

Mufaddal Laxmidhar

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About

A results-driven and self-motivated QTC (Quote-to-Cash) professional with expertise in managing, designing and developing valuable and successful solutions on the Salesforce Platform.

Experience

Sep 2023 - PRESENT

Solution Consultant, Conga

- Drive proactive healthchecks and solution reviews for Premier Plus & Pinnacle Support customers ensuring their Conga Solutions are performant and scalable.
- Being a subject matter expert on Salesforce & Conga's revenue products, Lead the critical client-escalations & drive it through to resolution.
- Lead technical training for the team and provide guidance to new hires to help them in building effective technical skillset.

Feb 2022 - Sep 2023

Technical Consultant, Conga

- Worked as the assigned engineer for 3 of Conga's biggest enterprise accounts. Provided them consultation for implementing Conga CPQ, CLM, Approvals, Turbo, and X-Author & DocuSign / EchoSign Integrations with best practices and effective use of OOB features.
- Configured flexible mechanisms for complex use-cases including price rulesets, pricing matrix, constraint rules, approvals, templates (proposal/agreement), etc.
- Actively collaborated with Conga Engineering team & helped them in improving the product quality by reporting critical bugs and useful enhancements.

Apr 2021 - Feb 2022

Business Analyst, Rishabh Software

- Introduced SaaS multi-tenancy features for the GTM release of Rishabh's in-house Product. Lead client research and defined SOWs and User Stories for the Dev/QA Teams.
- Handled the transition from Salesforce to ODOO for an E-Commerce based project. Designed Quotation, Distribution, and Inventory Management workflows for the same.

Jan 2019 - May 2020

System Engineer, Matrix Comsec

- Identified the roadmap and timeline to execute requirements given by Product Team. Prepared detailed SRS document and Wireframes/Prototype to demonstrate the UI/UX.
- Collaborated with Developers and QA Team and assisted them throughout SDLC to resolve conflicts and ensuring bug-free and timely project delivery.

Education

2019

Parul University, Vadodara - B.Tech (Computer Science)

Certifications

- Conga CLM 201, Conga CPQ 201, Conga CPQ 202
- Salesforce Certified Admin
- Salesforce Certified Platform Developer I

Skills

- Problem Solving, Troubleshooting, Business/Requirement Analysis
- Conga CPQ, CLM, Billing, Approvals, Turbo
- Apex, Triggers, SOQL, Visual force, Flows, Integrations