ASHWIN UPADHYAY

Associate Consultant

PERSONAL DETAILS

Ambitious Bilingual Associate Consultant with fluency in English and Japanese. With 2+ years of experience and proven knowledge of Salesforce Administration in QTC Domain including CRM, CPQ, CLM Management and configuration.

Phone Number

+91 9560110502

Email Address

ashwin619upadhyay@gmail.com

Address

Agra, Uttar Pradesh India

SKILLS (TECHNOLOGY / FUNCTIONAL)

- Salesforce
- CPQ
- Contract Management
- X-Author Apps, Data Loader
- Template Building and Management
- Apex Debugging
- Workflow and Process builder
- Sharing access and Security
- Japanese Language
- Data Management

EXPERIENCE

Apttus

Associate Consultant | Jun 2018 - Present

- Providing consultation to customers ranging from Healthcare, Finance, Technology, Automobiles, Electronics, and other sectors
- Managing multiple Premier Plus Accounts and performing tasks based like on Severity and Entitlements like Weekly calls and Status Reports.
- Dealing with clients on a daily basis, understanding new requirements, troubleshooting existing implementations and break-fix issues.
- With my expertise in Japanese language, I am responsible for handling Japanese clients, addressing their requirements, and driving their issues towards resolution.
- Debugging Apex custom logic.
- Using and Configuring Docusign and Adobe Sign Integrations.
- Fluency with using and configuring Salesforce Classic as well as Salesforce Lightning, SOQL queries, Data Loader, and other related tools.
- Understanding of Apex classes, Triggers, Workflows, Process builder, Visualforce Components and CSS.
- Managing Security, Profiles, User Access, Sharing settings.
- Since Salesforce is a multitenant cloud platform, utilizing and optimizing the solution to meet business requirement and also developed an understanding regarding the working and whereabouts of the platform.
- Actively pursuing Salesforce Trailheads to keep up with the latest features and functionalities of the platform.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

Toyota Industries Engine India Private Limited

Japanese Interpreter | Jun 2016 - Jul 2017

- Assisted the representatives from Japan in Translation and Interpretation relevant to Die Casting and Design Geometry and Machine Assembly
- Provided cultural input to speakers to help parties who did not speak similar languages communicate with and understand one another.
- Conferred with subject matter experts and other colleagues to establish precise understanding of specialized concepts and translate appropriately.
- Maintained message content, tone, and emotion as closely as possible.
- Attended meetings to provide accurate consecutive translations of conversations between members.

EDUCATION

Hansraj College, University of Delhi | 2015 - 2018

B. Sc. (H) Computer Science | 6.6

PROFESSIONAL ENHANCEMENTS AND CERTIFICATIONS

- Salesforce Administrator
- Apttus CPQ
- Apttus CLM
- Apttus X-Author
- Apttus Billing
- Apttus Quote to Cash
- Japanese Language Proficiency Test N2

⊞ SALESFORCE TRAILBLAZER

- Trailblazer Profile: https://trailblazer.me/id/ashuin9
- 70 + Badges
- 5+ Super Badges
- 77,000+ points

⊞ AWARDS

- Received a **Letter of Recommendation** from Toyota Industries Engine India Pvt. Limited for being an active contributor in the assigned discipline of work during the tenures of June-July 2017 and June-July 2016.

- Receiver **Letter of Recommendation** from IJ Kakehashi for Multiple projects completed during 2017, majorly focused on Market Research

⊞ EXTRA-CURRICULAR

- As **Organizer, Mehirugisai**- School cultural festival for **OISCA International, Japan**,

Represented India and won appreciation for an interactive and informative presentation.

- **Leader, Kokusai KoryoBu**- The International Relations Club, OISCA International, Japan

The club dealt with management of events associated with global cultural exchange of students

- Organizing Departmental trips and Events at Apttus for Team building exercises
- Initiated **Hansraj Sports Olympiad**, Inter-department Multi Sport Tournament

⊞ Volunteering

- Volunteered for CYNOSURE-2016, the annual fest of Computer Science Department, Hans Raj College.
- Volunteered for National Service Scheme, Hans Raj College under Health Wing, Creative Team (2015-16), wherein I suggested and implemented social changes which were governed by the thought of betterment of health facilities

⊞ Participations / Sports

- Awarded certificate of appreciation by Ordinateur, the Computer Science Society, for securing Trst position in intra-department football tournament in October 2016.
- Runner-up in APL 2019, Apttus Premier League - Company wide Cricket Tournament

⊞ Languages

English, Hindi, Japanese