



## Nidhi Gupta

*Salesforce Architect & Developer – 9 years of experience*

Nidhi has a strong background in Salesforce and IT Technologies complemented with leadership/managerial roles in Diverse projects. She has served in consulting positions for Managing team, delivering services and implementing solution with team. She is experienced in visioning, costing, and executing projects from inception to launch and can provide a structured framework to analyze complex situations into simple strategic imperatives. As a Salesforce Architect & solution, Nidhi has acquired several consultancy certificates.

For more than nine years, She has been enrolled in several retail, health, Banking projects and has a proven track record of timely delivery. In the last years She has been assigned to analyze and design medium-scope projects, widening his vision into lifecycle of Projects.

Nidhi has been a visionary and try to keep simple approach to problems and work end to end with customer to deliver and talk about intricacies involved in work. She has a leadership quality and proven track to handle situations effectively.

She has handled clients who were based out of SA, US, Europe and Japan.

During early career stages, her experience was involving Marketing, Mainframes, Organising and structuring.

### Salesforce Clouds

- Sales Cloud
- Service Cloud
- Community Cloud
- Lightning B2B Commerce Cloud
- Ncino
- CPQ
- Marketing Cloud - Learning

### Salesforce Technologies

- Classic and Lightning UI
- Apex Classes/Triggers
- Visualforce Pages/Components
- Aura Components/LWC
- Flows & Approvals
- Dashboards / Reports
- Experience Builder
- Console Apps & Omni Channel
- Platform Events / CDC

### Salesforce Tools

- Force.com IDE / VSCode
- Force.com Platform
- Force.com Data Loader/Import Wizard
- Force.com Migration Tool
- Workbench

## Certifications

Slack Admin & Consultant	Upcoming
Salesforce Marketing	Upcoming
Salesforce Financial Services	Upcoming
Salesforce Certified Associate	2022
Zuora Billing Analyst 1 & 2	2022
Salesforce Certified Data Architect	2022
Salesforce Certified CPQ Specialist	2021
Salesforce Certified Sharing & Visibility Architect	2021
Salesforce Certified Administrator	2020
Salesforce Certified Platform Developer I	2020
Salesforce Certified Platform App Builder	Expired
Devops / Copado	

## Programming Languages

Apex, Cobol

## Web Technologies

HTML, CSS, JS

## Methodologies

Agile, Scrum, SDLC

## Reference assignments (Projects)

### Sr. Solution Architect & Product Enhancement - Zuora

8 months

Zuora is the ISV partner and is for Subscription Management and Billing for recurring Revenue generation. The world is moving towards Subscription economy and with Zuora product there can be varied models for Pricing that can be implemented for smoother Invoicing and Billing

Product Enhancement

Zuora Billing

2022-2023

#### Responsibilities:

- Learning Zuora Billing & Solutioning for Customer - SDR
- Revenue model & Billing model setup with external system
- API calling to Payment methods configuration setup
- How product catalog with Salesforce & Quote invoicing generated
- Lifecycle of Product from account, customer, products, quote, invoicing and billing payments

### Salesforce Architect and Manager (CPQ) - Olink

8 months

The customer wanted to move from Sales cloud to CPQ for uploading Product and setup the Product and Price rules with a simple approach, We also implemented Subscription model & Approval Rules.

Healthcare

2022

The implementation was from scratch and end to end for the Customer.

#### Responsibilities:

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- Introduce products & Best practice for Olink with different processes per each product.
  - Setup Subscription model & Best practice
  - Manage the Testing and customers changes by understanding their needs per business.
  - Setting correct model for permission & users

### Salesforce Architect & Solution (Uppsala University)

Uppsala University is internationally recognised as being one of the top 100 universities in the world. For over 500 years, UU has delivered professional and pedagogical education, applied the highest academic standards, and conducted research that makes a real difference. We have succeeded in recruiting some of the best teaching staff from around the world, and our aim is to educate, inspire and help our students to excel. Since it was founded in 1477, UU has attracted some of the world's very best minds and eight academics affiliated with the University have been awarded the prestigious Nobel Prize.

#### Responsibilities:

- Design and implement Data Table
- Categorization for Opportunity based on Accounts
- Managed Team to deliver the solution with Agile methodologies

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### Salesforce Team Lead & Architect for Energy company - Ygrene (Sales Cloud & CPQ)

*10 months*

*Renewable energy*

A promising renewable energy US company that focuses on transforming energy with solar panels implementation. Ygrene brings clean energy and sustainable home improvement projects to life

*2021*

#### Responsibilities:

- Migration to Org and implementing solution with new changes
- Data cleaning and importing to Salesforce.

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### Salesforce CPQ Architect & Implementation - MiX Telematics

*8 months*

*Telecommunication*

MiX Telematics develops and implements connected fleet and mobile asset management solutions for customers across the globe. We focus our energy on creating hardware and software that is specific to our customers' requirements and aim to build long-term partnerships.

*2020-2021*

No matter how big or small your fleet is, which vehicles or assets you own or in which industry you operate, we have the expertise to solve your unique problems and upgrade your fleet operations using state-of-the-art data collection methods and intelligent reporting.

#### Responsibilities:

- CPQ end to end implementation with handful of team and Delivering the solution
- Develop solutions, primarily in Salesforce.com using Lightning Web Component Development.
- Provide expertise in Sales Cloud, Apex Classes/Triggers, Visualforce Pages, Salesforce Workflow, SOQL, SOSL and Force.com API.
- Manage technical development of software from inception through user acceptance, including projects which affect multiple departments and/or pose high risk situations.
- Responsible for coding, configuration, maintenance, installation, testing, and debugging of developed solutions.
- Develops high-quality, reusable, and maintainable code.
- Determines and manages work estimates, timelines, and technical documentation deliverables.
- Develops and supports custom applications, extensions, and integrations for business applications.
- Meeting with project managers to determine CRM needs.
- Developing customized solutions within the Salesforce platform.

## Salesforce CPQ Implementation - Rapid 7 : Security Product

Rapid 7 – Lightning Synopsis: The Rapid7 Insight cloud collects data from across your environment, making it easy for teams to manage vulnerabilities, monitor for malicious behaviour, investigate and shut down attacks, and automate your operations. Application uses Sales Cloud for Selling their Products in the Market for all regions. The implementation was in Force.com Lightning platform to handle the product creation. The application has multiple users and profiles based on their access level. The Application comprises multiple Lightning Components to handle Product creation & update using multiple raw materials. The system also uses an automation process (workflow, process builders) in multiple scenarios like while creating, updating products. The system triggers the email notification to users to inform system updates. System also keeps the history of data operation by Filed History Tracking functionality.

### Responsibilities:

- CPQ end to end implementation with handful of team and Delivering the solution
- Develop solutions, primarily in Salesforce.com using Lightning Web Component Development.
- Provide expertise in Sales Cloud, Apex Classes/Triggers, Visualforce Pages, Salesforce Workflow, SOQL, SOSL and Force.com API.

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### Salesforce Team Lead : Watch Box and Goverberg: Lightning Aura Components and Lightning Web component

8 -months

Retail

Watch-Box is the world's leading platform for the buying, selling, and trading of pre-owned luxury watches; fuelled by technology, innovation, and unmatched global experience in the high-end watch market. With offices in the United States, Hong Kong,

2019-2020

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Switzerland, Singapore, Dubai, and plans to expand beyond, Watch Box is the trusted destination for watch enthusiasts worldwide. It's the team of 200 associates, some of the most passionate watch enthusiasts in the business, maintaining a superior level of knowledge regarding the history, nuances of current collections, and pulse of the secondary marketplace. Watch-Box Client Advisors can assist with all of your watch-related needs – whether you are looking to buy, sell, or trade timepieces from your personal collection. Connect with Watch-Box at your convenience to meet your dedicated client advisor – over the phone, by email, live chat, in-app communication, and of course, within the showrooms and buying offices around the world.

#### **Responsibilities:**

- Develop solutions, primarily in Salesforce.com using Lightning Web Component Development.
- Pre-Sales and Solutioning / Advising
- Provide expertise in Sales Cloud, Apex Classes/Triggers, Visualforce Pages, Salesforce Workflow, SOQL, SOSL and Force.com API.
- Manage technical development of software from inception through user acceptance, including projects which affect multiple departments and/or pose high risk situations.
- Responsible for coding, configuration, maintenance, installation, testing, and debugging of developed solutions.
- Develops high-quality, reusable, and maintainable code.
- Determines and manages work estimates, timelines, and technical documentation deliverables.
- Develops and supports custom applications, extensions, and integrations for business applications.
- Meeting with project managers to determine CRM needs.
- Developing customized solutions within the Salesforce platform.

#### **Other Projects from 2014 - 2019:**

Rapid 7 : Sales cloud, CPQ, Service cloud  
Artemis : Healthcare : Presales, advising and solutioning  
Morgan Stanley : Banking Domain  
American Express : Migration from Mainframe to Salesforce

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#### **Employments**

Senior Salesforce architect & developer	6/2023 (Addcent, Sweden)
Senior Solution Architect	8/2022 (Zuora, Sweden)
Salesforce Architect	12/2021 (Devoteam, Sweden)
Technical Lead & Architect	10/2020 (Maantic, India)
Senior Team Lead & Manager	11/2018 ( Accion labs, India)
Consultant	06/2016 (Capgemini, India)
Software Engineer	03/2014 (Syntel- now Atos, India)

## Education

- Bachelor degree in Electronics & Telecommunication - Echelon Institute of Technology (2009-2013)