* **Overall** **16+ years** of **Exp** & **11 years** on **SFDC and 3.5+ years** on **Conga CLM (Formerly Apttus)**
* **Worked** as an **Administrator/Analyst/Developer** into **Sales, Service, SFMC, Community, B2B, B2C & D2D**
* **3X Certified on SFDC** plus **2X in IIT** and an **IIM Certified**
* Involved on **Technical,Solution & Functional Level** in Salesforce projects.
* As **SCRUM** Practitioner I am adept in using the **Agile Methodology**.
* Hands-On all phases starting from **requirements gathering, designing & development to deployment**
* Create **technical design from Functional design/Requirement Document** & Conduct **Code Review and Optimization on Apex**
* Hands on **Designing, coding, and implementing** of **Apex, LWC, Visual Force, Triggers, Flows, VF Components, Test Class, Deployment**
* Experience working on **Web services, SOAP & REST APIs**

**SKILLS**

* LWC
* Apex Classes
* Triggers
* Visual Force
* Flow/Process Builder
* SOQL/SOSL
* Data Loader/Import Wizard
* SOAP/REST API
* Conga CLM(Apttus)
* JavaScript
* Lightning App builder
* Web Services
* XML (DOM, SAX, XPath)
* Community Cloud
* Pardot
* Tableau
* Slack
* Reports & Dashboards
* Data Analysis
* Troubleshooting
* Visual Studio IDE
* SCRUM (JIRA)
* Data Migration
* App Exchange

**CERTIFICATIONS**

Cloud Computing (IIT, Kharagpur)

Project Management for Managers (IIT, Roorkee)

Innovation and IT Management (IIM, Bangalore)

Salesforce Certified Administrator

Platform App Builder

Platform Developer I

**PROFESSIONAL EXPERIENCE**

* **Godrej Infotech, Mumbai, Maharashtra Jan 2019-Till date**

**Designation**: Associate Chief Manager Salesforce CRM

**Role**: Administrator, Developer & Architect

**Project Name:**

* OneCRM (Sales , Service ,Pardot & Tableau)
* Godrej & Boyce Conga CLM (Formerly Apttus)

**Description**:

Implemented **OneCRM** with **Sales, Service, Marketing & Community Cloud** Across **7 BU’s** which manages **2500+ User Licenses** & **G&B CLM** **(Conga CLM)** Across Globe in **14 BU’s** managing another **250+ User Licenses**.

Implemented In-depth of **“As is - To be Analysis”** & **Migration from MS-CRM to Salesforce Ecosystem**.

Did **Requirement gathering, Defining processes, Architect Solution, Development, Reviews, and Deployment**.

Planned & Implemented **Change Management & SSO** on **OneCRM & Conga CLM.**

Worked extensively on **B2B, B2C & D2D Model** While working on **Community Cloud (Partner & Customer)**

**Integrated Info ERP and SmartNet with Salesforce CRM with the help of ION middle ware**.

**Developed & Implemented Financial Model and their Integration with Ezetap & Pinelabs.**

As of now on-going Initial Phase of Integration of **E-com App with the help of MuleSoft.**

Created **Multiple Apex Classes, LWC, Triggers, Flows & Process Builders.**

**Implemented Advance Approval Matrix, Obligation Management & Complex Reports on Conga CLM**

**Implemented integration of Outlook with Salesforce on OneCRM.**

Hand done Pilot **implementing of Pardot** and Good Hands-on **Analytics Cloud (Tableau).**

As per business demand, availability and complexity **played role of Solution Architect, Developer & Admin**.

* **Astrol Info Technologies, Noida, UP March 2013 – Dec 2018**

**Designation: - Senior Salesforce – Business Analyst**

**Role & Description: Administrator, Pre-Sales & Developer**

Senior Analyst & Administrator for **1000+ User Licenses across nation**.

Requirements gathering, Conducting User Interviews, preparing functional documents like Use Cases & SRS.

**Salesforce and BigCommerce integration** & **Single handedly developed PoC (Site.com based community)**

Modify existing Database to meet unique needs & Goals determined from evaluation and Planning Process.

As an Admin of Sales & Marketing App resolved issues & escalated Problems with knowledgeable & quality service.

Created multiple **Triggers, Process Builder, Advance Approvals** & **analytical reports with a degree of complexity**.

Worked on complex functionalities with **end-to-end design, development, testing and deployment**.

* **E.I. Dupont India Pvt Ltd, Gurgaon, HR Dec 2011– Feb 2013**

**Designation: - Salesforce Developer**

**Role & Description: Developer & Administrator**

Salesforce Developer and Administrator for **5000+ Users across Globe**.

Implementation of global Salesforce rollouts and business specific CRM rollouts for 14 SBU’s.

Configured and Customized App exchange Packages CPD, LOOP, Service MAX.

Handled production support – queries, issues, enhancements, resolution along with various change requests.

* **Vedrallan Technology Pvt Ltd, Delhi, DL Mar 2008 – Dec 2011**

**Designation**: - Team Lead

**Role**: Senior JAVA / J2EE Developer

* **WNS Global Services, Gurgaon, HR Jul 2006 – Jan 2008**

**Designation**: - Senior Process Associate (JAVA Support)

**EDUCATION**

**Bachelor’s in computer application (IGNOU) 2003**

**Advance Diploma in Software Engineering (Aptech) 2002**