

Mudit Pandey

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Career Objective

To work with a challenging career where I can contribute my academic qualifications and personal skills towards the success of the company along with my professional career. A career that will earn me satisfaction and enable me to learn more and more in life – a continuous learning process.

Experience Summary

A result oriented and self-driven IT professional currently working as **Associate Principal Engineer at Apttus Corporation**. I am highly motivated individual having analytical ability necessary to carry out complex technical tasks along with team handling skills, having hands-on experience of about **6+** years in carrying out different roles in various Organizations

- A Salesforce certified professional with 6+ years of total IT experience including 5+ years of experience in Salesforce CRM and Platform and 2+ year of experience in Apttus QTC Products which include CPQ, CLM, IWA, Billing, RevRec etc.
- Experience in Agile Methodology.
- Have experience of leading a team size of 10 members.
- Extensive experience in project development and deployment.
- Extensive Experience in project tracking and reporting to clients/customers.
- Understanding the Business Logic of Infrastructure and implementing it at project level.
- Providing inputs & valuable suggestions during customer interactions relating to user functionality requirements
- Implemented best practices in different projects for smooth delivery as per company requirements
- Extensive Experience in Handling and Managing Strategic Accounts like IBM, Standard and Poor, Bayer, Digital Reality
- Experience in Apttus QTC/CPQ/CLM Products following Complete Cycle for Requirement Gathering to Delivering Solutions
- Extensive experience using Salesforce Administration, Profiles, Creating Roles, Page Layouts, Org-Wide default, Security, Sharing rules, Work Flows, Approval Workflow, Reports/Graphs and Dashboards.
- In-depth understanding of SFDC CRM applications like Sales Cloud, Service Cloud and Marketing Clouds
- Experience with data manipulation, cleaning, and de-duplication.
- Worked on Email-to-Case, Web-to-Case and Web-to-lead.
- Extensive experience in Salesforce functional side.
- Experience on Apex and Visualforce coding standards and writing triggers and classes.
- Hands-on experience with other CRMs like MS Dynamics

Certifications

1. **Salesforce.com Certified Advanced Administrator (ADM 211)**
2. **Salesforce.com Certified Administrator (ADM 201)**
3. **Salesforce.com Certified App Builder**
4. **Apttus CPQ (Configure Price Quote) Certified**
5. **Apttus Advanced CPQ Certified**
6. **Apttus CLM (Contract Lifecycle Management) Certified**

7. Apttus Billing Certified

Professional Experience

1. Organization: Apttus Inc.

Duration: 8 August 2016- Till Date

Designation: Associate Principal Engineer

Client: Multiple Accounts/Assigned Post Production Engineers

Role: Techno-Functional Engineer

Description:

Part of **Global Delivery Excellence Team**, we are working as Consultants & Remedial Engineers for our Global Clients. Being an Assigned **APTTUS** Strategic Account's Associate Principal Engineer, my main role is to deliver effective Product Solutions. Understanding Business Use Case, analyzing issues, Consultations/ Solutions/ Best Practices/ Mentoring New Hires/ Technical Trainings /Knowledge Base Creation & Reviews/ Project Transitions from Professional Services

Roles and Responsibilities:

- Apttus CPQ/ Contract Management/ Advanced Workflow Approvals/ X-Author for Contracts expert, dealing technically with major critical Apttus clients.
- Helping customers on the Apttus Product Implementation solutions and Product Bug fixes and also helping them to setup and configure Apttus Products from scratch.
- Providing Solutions/ Consultation for Best Practices and effective use of Apttus - Out of box robust features.
- Consulting Apttus Configuration & Pricing setup to implement flexible Pricing Mechanism.
- Guidance on Apttus X-Author Templates design assistance and issue fixes.
- Fixing issues on Advanced Workflow Approvals - Email Approvals setup/ Approvals from Mobile devices.
- Leading Technical Training of New Hires and mentoring assistance to help them in building effective Technical skill set on Apttus products.
- Project Transitions from Professional Services to Managed Services.
- Helping Individuals in the team on their Technical product related knowledge and concerns.
- Regular customer follow-ups and meeting with clients to discuss of on-going issue status and future Apttus Product release/ Implementation plans.
- Technical Interview Panel at Apttus, Technical discussions with the experienced professionals and Fresh grads.
- Collaborating with Apttus Internal teams to optimize the Apttus product deployments.
- Bug reporting to Apttus Product Success team and help them improving/ maintaining the product Quality.
- Assistance on customers Apttus Product Upgrade/ Implementation plans.
- Helping Management Team for operational decisions/ KPI, Account Management, Escalation Management, etc.
- Interacting with Partners to work on Platform and Apttus Integration related queries.
- Collaborating with Salesforce, Adobe - EchoSign and DocuSign connectors to help customers on their Platform and Contracts E-Signature related concerns.
- Knowledge Base creation and Product Documents review panel.
- Template Administrations and Configuration Engineering.
- Helping customer on Apttus Developer and Customer Forums on their post and rating the answers.
- Giving Communication/Salesforce Admin Training to New Hires.

2. Organization: HCL Technologies, NOIDA

Duration: 23 months (8 September 2014 – 4 August 2016)

Designation: Engineer- Product Support

Client: Salesforce

**Role: Salesforce Advanced Admin
(Success Agent Tier-2)**

Roles and Responsibilities:

- Helping Salesforce system administrators around the globe to resolve issues regarding Salesforce admin related issues via email, chat and over the phone.
- Helping users with the appropriate resolution and create KB articles as in when required.
- Administrator issues like creating, activating, deactivating users, profile and permissions.
- Customization & Creating Custom Objects, fields.
- Data migration from other CRM – import and export.
- Integration of salesforce.com & Outlook for synchronization of e-mails and contacts.
- Setting up rules and defining flows and Creating Process using Process builder.
- Login & Password issues as well as security access filters like IP, Business hours.
- General Organization wide and user-level customizations.
- Defining and creating custom reports and dashboards.
- Data loader tool, Import & Export wizard, Bulk API loads.
- Backups & Export of data.
- Help with synchronization with compatible third-party applications.
- Defining bulk e-mails, campaigns, managing members for campaigns and events.
- Keep application users informed about system functionality, enhancements and latest Releases.
- Testing the changes in Sandbox and deploying them in Production using Change Set.
- Experience in moving code from sandboxes to production environments and addressing issues related to functionality, integration, and deployment.
- Experience with data manipulation, cleaning, and de-duplication.
- Highly motivated self-starter with Excellent Communication, Presentation and Problem-Solving Skills providing 24x7 support in Production, Preview and Development environment and committed to learning new technologies.

3. Organization: DELL International Services, Gurgaon

Duration: 11+months (2 Sept 2013 – 27 Aug 2014)

Designation: Client Technical Support Analyst

Client: Dell (In house)

Roles and Responsibilities:

- Worked on Siebel and Salesforce CRM in managing user record and details and worked on Salesforce Communities
- Providing Support to End users by working with them on a remote session and helping them in setting up configuration.

4.Organization: HCL Technologies -Business Services NOIDA

Duration: 12+ months (7 August 2012 – 30 August 2013)

Designation: Network Support Engineer

Client: Ericsson/Sprint

Role: Remote Site Tester (Network Support)

Roles and Responsibilities:

- Perform Loop back Testing, End-to-End Testing.
- Troubleshooting on errors like Frame, BIT & CRC Errors.
- Testing the circuit with remote testing tools i.e. “Sprint REACT”, “FMS”, “FACTS” & “Quick Pad”.
- Check & verify the Port configuration.
- Testing of circuit includes running different BERT Patterns.
- Answering ACD queue calls and appropriately addressing the caller’s request in accordance with the WISRTT ACD Queue Job Aid Section of the WISRTT Operations Manual provided by Sprint Nextel
- Preparing & maintaining the daily/weekly/monthly workload and performance reports to Sprint and HCL Management.
- Perform Loop back Testing, End-to-End Testing.
- Have Tested Affiliate Switches by making cross connection In SMS(SONET Management System)

Education

Bachelor of Technology (Electronics and Communications)	--2008-2012	75.68%
Intermediate (ISC)	-- 2005-2006	78.40%
High School(ICSE)	-- 2003-2004	74.00%

Achievements/Awards and Recognitions

- Awarded as 'ROCKSTAR' Award Globally for 2017-18
- Many Times, have been recognized by Top Executives Within Company and Clients.
- Clients have send Appreciations over phone, Email, CSM interaction, Apttus Accelerate event and have recognize my work
- Won Quarterly Award multiple time in HCL/DELL for being consistent performer.

Additional Skills

- Solution and Target oriented approach.
- Strong Analytical/ Problem Solving skills.
- Good Interpersonal Communicational skills.
- Ability to shoulder responsibility and execute multiple tasks.
- Can mentor/guide the Application/ Products to New Team Members.
- Ability to deal with multiple clients to gather the business needs and provide solutions on or within time.

Hobbies and Interest

- Watching Movies/TV-Series & Listening to Music
- Doing Dramatics / Writing scripts and Directing Plays/Drama/Short films.
- Singing songs

Personal Details

Fathers Name:	Mr. Uma Kant Pandey
Mothers Name:	Late Mrs. Sunita Pandey
Date of Birth:	24 June 1990
Languages Known:	English, Hindi
LinkedIn Profile link:	https://www.linkedin.com/in/mudit-pandey-95b09825

Declaration

I hereby declare that all the information furnished above is true to the best of my knowledge.

Date: 03.12.2018

Place: Ahmedabad

Name: Mudit Pandey