asthashrivastava013@gmail.com   **Astha Shrivastava**
Salesforce CPQ Specialist   **Salesforce Conga CLM Developer**

Career Objective:

To serve a progressive organization, that offers me growth opportunities, recognition & rewards for shouldering responsibilities. To apply all my best efforts, to establish my company as a successful one & will always learn to keep myself improving.

Key Skills:

Karnataka Bank ltd :2.3 years' experience in Salesforce CPQ Development, Maintenance and customization, and work in Conga CLM

Accenture Solution Pvt ltd : 1.7 salesforce CPQ developer as well as a Conga CLM developer

Summary:

- ➤ In conga CLM – work with end to end life cycle of contact life cycle management work with X author plugin ,configuration of the template, creation of the Query template ,Approval process, Agreement protection, enable redlines, send for review, parallel review, conga e sign, Wizard, Template, Activation of the Agreement ,Creation of the template From the scratch etc

- ➤ Salesforce Configurations, CPQ Development, Deployments, Organization Setup, Customizations, Automations (Process Builder, Workflows and Approval Process), writing SOQL and SOSL queries, Page Layouts, Tabs, Custom Objects/Fields, Validation rules, Data Import & Export that involve the Sales Cloud (CRM), Service Cloud, Collaboration Cloud (Chatter), and/or integrations to ensure scope and customer expectations are met.
- ➤ Working on Quotes, Pricing & Discounts, Approvals, Quote Documents/Templates, Order Management, Assets, Entitlements, Renewals & Service Contracts, Products, PriceBooks, Price Book Entries.
- ➤ Involved end to end deployments across all the systems using different deployment methods like ChangeSets.
- ➤ Hands-on experience in analyzing/debugging the issues related to Apex classes, Apex Triggers, Controllers, etc.
- ➤ Capable of handling P1, P2 and P3 level tasks/issues with strong root cause analysis. Also having the experience in managing all kind of severity/priority issues with 100% customer satisfaction within the given SLA.
- ➤ Worked with customer management, customer subject matter experts (SMEs) and or information technology personnel to complete Salesforce implementation tasks, as required.
- ➤ Working closely with Sales teams to drive data and process optimizations for both salesforce.com and Pardot.

- ➤ Respond and resolve inbound user requests. Identify and rectify day-to-day data quality issues within the operational processes. Identify trends and suggest long term solutions

Academic Summary:

- ➤ Bachelor Of commerce from BR AMBEDKER BIHAR UNIVERSITY 64.5%
- ➤ IN STD 12TH 95.2%
- ➤ Pursuing MBA IT

Projects: 1

Roles and Responsibilities

In conga CLM

- ➤ Create the Template and the clauses through X -author from the scratch,
- ➤ Migration of the Template from one environment to the Other
- ➤ Creation of the Agreement, after that Generation of the Agreement .
- ➤ Send for review as well as a parallel review
- ➤ Conga e-signature
- ➤ Agreement protection as well as configuration of the Agreement Rule
- ➤ Redline line enabling to track the changes at the time of the Send for the review .
- ➤ Approval process end to end ,along with the configuration of the delegate Approver
- ➤ Activation of the Agreement as well as termination.
- ➤ Parallel Review Process
- ➤ Agreement Rule
- ➤ Agreement Protection
- ➤ Migration Manager Tool using
- ➤ Report and Dashboard,
- ➤ Conga Grid,document search
- ➤ Approval Process end to end for the Agreement Approval as well as the Clause Approval.

Project: 2
Roles and Responsibilities
In Conga CLM

- ➤ Creation of the Agreement
- ➤ Using Agreement action to Generate ,
- ➤ Configuration of the Parallel review Process
- ➤ Worked on the Query Template
- ➤ Creation of the Query Template based on the different Division

- ➤ Migration Manager tool used
- ➤ Delegate Approval process Configured
- ➤ Admin Entry to skip the template selection part
- ➤ Agreement protection Rule to enable the Redlining
- ➤ Complete use of the X-author
- ➤ Clause approval based on the mandator and optional Basis

Project:3

Roles and Responsibilities
In salesforce CPQ
- ➤ Worked on various Salesforce.com standard objects and creation of customized business objects, Custom Fields, Tabs, Apps, Page Layouts, Record-types, Formula Fields, Custom Validation Rules and Relationships as per the business requirements
- ➤ Having basic trouble-shooting knowledge on Apex classes, Controllers, Triggers, Visual Force Pages
- ➤ Working on Salesforce CPQ activities related to **Quotes, Pricing & Discounts, Approvals, Quote Documents/Templates, Order Management, Assets, Entitlements, Renewals & Service Contracts, Products, Price Books, PriceBook Entries**.
- ➤ Involved in Integrations relates issues and how the data is flowing between Salesforce and Other systems like Vaults
- ➤ Implemented various security settings and sharing security models at record level, object level, Organizational level
- ➤ END to END life cycle management of the conga CLM ,from creation of the Agreement till the Activation of the Agrement, Expert in using x-author tool.

- ➤ Worked on Approval Process, Workflow Rules and Process Builder to automate specific actions as per the business requirements
- ➤ Have good experience on Salesforce Configurations, Profiles, Permission Sets, Relationships, Reports & Dashboards
- ➤ Created users, roles, Queues, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- ➤ Worked on Data migration using Apex Data Loader and Import Wizard Tools, writing SOQL and SOSL queries
- ➤ Analyzing the user issues in accessing the reports and report types related errors
- ➤ Mass Updating the Opportunity owner, adding Opportunity Team Member, Updating requested opportunity fields for bulk records by Data Loader
- ➤ Mass creation or updating the bulk records related to Opportunity fields, Campaigns, Leads, Accounts and Etc
- ➤ Worked on all user reported issues via SFDC Cases.

Project:4

Roles and Responsibilities

In Salesforce CPQ

- ➢ As a Salesforce Admin provided worldwide software maintenance and Production Support on Salesforce.com environment.
- ➢ Skilled in customizing standard objects and develop Custom objects, Page-Layouts, and Record-types, formula fields, Validation rules, Custom fields, Tabs, Apps to distinguish between various requirements.
- ➢ Implemented pick lists, filed dependencies, lookups, master-detail relationships to the custom objects and Regular data modelling and clean-up activities
- ➢ Involved in taking System backups and system refresh activities.
- ➢ Good experience on Data migration Tool using Data Loader, Import Wizard.
- ➢ Implemented various security settings and sharing security models at the record-level, object-level and OWDs.
- ➢ Working closely with business users/customers to drive data and process optimizations for salesforce.com
- ➢ Also involved in documenting the day -to-day functionality, including test-cases considering multiple scenarios for campaigns, opportunities, and tech-values.

Certification:-

- • **Salesforce CPQ specialist**
- • **Conga CLM certified**
- • **PD 1 developer**
- • **Salesforce Admin**
- • **Salesforce Associate**

Contact:7277060120
Email:asthashrivastava013@gmail.com