



RICHA SHAHANAY

PROFILE

8+ years of work experience across different domains including Consulting, Finance, Travel, Healthcare, Technology, etc.

Subject Matter Expert for Apttus CLM, Apttus IWA, X-Author and Salesforce.com configuration

People Management skills with impressive communication skills.

CONTACT

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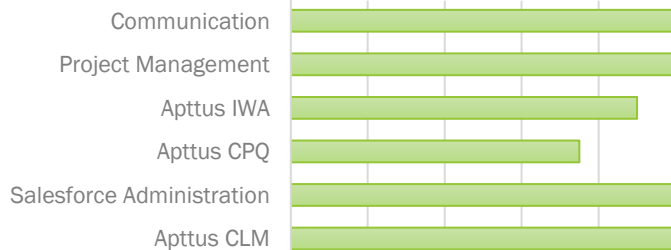
LINKEDIN:

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SKILLS



CERTIFICATIONS

APTTUS – 201 CLM
JULY 2014

APTTUS – 201 CPQ
JULY 2014

EMPLOYERS

BIRLASOFT LIMITED

Technical Lead
March '20 – Present
Remote Working, Lucknow, Uttar Pradesh

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL

Business Analyst
January '19 – November '19
Gurgaon, Haryana

TECH MAHINDRA LIMITED

Apttus Product Lead
June '15 – January '17
Pune, Maharashtra

APTTUS SOFTWARE PRIVATE LIMITED

Senior Configuration Engineer
July '14 – May '15
Ahmedabad, Gujarat

AMERICAN EXPRESS INDIA PRIVATE LIMITED

Lead Business Analyst
February '13 – July '14
Gurgaon, Haryana

TATA CONSULTANCY SERVICES LIMITED

System Engineer
January '11 – February '13
Mumbai, Maharashtra

**January '17 – January '19: Maternity Break*

PROFESSIONAL SUMMARY

APTTUS CLM

- Hands on implementation experience in end to end CLM process automation
- Template administration using X-Author for Contracts
- Hands on experience with Wizard implementation
- End to end migration of Apttus CLM system across different Salesforce orgs
- Adobe Sign and DocuSign administration

APTTUS IWA

- Hands on implementation experience on setting up Approval Processes and Approval Rules
- Setting up Ad-hoc approvals
- Fair exposure to setting up approval dimensions and matrix

APTTUS CPQ

- Fair exposure in setting up product catalog and their hierarchies
- Creating price rules and price matrix
- Setting up constraint rules
- Exposure to CPQ system migration

Salesforce.com

- User Management – Setting up of roles and profiles
- Process automation using Process Builders, Approval Processes, Workflow Rules, Validation Rules
- Creating sharing rules/settings
- Hands on experience of building E2E case management, opportunity management, lead management solutions
- Reporting and Analytics using Salesforce Reports and Dashboards; creating report types
- Scheduling and Subscribing reports
- Fair exposure to Lightning – creating record pages

Project Management/People Management/Leadership

- Managing two different project teams with team size of 5 and 3 respectively
- Leading client communication to gather their requirements and proposing efficient solutions
- Preparing and managing implementation of the improvisation of existing projects
- Involved in RFI, RFP, RFQ stages for submitting proposals/quotes to the client based on their requirements for Apttus solution
- Managing client deliverables, deadlines, SLAs while keeping the team active and motivated
- Screening for technical positions along with defining JDs for the resource requirement

QUALIFICATION

Bachelor of Technology

Computer Science and Engineering
Uttar Pradesh Technical University
Class of 2010