VARUN SHARMA

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INTRODUCTION:	*SENIOR SALESFORCE CONSULTANT/SOLUTION, DATA ARCHITECT*

Overall *6.2* years of IT experience in Salesforce CRM Domain and currently working as a "*Salesforce CRM Project Manager*" handling *Salesforce Advance Administration , Tableau CRM - Einstein Analytics, Data Management & Security Model Design, Basic customization* related responsibilities under Salesforce.com (Sales Cloud, Service cloud, Community Cloud, Consoles, Communities) Platform based on Web and mobile with *Strong Technical and Functional aspects* along with the extensive background in designing highly efficient end to end CRM solutions for various clouds with in depth knowledge of Business across different domains

OBJECTIVE:

Cloud-based applications results-driven **Salesforce Data,Solution Architect & Project Manager** bringing thorough knowledge of Salesforce **Configuration, Security & Data Design cum Management**, **Einstein Analytics, Business Analytics** in SF to a new company.

PROFESSIONAL SUMMARY:

- **Salesforce Certified Administrator**, **Salesforce Certified Einstein Analytics and Discovery Consultant**, **Copado Certified Salesforce DevOps Administrator, Copado Certified Salesforce DevOps Developer**, Experienced Sales Cloud Consultant, Experienced CPQ Specialist, Experienced Service Cloud Consultant, Experienced Advanced Administrator.
- 1 – Business Analyst, 2 – CPQ Specialist, 3- Salesforce Consultant, 4 - Einstein Analytics

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- Experience in interacting with various business user groups for gathering the requirements for salesforce.com CRM project implementation and Data Centralization.
- Assist with project implementation and control monitoring process related to quality assurance (QA) and user assisted testing (UAT).
- Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
- Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
- Created BRD, FRD, data flow diagrams and process flow diagrams to facilitate better system understanding.

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- Experience in Salesforce CPQ, Product setup, Configure bundles (features, options, option constraints, configuration attributes) and product rules.
- Experience in Product Rules, Price Rules, Summary Variables, Discounting, Product Types, custom actions, Guided selling, manage products, pricebooks, and pricebook entries.
- Experience in working with Orders, contracts, subscriptions, Assets and other standard CPQ objects.
- Experience in CPQ renewals including renewal contract, Amendment, Co-termination of multiple contracts.
- Experience in CPQ package level settings and managed package considerations.
- Experience in configurators, advanced approvals, option constraints.

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- Experience creating Object-Level Security (Profiles & Permissions Sets), Record-Level Security (OWD, Sharing Rules, Manual Sharing and Role Hierarchy based on Organization role hierarchy), Field-Level Security, Account Teams, User Management, Escalation Rules assignment.
- Extensive business knowledge on Sales Processes, Service processes experience on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Cases, Reports and Dashboards.
- Experience in data management tool such as data Loader, workbench, dataloader.io
- Experience in process automation using Workflow rules, Process builder, Flow Builder, Reports.
- Trained on experience in Apex Triggers, Visualforce pages, controllers, change sets and Sandbox creation.
- Experience creating Apps, Custom Objects, Custom fields, Record Types, Page layouts, and various other components as per the client and application requirements.
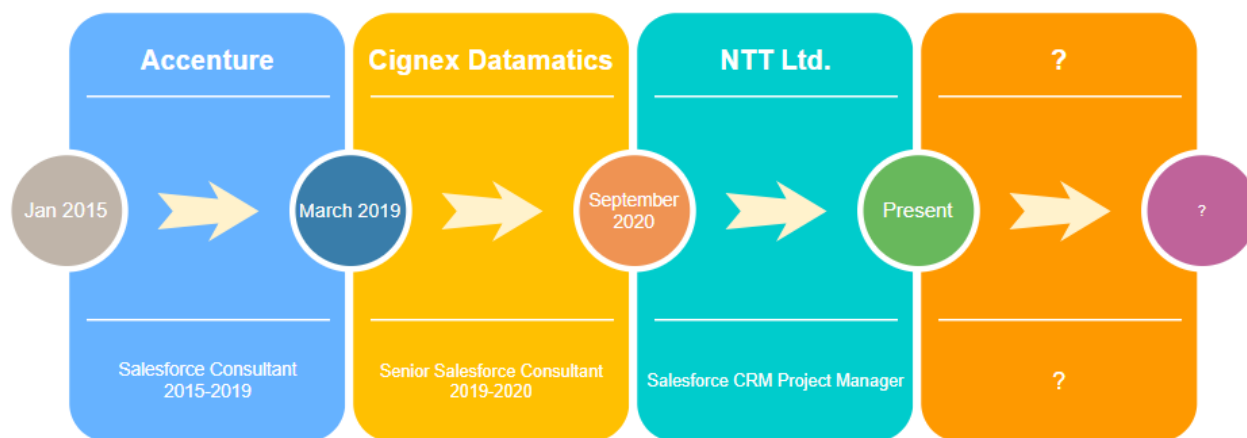- Good Knowledge of SQL queries, SOQL, SAQL.

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- Experience in Creating and Designing Datasets, lenses, Dashboards, Json, XMD, Recipe using internal Salesforce data (via Dataflow using different Transformations) and external data sources in Einstein.
- Experience in JSON, XMD, Dataflow, Static steps, Bindings and SAQL query in Salesforce Einstein Analytics
- Designs, develops, and maintains dashboards in Einstein.
- Create Einstein datasets from using internal Salesforce data and external data sources.
- Experience creating complex Reports & Dashboards (KPIs) for Business Leaders, Dynamic Dashboards for Sales users and Service users.
- Good communication, interpersonal skills, mentoring skills, self-motivated, team player
- POC of Salesforce Administrator in both Classic and Lightning functionality.
- Experience developing training materials and training the users.

SKILL SET:

Salesforce Clouds	Sales Cloud, Service Cloud, Community Cloud, Commerce Cloud,
DML Tool	Data Loader, Workbench, Import Wizard
Defect management tool	TFS, ALM, Maestro, JIRA
Analytics	Einstein Analytics, Tableau
Incident management tool	Service Now (Snow)
SaaS/Packaged Applications:	SFDC
Integration Services:	SSIS
MS Software:	MS Power Point, MS Excel, MS Access Database
Automation tools:	UiPath

Company: NTT Ltd. (September'20 – Present)

Project: Confidential

Role: Salesforce CRM Project Manager (Data and Solution Architect)

About: The project is based on Salesforce instance of NTT Deals, the strategic business unit. This project involves managing the NTT Deals from end to end.

Responsibilities:

- POC for Salesforce Functionality in Web and Mobile application.
- Perform DML operations, bulk upload, insert and delete data in production environment using Data Loader or Workbench as per the requirement.
- **Data Modeling, Conceptual Design, Master Data Management, Metadata Management, Data Governance, Business Intelligence, Reporting, and Analytics, Data Migration, Performance Tuning**
- Manage every production environment support.
- Manage user profiles/access/Security while production cutover.
- Running Workflows and the issues and information across the website.
- Identifying new Business Enhancements according to the user perspectives.
- Connect with Business Architecture team to get approval for new business enhancements.
- Manage data flow for downstream applications to keep all the applications in sync.
- Responsibility of applying work arounds directly in Production environment if user facing issues and want immediate resolution.
- Expert in Salesforce CPQ, strong experience in configurators, product rules, pricing rules, advanced approvals, option constraints.
- Worked on CPQ configuration, pricing, discounting, approvals and proposal generation.
- Creating Reports and Dashboards according to the user requirements.
- Manage team of 10 members, support them while doing all the related tasks.
- Connect directly with Salesforce end-users to get the requirements.

Company: Cignex Datamatics (March 2019 – September 2020)

Project: Alight Solutions

Role: Senior Salesforce Consultant (Acting Lead)- Data Architect

About: The project is based on Salesforce Sales cloud and managing all the sales process related to the products and services additionally a service cloud which is connected with a Telephony system to provide Call Centre users (CSR) to work on the end users' requests for all the clients of Alight Solutions.

Responsibilities:

- Understanding and converting all business problem statements into product deliverables in a global environment
- Interacted with various business team members to gather the requirements and documented the requirements.
- Modified Business Requirement Document and identified process repetitions.
- Expert in Salesforce CPQ, strong experience in configurators, product rules, pricing rules, advanced approvals, option constraints.
- Worked on Apttus configuration, pricing, discounting, approvals and proposal generation.
- Work closely with business leadership to respond to, and proactively identify, challenges that can be with system and/or process improvements.
- Data Modeling, Conceptual Design, Master Data Management, Metadata Management, Data Governance, Business Intelligence, Reporting, and Analytics, Data Migration, Performance Tuning
- Designs, develops, and maintains dashboards in Einstein.
- Create Einstein datasets from using internal Salesforce data and external data sources.
- Designing JSON, XMD, Dataflow.
- Developing Static Steps, binding,
- Work with end users and management to document, design, test and deploy complex processes
- Also, when required Troubleshoot and facilitate issue resolution by suggesting techno-functional workarounds
- Perform DML operations, bulk upload, insert and delete data in production environment using Data Loader or Workbench as per the requirement.
- Manage every production environment support.
- Manages user profiles/access/Security while production cutover.
- Running Workflows and the issues and information across the website.
- Connect with Business Architecture team to get approval for new business enhancements.
- Manage data flow for downstream applications to keep all the applications in sync.
- Responsibility of applying work arounds directly in Production environment if user facing issues and want immediate resolution.

ACADEMIC PROFILE:

B.Tech | Computer Science Engineering (71%) 2010-2014 from Guru Gobind Singh Indraprastha University, Delhi, DL

ACHIEVEMENTS:

Achieved "ACE" award at Accenture for High Performance Delivered in category: Client and Customer

Achieved "Accenture Inspire" award for delivering good work in project for 3 years

DECLARATION:

I hereby declare that information above is true to the best of my knowledge.

Varun Sharma, Place – Delhi, India