

Shashank Shekhar



Experience Summary

- 60+ months of experience in Development, Testing and implementation of Veeva CRM/CLM and Salesforce application
- 2 years' prior experience in Siebel application for development and support role
- **Total IT experience of 7+ years**
- **Veeva Certified Administrator**
- **Salesforce Admin Certified**
- Understanding of CRM and its business application in the Pharmaceutical industry
- Played Team leader role for supporting and enhancing the Veeva CRM application for a major pharma client
- Played role of CLM consultant and administrator
- Played major role in supporting the Veeva CRM application along with downstream iPad application
- Gave demo to client side about new features of Veeva CRM
- An Enthusiastic & Energetic, Highly Self-motivated, Quick Learner, Committed to Work, Efficient Team Member with Good Communication Skills and Highly Competent
- Currently working as "Senior Consultant" at Capegmini, Bangalore

Technical Skills**Hardware / Platforms** Windows 98/XP/2000/Win7/Vista/Win 8/10**Programming Languages** SQL ,SOQL, Java**Scripting Languages** HTML, CSS, JavaScript**Tools** Siebel 7.x, Toad for Oracle, SQL Developer**Certifications** **Veeva Certified Administrator**
Salesforce Certified Administrator**Contact Details****Mobile No.:** +91 9674182742 / +91 9831185263 **Email-Id:** coolshashank76@gmail.com**Present address:** 394, Ground floor, Kengeri main road, Uttaraagalli, Bangalore, Karnataka-560061**Academic Qualification**

NAME OF EXAMINATION	INSTITUTE	YEAR OF PASSING
M. B. A(Part-Time)	Annamalai University	2014
B.C.A	BIT Mesra, Ranchi	2011
I.S.C	DAV Public School, Bariatu, Ranchi	2008
C.B.S.E Board	BNS DAV Public School, Giridih	2006

Relevant Project Experience

Organization: Capgemini

INDUSTRY	Pharmaceuticals
CLIENT	PHARMA CLIENT
DURATION & LOCATION	Oct 2018 - Present
PRIMARY ROLE	Veeva Senior Consultant
PROJECT DESCRIPTION	Pharma client implemented few module of Veeva CRM solution to be used among the US market so that workforce can use regulated mail channels throughout their business process
ROLES & RESPONSIBILITIES	<ul style="list-style-type: none"> • Handling approved email and CLM loading requests • Supporting team to load other data models related requests

Organization: Accenture

INDUSTRY	Pharmaceuticals
CLIENT	PHARMA CLIENT
DURATION & LOCATION	Apr 2017 - Oct 2018 Bangalore
PRIMARY ROLE	Veeva Consultant
PROJECT DESCRIPTION	Pharma client implemented an Veeva CRM solution to be deployed across regions to enable the Sales force to utilize the CRM solution for a better business.
ROLES & RESPONSIBILITIES	<ul style="list-style-type: none"> • Veeva CRM implementation and enhancement • Handling new business requests and giving demo/projection • Veeva CRM issue resolution as per SLA • Monitoring and data maintenance to a downstream iPad app to CRM application • Enhancement in Veeva CRM based application as requested by Client • Actively following up and providing updates on issues, maintaining SLA, handling escalations, resolving issues with minimum downtime • Leading and helping the team members • Reporting of the project maintenance activities to leadership

Organization: Tech Mahindra

INDUSTRY	Pharmaceuticals
CLIENT	PHARMA CLIENT
DURATION & LOCATION	June 2016 - Apr 2017 Hyderabad/Bangalore
PRIMARY ROLE	Veeva Consultant
PROJECT DESCRIPTION	Pharma client implemented an Veeva CRM solution to be deployed across regions to enable the Sales force to utilize the CRM solution for a better business.
ROLES & RESPONSIBILITIES	<ul style="list-style-type: none"> • Veeva CRM issue resolution as per SLA • Monitoring and data maintenance to a downstream iPad app to CRM application • Enhancement in Veeva CRM based application as requested by Client • Actively following up and providing updates on issues, maintaining SLA, handling escalations, resolving issues with minimum downtime

Organization : ValueLabs

INDUSTRY	Pharmaceuticals
CLIENT	PHARMA CLIENT
DURATION & LOCATION	February 2016 - June 2016 Hyderabad
PRIMARY ROLE	Veeva CLM Consultant
PROJECT DESCRIPTION	Renowned pharmaceuticals company implemented an integrated Salesforce.com based Veeva solution to be deployed across regions to enable the Sales force to utilize the CRM solution for a better business.
ROLES & RESPONSIBILITIES	<ul style="list-style-type: none"> • Veeva CLM content migration and Testing • Bug Fixing • Monitoring and data maintenance to a downstream iPad app to CRM application • Enhancement in Veeva CLM based application as requested by Client • Actively following up and providing updates on issues, maintaining SLA, handling escalations, resolving issues with minimum downtime

Organization: Cognizant Technology Solutions

INDUSTRY	Pharmaceuticals
CLIENT	PHARMA CLIENT
DURATION & LOCATION	September 2013 - February 2016
PRIMARY ROLE	Veeva Application support analyst
PROJECT DESCRIPTION	Renowned pharmaceuticals company implemented an integrated Salesforce.com based solution to be deployed across EMEA, LATAM and APAC regions to enable the Sales force to realize full benefits by enabling the business (sales) processes in the proposed CRM solution.
ROLES & RESPONSIBILITIES	<ul style="list-style-type: none"> • Veeva Configuration development and handling • Bug Fixing and Support • Monitoring and data maintenance to a downstream iPad app to CRM application • Enhancement in Veeva application • Incident Management • Actively triaging and resolving issues • Provided Technical Support to AstraZeneca international sales market in EMEA, APAC and LATAM countries • Actively following up and providing updates on issues, maintaining SLA, handling escalations, resolving issues with minimum downtime

INDUSTRY	Pharmaceuticals
CLIENT	PHARMA CLIENT
DURATION & LOCATION	September 2011 - August 2013 Kolkata
PRIMARY ROLE	Siebel Developer
PROJECT DESCRIPTION	<p>Renowned pharmaceuticals company implemented an integrated global Siebel SFA and SaaS solution to be deployed across EMEA, LATAM and APAC regions to enable the Salesforce to realize full benefits by enabling the business (sales) processes in the proposed CRM solution.</p> <p>Insight is based on Siebel software- the market leading On-premise in Customer Relationship Management systems.</p>

ROLES & RESPONSIBILITIES	<ul style="list-style-type: none">• Siebel Configuration development and handling• Bug Fixing and Support• Monitoring and data maintenance to a downstream I Pad app to Siebel.• Enhancement in Siebel application• Incident Management• Actively triaging and resolving issues.• Provided Technical Support to AstraZeneca international sales market in EMEA, APAC and LATAM countries• Actively following up and providing updates on issues, maintaining SLA, handling escalations, resolving issues with minimum downtime
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Shashank Shekhar**Place: Bangalore**