SOFTWARE
CERTIFIED
ADMINISTRATOR

PRATIBHA CHOWKNIS

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Contact No:
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Experience:

Business Analysis, Salesforce Consultant, CPQ/CLM specialist, Project Management

Local Address & Address for Communication:

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Personal Data

Date of Birth   : 07-09-1984

Nationality   : Indian

Languages Known (R/W/S):
Hindi, English, Kannada, Telegu, Tamil
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Summary :

 9 years of experience in the IT industry, with primary expertise in CRM Domain.

Skills

Oracle,C, UNIX Shell Script, PL/SQL , VBA,Ms-office, Toad,

Excel, Macros,Html, Java Script , Apex, Visualforce

CRM

Clarify, Salesforce.com (SFDC), APTTUS CPQ/CLM

Certifications:

Salesforce Certified Administrator, APTTUS CPQ & CLM 201

Certified

Professional Highlights:

➤ Helped develop a solution accelerator for a particular domain which was selected by Microsoft as a part of the Go To Market strategy as a part of Mahindra Satyam

➤ Helped deliver a solution for the Client that was showcased at the Salesforce Dreamforce event 2011 at London as a part of Mahindra Satyam

Academic Proficiency:

 Completed BACHELOR OF ENGINEERING in **Information Science**

ROLE & RESPONSIBILITY:

CURRENT EXPERIENCE

Tech Mahindra (6 months)

➤ Managing a 14-member Managed Services Team for the Customer Apttus and support their end customers.
➤ Apttus is a CPQ/CLM package built on the Salesforce platform.
➤ The team helps Apttus end customers with enhancements and developments.
➤ Within 4 months of joining was awarded the PAT ON THE BACK AWARD from the Organization and an award from APTTUS for turning around the team/managing the team to reduce the number of escalations significantly and increasing the delivery efficiency of the team
➤ Manage 5 customers accounts independently across different time zones right from gathering customer requirements, providing estimations, implementing configurations, planning and execution of development activities and providing post production support.
➤ Responsible for day to day operational management of the 14-member team/conducting recruitment for expansion of team/ provide metric data support to higher management for both APTTUS and TECHM for further analysis.

Worked for Non Profit Organizations called "Urban Affairs Coalition", "Back on My Feet" while in USA .

Work with them included:

➤ Enhanced understanding of functionality of previously built Salesforce instance, including custom objects
➤ Migration of their current data sources to Salesforce
➤ Training for designated staff member on new objects, reports and views
➤ "Hand-off" documentation on the object schemas and custom code

PREVIOUS EXPERIENCE

Cable & Wireless Worldwide (Now Vodafone) (2 years):

In the recent experience within the corporate sector worked as a GMSC System Designer with the GMSC team based out of Bangalore for one and half years. The responsibilities included:

- ➢ Drive the IT developments for any products rolled out by the GMSC team for Global Markets
- ➢ Liaise with the different IT development teams and support the development & implementation of the requirements.
- ➢ Coordinate and facilitate the discussions between the business stakeholders, End users, SMEs, Product Management team, New Product Development teams and IT teams
- ➢ Implementation of new product into Salesforce.com which includes extensive work on customization of Sales Processes, Record Types, Page Layouts, Workflows, Roles & Profiles, Custom Controllers, Apex, Data Loader, JavaScript. Also includes experience in App Exchange product Conga with use of Conga Templates for excel and word.

Mahindra Satyam experience (1 year 3 months):

- ➢ Helped set up the SFDC practice at Mahindra Satyam, Bangalore and participated proactively in the strategic initiatives of the practice to expand and establish the practice.
- ➢ Represented the SFDC practice at various events organized by Fidelity and CISCO
- ➢ Mentored batches of newcomers into the practice and provided them with encouragement, inspiration and motivation to perform better and grow the SFDC practice
- ➢ Contributed to the practice level activities and was involved in providing solutions for the various Centre of Excellence activities carried out by the Salesforce practice.
- ➢ Involved in the solution of various CRM accelerators for different domains.

1. Title   **: Account Gateway**

Technologies   : Salesforce.com (SFDC)

Description:

The organisation is is the world's leading source of intelligent information for businesses and professionals. The client has expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, healthcare, science and media markets, powered by the world's most trusted news organization. Account Gateway was a strategic initiative to provide context specific information about their customers.

Role Description:

- ➢ As a Consultant, provided inputs to implement the strategic initiative of the Organisation on Salesforce.com platform.
- ➢ Provided innovative and out of box solutions which helped reduce the development and implementation effort and ensured faster delivery.
- ➢ Provided business stakeholders with insights which helped them identify the requirements.
- ➢ Proactively involved in identifying and highlighting the risks in the various phases of the project.
- ➢ Active participation in conducting requirement gathering workshops, business requirements documentation, requirements analysis, test case reviews, support and coordination of business stake holders, UAT teams, development teams and testing teams
- ➢ Experience in configuration of Salesforce.com, Standard Objects, Custom Objects, Workflows, Approvals, Validation rules, Chatter.

2. Title   **: Location Based Services**

Technologies   : Salesforce.com (SFDC), Java, Facebook, Android, HTML5

Description:

The Client provides innovative, integrated solutions for the financial services industry.
It employs over 4,000 people worldwide who serve over 1,200 banking customers in over 120 countries including every one of the world's top 50 banks. The company is based out of UK.
The project was to develop a Salesforce based application which aggregated the customers' geographical location and enabled them to have greater control over financial transactions.

The project is an attempt to harness social media and integrate it with the CRM to provide better services to the customer.

Role Description:

➢ Was responsible for the management of the delivery of the project which was an amalgamation of various technologies such as Force.com, Java, Oauth, Facebook, HTML5 and mobile technologies.
➢ Was responsible for the coordination of the various different teams such as the business stakeholders, development teams, testing teams, MSat management scattered over different geographies and different time zones.
➢ Active participation in requirements analysis, test case reviews, support and coordination of business stake holders, development teams and testing teams. Preparation of User Guides, Set Up guide, Configuration Workbook.
➢ Experience in configuration of Salesforce.com, Standard Objects, Custom Objects, Workflows, Approvals, Validation rules, Test Classes.
➢ This solution was showcased by the client in the annual Dreamforce event held at London and it received massive media coverage worldwide
➢ Received appreciation from the top management of MSat for successful delivery of the project within difficult timelines and technical challenges.

Wipro Technologies experience (4 years 3 months):

Worked as a Business Analyst with Wipro Technologies prior to joining Mahindra Satyam. The different projects involved carrying out activities of Requirements elicitation, Analysis, Business Requirements Documentation, System Testing and System Integration Testing, test case reviews, UAT test case preparation, carrying out Pre UAT, Management and Coordination of UAT, Coordination of development teams, testing teams, business stake holders, and Wipro management.

1. Title : **WFMS Phase 2**

Technologies : Clarify CRM and third party proprietary software

Location : UK

Description:

The Field Services division was in the process of transforming its operation by implementing an automated scheduling system, WFMS, based on Click Software.
WFMS relies on being supplied with engineer requests from 'upstream' systems that manage information workflow for Provide and Assure business processes.
The first phase of WFMS had delivered the necessary functional changes to Remedy and an interface to the Click system to enable automated scheduling of Assure engineer activities.
The second phase of the project embarked on the automation of Provide interactions with Field Services. The main thrust of this project phase was to adapt existing OMSI and Clarify workflow functions to capture the information necessary for engineer dispatch at the appropriate times in the Clarify workflow. After the project was delivered, this functionality automated a large percentage of the Provide interactions with Field.
This project was a critical project for the Client in terms of their revenues and this project was executed within impossible timelines.

2. Title : **WFMS Phase 1**

Technologies : Legacy client system and third party proprietary software

Location   **:** UK

Description:

The organization employed Field Engineers (FEs) to undertake provisioning and assure activities at customer sites and at its network locations. The objective of the WFMS Project was to improve the efficiency of the deployment of FEs in Provide and Assure.
Specifically:

➢ Increase the number of tasks that are scheduled for each FE daily
➢ Reduce the amount of 'idle' time for each FE
➢ Reduce travelling time
➢ Eliminate aborted jobs that are caused by poor co-ordination of FEs and/or logistics
➢ Eliminate aborted jobs that are caused by insufficient information being provided to FEs either before or during a site visit
➢ Reduce the amount of non value-adding time spent on creating and managing the FE schedule
➢ Reduce the amount of time spent on dealing with requests for updates on the scheduling/ FE activity from the Provide and Assure communities
➢ Enable management reporting n the efficiency of the scheduling process, to support continuous improvement

To achieve these objectives, Field Services of the Client organization had purchased a new scheduling system (Click) to automate scheduling decisions and create a dynamic schedule that optimised the use of FE resources. A key feature of Click's functionality is the provision of Hand Held Terminals to FE's. HHTs enabled real time updates on a job's progress to be relayed to the respective upstream systems and allow information about the job to be read and updated on site.