Zahoor Shah

Sr. Solution Architect

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PROFILE • ABOUT ME

12+ years of experience that includes 7+ years experience on Salesforce.com CRM Platform and Apttus. Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and portals based object oriented enterprise applications. Planning & Process improvement, Project Governance, Managed package upgrades, Project Delivery, Salesforce.com Integrations, Vendor Management, Technical Documentation, Contract Management Solutions, Quoting Process, etc.

Specialties:
Certified Salesforce.com Developer (DEV401)
Salesforce Certified Administrator(ADM 201)
Salesforce Certified Advance Administrator (ADM 211)
Apttus Quote-to-Cash Certified
Apttus CLM 201 Certified
Apttus CPQ 201 Certified
Expert in Requirements gathering
Core member of the Solution Design team

Something About me:
Passionate about interacting with people and enjoys opportunities to learn and gain exposure to new ideas and experiences. Open and willing to learn whatever is necessary to accomplish the goal...

EDUCATION

COMMUNICATION STUDIES , MASTERS OF COMMUNICATION STUDIES
University of Pune
Pune, Maharashtra

Graduated, May 2012

BACHELOR OF SCIENCE
Poona College
University of Pune – Pune , Maharashtra

Graduated, June 2008

WORK EXPERIENCE

SR. SOLUTION ARCHITECT
Apttus

Nov 2017 - Current
Pune, Maharashtra

- Obtain deep knowledge of the client's strategic needs at a macro/cross business unit level
- Develop an end to end solution vision and develop multi-phase implementation roadmaps to achieve the vision
- Trusted by clients as an enterprise solution architect who understands the needs across multiple business units and design consistent solutions that maximize reuse across the enterprise
- Negotiate with clients using end to end knowledge of their enterprise level priorities, costs and benefits.
- Enable clients from one business unit to see the design tradeoffs across the enterprise and persuade them to adopt more out of the box recommendation
- Involvement in solution design and estimations, ongoing validation of deliverables against requirements.
- Respond to accommodate shifting business needs and priorities.
- Prior to UAT validate that solution meets business requirements.
- Build effective and productive key business stakeholder relationships.
- Train key users and ensure availability of training and support materials.
- Analyze main business processes and requirements and translate into IT solutions.
- Hold end-to-end functional responsibilities as it relates to the analysis, design, built, test, and deployment of enterprise level solutions including the assessment of viable solution options
- Hands-on application configuration/customization to meet client needs

- Establish domain/industry vertical expertise and broad application expertise
- Collect, formulate, and disseminate best practices on solution positioning and delivery.
- Provide feedback to Engagement Managers and Executive Sponsors when necessary. Work on time for projects, and attain or exceed personal billable utilization targets.
- **Projects:**
- **HESTA**
- Worked as a Sr Solution Architect
- Provided a design to an Apttus CLM Implementation for Contract repository system
- Enable execution of data migration strategy to migrate data into the APTTUS solution
- Customizable solution over a Managed application for adding multiple contracts into CLM simultaneously.
- **GE Renewable**
- The goal of this Project was to help Solution Architect of Client to use the Out of the box functionalities and do the customization based on Salesforce mythologies and avoid unnecessary
- Review the design and solution document and provide my inputs
- Check the performance of the application post implementation of all the Customization
- **Abbott**
- Expert services to design to an Apttus CPQ on Salesforce Platform
- Review the Solution Design and provide feedback
- Provide instructions or help team to fix any issue related to CPQ
- Do the testing of implemented solution
- Verify all the codes have above 75% code coverage
- Check the performance of the application
- **Jack Henry**
- Expert services to design to an Apttus CLM Implementation for CLM and CPQ
- Review the Solution Design and provide feedback
- Provide instructions or help team to fix any issue related to CLM and CPQ
- **Flextronics**
- Worked as a Lead Solution Architect
- Involved in Requirement gathering, Analyses to existing application.
- Validated the BRD and get all requirements validated as per SOW
- Provided a design to FLEX AIC CLM Implementation
- Worked on Development, Testing Deployment, Deployment and Data Management activities
- Provided Demos and POC to client during ongoing development
- Managing the resources for the project
- Handing any project escalations and answer client queries

SFDC ANALYST (CONSULTANT/ ARCHITECT)
ALJE

Jul 2016 - Nov 2017
Pune, Maharashtra

- Responsible to maximize the use and acceptance of standard solutions to support business needs.
- Collaborate with Business, IT Business Partners, Architects and Tech Leads to elaborate on the requirements.
- Responsible to maintain product backlog with user stories to cover development effort for the upcoming sprints
- Proven knowledge of the business process and its KPIs, including best practices to support the relevant business processes
- providing industry best practices, formulating and presenting solution options to various levels of management, influencing and directing decisions that result in optimal client success, overseeing the production of deliverables and establishing trusted advisor status with Business and Technology stakeholders.
- communicate effectively to various stakeholders in the forms of architectural diagrams, functional capabilities, business process efficiencies, and business value realization.
- Establish Trusted Advisor status with Business and Technology stakeholders

Manage large programs of work including timeline, budget, scope, Develop and maintain numerous project deliverables that support the solution design to include discussion documents and other project artifacts.

SFDC DELIVERY MANAGER
Techila Solutions LLC

Nov 2015 - Jun 2016
Pune, Maharashtra

- Develop process improvements to achieve cost effectiveness and time saving.
- Perform resource allocations and workload assignments according to delivery requirements.
- Create and manage project scope, plans and budget for every project.
- Report delivery status to Clients and develop required delivery documentations.
- Presents monthly reports on performance to CEO the Chief Executive Officer.
- Maintains appropriate communications within area of responsibility.
- Build and maintain accurate staffing plans
- Client Relationship Management
- Full Life-cycle Solutions from Analysis to Training, Adoption & Management to drive Revenue & Customer Satisfaction.
- Coupling business experience with strong technical Knowledge Salesforce adoption, training
- Build out and manage the project plan including detailed tasks, hours, resources
- Estimation and Application teams for assigned work stream
- **Projects:**

Synergy: January 2016 – Febuary 2016 (UK)

- The goal of this Project was to develop custom visual force page to Create or Edit the Opportunity Production in Salesforce Communities and then customize the page according to User Type. For Example: The same page is different (Customize Layout), if the Login User is Customer Community/External User And if the User is Regular (Salesforce) User.
- My Role in this Application was a Business Analyst

A2Z : March2016 – April 2016 (US)

- The goal of this project was to provide Web based utility to extract all the Contact and Event data based on the Events. The application is also equipped with property file to set the credentials to connect with the API with encryption. The developed application has various options to export/retrieve the data in JSON, CSV and XML format. Following APIs of the Act-On were used.
- My role in the Application was a Project Manager / Solution Architect

MCA November2015 – Till Date (US)

- It's an Application for Lending Business. Application facilitate to Create the complete Lending process for vendors on Salesforce in which Custom Leads are created which convert into the Loan and offer. There is a complete track of Payment Plans in this Application.
- My Role in this Application is a Data Architect

Other Projects:

- One Sight (UK) Salesforce Integration
- Rockpool (UK) Code Optimization
- Genomics (UK) Salesforce Integration
- Diversified Communities (UK) VF Pages
- EA UK Mobile Solutions (UK) Configuration Support Project

SFDC DEVELOPER APTTUS PRODUCT OWNER
Veritas Software

Feb 2014 - Nov 2015
Pune, Maharashtra

- Analyze and review business, functional and technical requirements
- Participate in project team meetings and communicate effectively with Business to gather requirements & design the Pattern
- Translate end-user requirements into an easy-to-navigate front end process.
- Business Analyst for Apttus Contract Management.
- Integrated SFDC with other third-party applications and data-driven processes.
- Participates in continuous process improvement efforts related to the design & programming of functionality.
- Maintains SFDC releases and upgrades to prevent user downtime.

SR SALESFORCE ADMINISTRATOR
Cognizant Technology Solutions

Oct 2012 - Feb 2014
Pune, Maharashtra

- Managing a team to provide a 24x7 support for central monitoring operations.
- User / Security and Access - User provisioning, License management, Profile setup / administration /maintenance.
- Standard and Custom Objects - Customization of standard objects, Custom object design / creation, Field level
- Security, Page layout design, Record type creation / maintenance, Object linking / relationships
- Analytics- Creating custom reports, creating dashboards, Creating report types
- Data Management - Data Loader, Work Bench etc.
- Approval process & workflow Creation Validation Rule
- Build and maintain workflow and validation rules, customization of page layouts and record types.
- Build and maintain user roles, security profiles, access rights and hierarchy structure.
- Translate end-user requirements into an easy-to-navigate front end process.
- Work with SFDC core team in analyzing current business processes and provide improvement recommendations.
- Participates in continuous process improvement efforts related to the design and programming of functionality.
- Maintains SFDC releases and upgrades to prevent user downtime.
- Stays informed on CRM and SFDC best practices and industry/functionality trends.
- Supports both project & on-going support/maintenance activities related to SFDC & associated application systems.
- Assists in the development, testing, training, support and launch plans to deliver a quality product

SENIOR PROCESS ANALYST
ADP India Inc

Sep 2008 - Feb 2012
Pune, Maharashtra

- Service Management:
- Handling high severity issues (Severity 1 and 2)
- Primary system administrator and application configuration expert for Salesforce.com
- Data cleansing, report/dashboard creation and marketing campaign technical support.
- Incident Reporting, Monitoring, follow up, Escalations, Preparing reports on Salesforce CRM
- Remedy console: Remedy User ID Management, User ID Creation, Grant and revoke rights
- Worked with NA Channel sales operation (ADP Garnishment)
- Worked closely with Legal, Paralegal Contractor's, Attorney, Sheriffs, Clerk of Courts, Marshals to avoid

penalties again ADP and sort out all garnishment claims of Employees
- Make recommendations and propose changes to operation policies and procedures.
- Work with the Legal team members to ensure the appropriateness of the change
- Mentor other Legal team members on Legal principles and approaches
- **<u>Collaborate with Business and Legal Departments:</u>**
- Consult with all level of the organization including senior management to produce/execute learning programs
- Manage large projects responsible for on-time, on-budget, quality deliverables
- Manage project team members performance
- Create and maintain cross departmental relationships with all levels of the organization
- Demonstrate expert level knowledge in design, development, and delivery of learning solutions
- Complete understanding and wide application of principles, theories, and concepts in the learning field, as well as general knowledge of other related disciplines.

SENIOR TECHNICAL SUPPORT ENGINEER (LINKSYS NA PROCESS)
VCustomerPvt Ltd Pune

Nov 2006 - Feb 2008
Pune, Maharashtra

- Efficiently troubleshot Linksys gateways, routers, switches, print servers, range expanders, access points, hubs and worked on wireless 802.11 a/b/g/n Technologies.
- Provided Encryption solutions to the wireless networks and configured firewall also provided 24*7 online support to end users on workstations with operating systems like Windows XP, Vista and Apple computers.
- Monitored functioning of equipment/ peripherals and made necessary modifications to ensure system operates in conformance with specifications.
- Responsible for providing proper installation, integration & operation of the desktop environment to support the business units needs

SKILLS

- Resource Management
- Workforce Management
- Requirements Gathering
- Requirements Analysis
- Customer Relationship Management (CRM)
- Solution Architect
- Requirement Gathering
- Project Delivery
- Software Development Life Cycle (SDLC)
- Contract Management
- Technical Documentation
- Solution Architecture
- Enterprise Architecture
- Business Process Improvement
- Object-Oriented Programming (OOP)
- Software Development
- Analytics
- Cloud Computing
- Vendor Management
- Project Management
- Performance Management

LANGUAGES

- English ●●●●○
- Urdu ●●●●○
- Kashmiri ●●●●
- Arabic ●●●○○

PERSONAL INFORMATION

Birthday:	May 05, 1984	Marital Status:	Married
Gender:	Male	Nationality:	India