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## TECHNICAL SKILLS

- Certified Salesforce CPQ and **Conga** (erstwhile **APTTUS**)**CPQ and CLM** Consultant with overall 8+ years of experience in CRM domain.
- Proficient in **Configuration and Administration** of Conga CPQ, CLM and Salesforce.
- Providing **Solution and implementing Apttus CPQ** modules across various verticals.
- Business Analyst and Functional Consultant in **Salesforce CPQ** on Revenue Cloud.
- Complex Product Pricing and Validations, Apex Basics, Database and SOQL concepts.
- Worked as **Techno-functional** BA for multiple demands and CRs as a part of BAU.
- Proficient in Siebel Product Management, Requirement Gathering and Impact Analysis.
- Incident Resolving and implementing User stories from Visual Studios.

## WORK EXPERIENCE

**ORGANIZATION: TATA CONSULTANCY SERVICES, INDORE (April 2021 – Present)**

**ROLE:** Senior CPQ Consultant for a Health client

| PROJECT | KEY ACCOUNTABILITIES | KEY ACHIEVEMENTS |
|---|---|---|
| US based health organization, providing medical equipment and services | <ul><li>Designing CPQ technical flow for sales and service side of the market.</li><li>Working on multiple **POCs** to implement requirements in existing application.</li><li>Client engagement and providing **Conga CPQ solutions**.</li></ul> | <ul><li>**Leading Quoting FM** and addressing client requests.</li><li>Implemented end to end enhancements, CRs and SOW projects.</li><li>Successful **resolutions** to **Apttus CPQ** flow glitches and showstopper.</li></ul> |
| US based Information management firm | <ul><li>Working as Techno-Funtional Analyst in **AGILE** methodology on new enhancements and Production Issues in **Salesforce CPQ** on Revenue Cloud.</li></ul> | <ul><li>Interactions across multiple teams and functionality **demo** to customers.</li></ul> |

**ORGANIZATION: WIPRO TECHNOLOGIES, PUNE (August 2019 – February 2021)**

**ROLE:** Product Analyst for a Health client

| PROJECT | KEY ACCOUNTABILITIES | KEY ACHIEVEMENTS |
|---|---|---|
| US based health organization, providing healthcare services in pharmaceutical industry | • Requirement and Impact Analysis, **Configuration and Complex Pricing** of products.<br>• Implementation of **multiple OOB features** with **end-to-end flow** of CPQ and CLM. | • Successful **release of POC** and **timely closure of user stories**.<br>• Mentored new team members, provided **technical guidance** throughout the project life cycle. |
| Integration with External CRM | • Integrate **external CRM system** with Apttus CPQ flow, keeping the user interface intact. | • Created **Connected App, VF page and Controller** to redirect Sales Reps into Salesforce. |
| US based Health firm providing Surgical Products and Services to various hospitals | • Implemented **Adobe e-Sign** feature for Contract documents.<br>• Configured **Intelligent Workflow Approvals** for various requirements.<br>• Collaborated with client in requirement gathering phase on **URS and User Stories**. | • **Independent owner** of Apttus CPQ and CLM module.<br>• Worked on various issues and their **resolution with Apttus Expert team** during CPQ project implementation. |

**ORGANIZATION: ILABZ TECHNOLOGY LLP, PUNE (Apr 2019 – Aug 2019)**

**ROLE:** Techno-Functional Business Analyst for Telecom client

| PROJECT | KEY ACCOUNTABILITIES | KEY ACHIEVEMENTS |
|---|---|---|
| Indian Telecommunications firm providing broadband/voice services and customer requisition | • Requirement Gathering and **documentation** of requirements and solutions.<br>• Liaising with development team to discuss design and get the solution finalized. | • Closure of various Change Requests and Demands solutions before timeline.<br>• Provided KT to development team and **seamless UAT** support |

**ORGANIZATION: TECH MAHINDRA LTD, PUNE (Nov 2015 – Dec 2018)**

**ROLE:** Product Modeller in Siebel CRM

**CLIENT-SITE EXPOSURE**: 8 months in Auckland, **New Zealand (Feb 2017 – Sept 2017)**

| PROJECT | KEY ACCOUNTABILITIES | KEY ACHIEVEMENTS |
|---|---|---|

| New Zealand based Telecommunications firm providing platform for business offers launch. | • Impact Analysis, Planning and **Production deployment** of Siebel Catalogue in CRM component for BAU.<br>• Implementation of **functional flow** for various telecom domain products.<br>• Perform **Unit Testing**and **Incident/defectanalysis**there by ensuring quick resolution with root cause analysis. | • Successful **delivery** of two major releases.<br>• Client appreciations, both at onshore and offshore for **offer to market** releases.<br>• Worked on **multiple POCs** across catalogue requirements.<br>• **Mentored new team members**anddelivered quality output. |
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## CERTIFICATIONS & ACHIEVEMENTS

- Certified Conga CPQ Level 1 and Level 2 Advanced Product Admin.
- Certified Apttus CLM Level 1 Admin Essentials.
- Salesforce Certified CPQ Specialist.
- Salesforce Certified Administrator.
- **Gold Medalist** in Tech Mahindra ELITE technical training program in the year 2016.
- **Star of the Month Award** for contribution to the TCS internship program.
- **Golden Guru 2021 and 2023 Award** for conducting various technical sessions.
- **Technical instructor Apttus CPQ and CLM** in Wipro and TCS.
- **Smile(s) Award** for participating in Freshers and Experienced recruitment drives.

## ACADEMICS

| Year | Qualification | Institute |
| --- | --- | --- |
| 2015 | Bachelor of Engineering (Hons.) EC | S.D. Bansal College of Technology, Indore |
| 2011 | Senior Sec. Examination (CBSE) | Atomic Energy Central School, Indore |
| 2009 | High School Examination (CBSE) | Atomic Energy Central School, Indore |