

CURRICULUM VITAE

Sham Chavhan

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Professional Profile

- ❖ A seasoned professional with above 12+ years of commendable success in,
 - ◆ Salesforce CRM ◆ Salesforce Lightning ◆ Business Analysis ◆ User Stories
 - ◆ Scrum Master ◆ Process Retrospective ◆ UML, MS Visio ◆ UAT
 - ◆ Project Management ◆ Salesforce CPQ
- ❖ Certified Scrum Master.
- ❖ Experienced in Manufacturing, Financial Accounting, Hospitality, Pharmaceutical & HealthCare Domain.
- ❖ Salesforce Consultant and Project management professional responsible for delivering Salesforce consulting and cloud computing strategies across Sales and Service areas.
- ❖ 6+ years of extensive experience in Salesforce Consultant.
- ❖ 2 years of experience in SAP CRM OM as Business Analyst.
- ❖ Proficient in coordinating with internal/external customers for running successful business operations and experience of implementing procedures and service standards for business excellence.
- ❖ Vast experience in Business process Analysis, People and Process management. Experience in business process analysis, requirement gathering & documentation.
- ❖ Produced and delivered several training tools (video, apps, dashboards) to facilitate quick and easy user.

Salesforce Experience

- ❖ Experienced in Business Process Modelling, Business Process Improvement, requirement gathering, evaluation, analysis, Salesforce configuration, customization and Project Coordination across the project lifecycle.
- ❖ Experience in translating the customer's requirements using SFDC best practices and crafting a solution that support their process and functional requirements.
- ❖ Involved in all phases of SDLC which involves requirement gathering, requirement analysis, Surveys / Questionnaire development, Business Requirement Documents (BRD), Functional Requirement Documents (FRD).
- ❖ Expert in generating and analysing Custom reports and Dashboard for management & various business unit to provide detail information on key performance indicators.
- ❖ Expertise in Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Validation Rules, Reports, Dashboards, Tasks and actions.
- ❖ Worked on Einstein Analytic, created a prebuilt Analytics app, dashboards, Permission Set Licenses (PSL), Permission Sets & Einstein Discovery.
- ❖ Use Cases, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams and strong knowledge of Unified Modelling Language (UML), GAP Analysis, Requirement Traceability Matrices (RTM).
- ❖ Implemented Apex triggers, Apex Classes, validation rules, Workflows, Approval Process, Visualforce Page and Controllers for user stories, Automations and Bug Fixes.
- ❖ Conducting Walk-through sessions for Business users and Development teams.
- ❖ Validating & Monitoring Defects using various defect-tracking tools, Conducted UAT.
- ❖ Salesforce.com Skills: Force.com IDE, Visual force, Workflow & Approvals, Reports, Dashboards, Account Management, Contact Management, Opportunity Management, Deployment using Jenkins, Ant Migration Tool, and Change Set.

Certifications

- Salesforce Certified Admin
- Salesforce Platform Developer I
- Salesforce Platform App Builder
- Salesforce Sales Cloud Consultant
- Salesforce CPQ Specialist Consultant
- Scrum Master
- <https://trailblazer.me/id/shamchavhan>

Techno Functional Expertise

- Salesforce BA
- Salesforce Administration
- Salesforce Development
- Salesforce CPQ
- Salesforce Lightning & Process Builder.
- UI Configurations & Customization
- Triggers, Apex
- Visualforce Pages
- Reports and Dashboards
- Microsoft Office
- User stories
- UML, MS Visio
- MS-Project

Education:

- MBA (IT) from IIIT Pune, with 65 % (July 2009)
- B.E. (Computer) from SSJCOE, Jalgaon, with 67% under NMU, Jalgaon (July 2006).
- HSC with 72% (Mar 2001).
- SSC with 72.4% (Mar 1999).

Personal Details:

- +91-9423476599
- Date of Birth: 27.12.1983
- Gender: Male
- Nationality: Indian
- Passport No: L6986267
- Passport Validity: 22/01/2014 - 21/01/2024
- Marital Status: Married
- Languages: English, Hindi, Marathi

Work Experience

Salesforce Consultant

Responsibilities

- Proficiency in administrative tasks: like Creating Roles, Profiles and Users, User Interface, Tabs, Custom fields, Relationships, Security Settings, Validation Rules, Workflows, Record Types, Page layouts etc.
- Worked on various Salesforce standard and custom objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
- Conducted requirement discovery workshops with product management team and other stakeholders to understand business \ functional requirement and user goals, communicate Salesforce technical capabilities and its limitations.
- Good knowledge of security and Sharing rules and Securities at object, field, and record level for different users at different levels of organization.
- Created & Maintained various Profiles, Permission Set & Permission Set Groups, its assignment as per business requirement.
- Worked on various Salesforce.com Standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
- Created Page Layouts, Approval Process, Workflow Rules to manage Tasks, Email Alerts, Field Updates and Outbound Messages.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Experience in customizing standard objects, created custom buttons, customized tab for different requirements and different page layout assignment to different profile users.
- Administrated and monitored the company's Salesforce sales cloud application by creating a Workflow rules, Process Builder, Flow Builder to automate business process by provided a visual representation.
- Experienced in building new Applications with the Lightning App Builder and Lightning components.
- Experienced on Salesforce Lightning for Customizing Reports and Dashboards for business use.
- Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database using Workbench.
- Familiar with Salesforce CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Salesforce CPQ.
- Performed Salesforce CPQ related configuration for product setup, approval matrices, approval rules and flows.
- Imported accounts and contacts data through Import Wizard (less than 50k) or Data Loader (Data Migration).
- Involved in integration activities of Salesforce.com to 3rd party application.
- Deploying applications from Sandbox to production using Change Sets.
- Extensively worked on Salesforce.com sandbox and production environments including creating Sandboxes and refreshing it time to time.
- Extensive experience in analysing business requirements, entity relationships and converting to Salesforce custom Objects, Lookup Relationships, Master-Detail Relationships and Junction Objects.
- Maintained support and delivered multiple enhancements for a Salesforce Sales Cloud Application.
- Participated in deployment process between Production and Sandboxes using Jenkins, Ant Migration Tool, and Change Set.
- Created Custom Reports as per customer requirements and associated them to Dashboard.
- Created productive documents which will be used by rest of the team to have better understanding of the related system; Salesforce.com CRM (SOP's).

Salesforce CPQ

- Facilitate business process reviews to identify client requirements and processes.
- Translate client requirements into Salesforce CPQ design, leveraging best practices and minimizing the need for custom development.
- Worked on Salesforce CPQ configuration, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
- Experienced Quote-to-Cash solution using Salesforce CPQ.
- Worked on Salesforce CPQ Quoting & Product configuration, product rules, price rules, various types of Discount Scheduling, Summary Variable etc.
- Involved in end to end testing and configuration enhancement for the Salesforce CPQ.

Environment: Salesforce.com platform, Apex, Visual Force, Components and Controllers, Data Loader, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, Security Controls.

Role Performed	Company	Duration
Senior Salesforce Consultant	ATOS Global IT Solutions & Services Private Limited, Pune	JAN 12, 2015- Till Date
Salesforce Consultant		
Salesforce Business Analyst		
Scrum Master		
SAP CRM OM-Business Analyst		

Business Analyst – ERP

Responsibilities:

- Gather business requirements, design and develop and modify Timex ERP Application.
- Co-coordinating with application development staff for the creation and managing of report environment for planning, design, development, and deployment of reimplementation of ERP Application.
- Worked with various Onex ERP objects like Accounts, Contacts, Opportunities, Project Management, Reports etc.
- Co-coordinating with Project Manager and end users to define business, financial, and Operations requirements and systems goals, and identify and resolve application issues.
- Customized application tabs for among different business users' groups and business centers (Access Configuration).
- Work with business teams to prepare, prioritize and deliver reports for all functional areas and business units across the organization,
- Executed Test Cases and updated the Test Results in Excel.
- Performed System Testing, UAT Testing, Production Testing, and Regression Testing along with administrating.
- Utilized internal defect tracking tool to log and track application defects and feature requests in the current release under test.
- Prepared daily summary report about the test executions and bugs found for the team worked.
- Verified that the corresponding defect fixes perform correctly and ensure that any other features impacted by the code.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on customer needs in the Onex Application.
- Worked with the client Project Manager to run through the UAT, post deployment activities.
- Preparation of Project Documentation (i.e. Proposal, POC, WBS, GAP Analysis Doc, Trainee Presentation, Video Presentation, MOM etc.)
- **Business Knowledge:** Demonstrating the issues relevant to a variety of modules including CRM, PM, HR, FA Modules. Prepared & Uploaded SOP's for all mentioned modules.
- Ticketing system – OTRS (Open Technology Real Services), Service Now.

Role Performed	Company	Duration	Clients
Sr. Business Analyst	Osource India Pvt Ltd, Mumbai (IN)	Dec 26, 2012 Nov 15, 2014	1. Gartner Consulting, Mumbai 2. BDO Consulting, Mumbai 3. Corporate Catalyst of India Private limited, Delhi 4. Wizcraft International Entertainment, Mumbai
Business Analyst	Eresource Infotech Private Ltd, Thane (IN)	Sep 01, 2011 July 31, 2012	1. Bionext Pharma Private Limited, Navi Mumbai 2. Clean Coat Private Limited, Mumbai 3. Satellite Conveyor Private Limited, Navi Mumbai 4. Jinx Healthcare Private Limited, Thane
SAP PS Trainee	Intellect Bizware Services Pvt. Ltd, Mumbai	Mar 14, 2011 Aug 31, 2011	1. Glenmark Pharmaceuticals, Navi Mumbai 2. Rubamin Limited, Ahmedabad
ERP Administrator	M/s. Moraya Industries, A'bad (MS)	June 01, 2009 June 07, 2010	In-House
IT Engineer	M/s. Sandeep Industries, A'bad (MS)	May 15, 2006 July 05, 2007	In-House