

RESUME

Harshit Agarwal

Email: hrshtag@gmail.com

Mobile: +44 - 7587711385

WORK EXPERIENCE

Pre-Sales Experience

- Demo Creation of Client POC's and Sales Pitches
- Creating Response to RFP and deck preparation for Multiple Clouds
- Solution Analysis and Technical feasibility analysis
- AS IS and TO BE Analysis
- Agile Project Execution and proposing Agile Transformation projects
- Estimation Analysis and Resource Planning
- Running Pricing Models based on various Pricing variations
- Defining KPIs for projects
- Business Documentation and user manual creation
- Stakeholder Management, handling multiple stakeholders (Different Vendors) from client side
- Client Visit Management

SFDC Developer (Jan 2018 to present)

Salesforce Consultant for Education Major (On Client Premise)

- Single point of contact for Education major sales, service, Marketing team for Sales, Service, Marketing cloud.
- Leading a team of 6 people to execute and look after customer requests and needs
- End to End ownership of 250+ user base Salesforce Org.
- Multiple issues resolution with Third party such a MuleSoft, NetSuite and other .Net based applications
- Extensive experience in IT sales Estimations and Solution fitment
- As team helped in winning a combined \$ 2 Million + Contracts for my employer
- Extensive experience in Salesforce DevOps based on Jenkins, Azure DevOps and Bamboo
- Conflict resolution between multiple teams.
- Release planning and management for change management execution.
- Impact analysis of Salesforce Release
- Sandbox management and refresh planning
- Spearheaded multiple automation projects for effort and time saving worth \$100,000 for various clients

Automobile Finance Giant

- Worked Senior Associate Consultant with Infosys, as SFDC Developer for Automobile finance Giant.
- Worked on response to RFP and outlined key business processes, value proposition to client.
- Extensive Work on client environment study for suggestions on salesforce ecosystem value proposition
- Chalking out key stakeholders and preparing release plan.
- Development and deployments on Test environments and Production for

Salesforce applications, technical/functional capabilities.

- Working under agile methodology with various scrum meetings and creating reports shared periodically.
- Implementation of administrative changes in Salesforce.com, including data migrations, data quality efforts, field updates and changes, workflow rules, customization of objects.
- User account administration, including role hierarchy changes and profile maintenance
- Reports, dashboards, and other analytics requests.
- Work with users to develop requirements for various initiatives, document those requirements, and build an implementation plan.
- Responsible for implementing customized solutions that support business requirements and drive key business decisions to Production Environment.

Java Developer production support (March 2016 to December 2017)

- Supporting Production and non-production environments during various releases for CRM tool of **European Telecom Group**.
- Interacting with multiple third parties to resolve various issues affecting customers and testing.
- Reporting various critical issues to Release Managers for fast focus on critical issues.
- Automating resolution of various frequent issues.
- Support testing team in various sprints across release.

Java Developer (May 2015 to March 2016)

- Using java for developing CRM application of telecom group.
- Worked on new product, various features and enhancements within teams of 3 to 10 people.
- Close interaction with testing team for defect resolution.
- Scrum meetings with various stakeholders for lower issues resolution time.
- Writing shell scripts for various batch jobs

Technical Skills

- SFDC Service Desk, SFDC Communities, Apex, Lightning Aura Development, Lightning Components, Lightning Events, workflows, triggers. SOQL, SOSL, Postman.
- OOPS, Core Java, Python, HTML, CSS, Linux OS/Unix OS, Shell scripting, Java script.

Process Skills

- Agile and Scrum methodology.

- Measurement of various scrum ,Project Quantitative Parameters
- WSR Reports
- Capacitive Planning
- Release Planning

KNOWLEDGE EXPOSURE

- Ability to use point and click configuration for Salesforce.com platform to map business requirements to configure and customize functional areas of sales cloud.
- Extensive experience working on Response to RFP's
- Capacity planning, WSR reports
- Business process mapping to Salesforce Functionalities
- Scrum meetings and initiation of various scrum events
- Apex, triggers, Apps, Lightning Aura Components, Lightning Apps, Process Builder, Integration Rest, Flows, Validation Rules, Email Alerts, Profiles, Reports and Dashboard. Apex Triggers, Apps, Lightning
- Ability to handle, prepare, analyze data for loading/extracting the data from Salesforce with data migration using data loader tool.
- Jira Tool
-

CERTIFICATIONS & TRAINING EXPERIENCE

- 4X Salesforce certified, 2x Copa do, 1 X CSM
- SFDC Admin, Developer -1 certification, Sales Cloud Certification, App Builder Certification, (Service Cloud consultant planned in July)
- Agile CRUM Master Certification
- 100k+ points in Trail Head with 85+ badges.
- Infosys Estimation specialist Certification
- Infosys Consultant Training

ACADEMIC CREDENTIALS

- B.Tech. Electrical & Electronics from UPTU (August 2010- June 2014.)
- 10+2 from CBSE Board with First Division - June 2009
- 10th from CBSE Board, with First Division - June 2009

