estimates, designing, development and implementation

- Expertise in writing Business requirements document (BRD), functional specification document (FSD), system design specification, use Cases, screen mockups, and training manuals.
- Sound experience of working in Agile/Scrum methodology.
- Excellent communication and interpersonal skills, Analytical skills, technical documentation and reporting skills
- Good problem-solving skills and excellent team player

Work Experience

ATOS India

Project 1: Philips Healthcare
Duration: December 2018 – Till date
Team size: 9
Role: Technical Lead

Description:
This project comes under Sales cloud where the client has already but been using CPQ tool but has not leveraged all its out of the box functionality which lead to slower tool processing.

Responsibilities
- Conducted requirement discovery workshops with product management team and other stakeholders to understand business \ functional requirement and user goals, communicate **Salesforce CPQ** technical capabilities and its limitations.
- Delivered multiple **Salesforce CPQ** project in various services of Philips healthcare.
- Assessing the existing setup of products and pricing
- Manage custom pricing mechanism using CPQ
- Perform Administrative tasks such as Process builder updating profiles and permission set
- Implemented Apex triggers, Apex Classes, validation rules, Workflows, Approval Process, Visualforce Page and Controllers for user stories, Automations and Bug Fixes.
- Creating a solution for the requirement and implementation of the same
- Interaction with the client for requirement analysis and requirement gathering
- Requirement estimation and analysis
- Demonstrating the completed requirement to the end users

Project 2: Orange CISA (Egypt)
Duration: Feb 2018 – Dec 2018
Team size: 3
Role: CRM Analyst

Responsibilities

- Responsible for KT gathering & planning from previous vendor.
- Impact analysis of the new requirement or change request on the existing programs initiated by the client.
- Implement **Salesforce CPQ** from Scratch for OEG.
- Actively involved in requirements gathering, Conceptual Design, Analysis, Detail Design, System testing & UAT.
- Responsible for data migration from legacy systems to Salesforce.com CRM leveraging the Informatica cloud Application.

Project 3: Du Telecom (Dubai)

Duration: June 2016 to Jan 2018

Team size: 15

Role: Technical Lead

Description:

du Telecom is the leading supplier of global telecommunications solutions in the Dubai. du offers mobile and fixed telephony, broadband connectivity and IPTV services to individuals, homes and businesses. The company also provides carrier services for businesses and satellite up/downlink services for TV broadcasters.

Responsibilities:

- Analyzing the Functional Requirement Specifications and design specifications for finding any ambiguity, incompleteness or incorrectness, so that requirements are technically feasible.
- Impact analysis of the new requirement or change request on the existing programs initiated by the client.
- Designed the technical specification & involve in reviewing coding for offshore team.
- Facilitate Daily/weekly team reviews and, GAP & impact analysis.

- The functionality was achieved by creating **VF Page, apex classes, triggers, custom settings** and **workflow rules**
- Implementation of **custom approval process**

2. Accenture

Project 1: Vodafone UK

Duration: Dec 2014 – May-2016

Team size: 18

Role: Sr. Siebel Developer

Description:

Vodafone NewCo CRM Application works for Vodafone for maintaining the Customers for the company. Agents use the Application for capturing order, source can be other application or outlets or online Portals.

Responsibilities:
- Worked on design analysis & low level design.
- Involved in testing of scenarios delivered by team and provide signoff.
- Worked on Production Defects on scenarios delivered by team members.

3. **Tech Mahindra Ltd.**

Project 1: British Telecom (OneSiebel)
Duration: Mar- 2011 to June-2014
Team size: 15
Role: Siebel Developer

Description:
One-Siebel is the CRM platform which has been deployed to Major Business, Global Services and BTNI (British Telecom Northern Ireland). Project scope allows major Wholesale Customers to place Orders & track its progress. It is also used to store Account, Inventory and Product information.

Responsibilities:
- Taking up calls with Business Analysts, Designers, Testers and other Developers to discuss requirements and their feasibility.
- Have participated in the Improvement of any new Business Requirement to minimize the Defect count.
- Prepare Test Plans and construct Test Cases based on user stories provided by the client.
- Understanding the new Products and Requirements.

Education

B. Tech in Information Technology with 63.5% in aggregate in 2010 from CIITM, Rajasthan Technical University., Kota, Rajasthan, India

PERSONAL PROFILE

Date of Birth:	Oct 17, 1987
Father's Name:	Mr. Ajay Gupta
Marital Status :	Married
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