

Manish Sehrawat

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Summary

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal and organizational goals.

Experience

OPERATION ANALYST | 05/2023 - Current

Moodys Analytics India Pvt Ltd

- Process closed contracts/Opportunities within Salesforce through booked-verification process
- Manage all contracts and associated client entitlement data with Salesforce, as well as associated subscriptions managed through CPQ
- Monitor and ensure a high level of data integrity and accuracy within Salesforce.com and other integrated systems to ensure accurate reporting
- Assist client-facing Account Executives and Account Managers with forecast updates, account transfers, bookings attribution allocation, and other tasks
- Address other miscellaneous requests that fall within the Global Sales Operations organization
- Other projects and initiatives as needed to support ongoing Global Sales Operations engagement.

SENIOR ANALYST | 11/2021 - 05/2023

HCL Technologies Ltd

- Work as Deal Strategy Support in the Google process
- Responsible for Quote Creation for Google Cloud Services
- Responsible for creating CMA, NDA, Pricing Addendum, SLA and other related documents/agreements
- Manage the handovers between the different Google departments during pricing support.
- Strong hands on Salesforce Configuration
- Experience in Advance approval (quote level approval)
- Responsible for getting Google CounterSignature once the customer has signed any agreement
- Responsible for creating different agreements either via CPQ (automated) or offline.

ASSOCIATE | 02/2020 - 11/2021

Convergys

- Work with Sales to help them configuring deal via Salesforce CPQ
- Strong hands on Salesforce Configuration
- Responsible for creating Accounts, Contacts, Legal Entity, Opportunities etc for Sales
- Salesforce CPQ Billing & Order management
- Responsible for Countersignature of the contract if the agreement cannot be processed via CPQ
- Experience in Advance approval (quote level approval)
- Responsible for Quote creation for Sales according to the deal
- Responsible for generating Master Agreement via CPQ
- Experience in booking the order once we have the fully signed agreement
- Experience in Advance approval (quote level approval).

TEAM MEMBER | 05/2018 - 09/2019

FIS Global Solutions Pvt. Ltd

- Comprehend & Respond to All Customer Queries Through Chat
- Handling UK customers over a chat regarding their Broadband queries
- Addressing 2-3 conversations (Max 3)
- Showing empathy and sympathy over the chats according to the situation
- Give quick resolution to the customers and maintain customer satisfaction
- Raise service request for the queries that cannot be solved over the chat
- Run diagnostic tests on the line using different tools to troubleshoot the issue
- Adherence to Quality and Compliance Guidelines.

Skills

- Salesforce CPQ
- Salesforce Admin
- Salesforce Quoting process
- Contract Management
- Order Management
- Apttus CPQ
- Conga CPQ
- Microsoft Outlook
- MS Office
- Good Typing Speed (45-50 words per minute)

Certifications

- Salesforce : Certified CPQ Specialist Certification, 4366355
- Salesforce : Certified Administrator Certification (Pursuing)

Education

Maharshi Dayanand University (MDU) - Rohtak | Bachelor of Technology (B.Tech)

Computer Science, 01/2016

CBSE Board - Gurgaon | 10+2(Science)

Science, 01/2012

CBSE Board - Gurgaon | Matriculation

01/2010

Personal Information

- **Name** : Manish Sehwat
- **Gender** : Male
- **Date of Birth** : 5th Dec 1993
- **Nationality** : Indian
- **Language** : English and Hindi
- **Marital Status** : Married