

Harsh Wadhvani

Salesforce CPQ & Agentforce Consultant · Administrator · Business Analyst

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PROFESSIONAL SUMMARY

Salesforce CPQ and Agentforce specialist with 3.5 years of experience configuring Quote-to-Cash and AI-driven solutions for enterprise clients in Ed-tech and Consumer technology. Salesforce Certified Administrator with a track record of replacing manual processes with configuration-driven flows that reduce cycle times and Deal Desk overhead.

CORE SKILLS

Salesforce CPQ:	Product Bundles, Product Rules, Price Rules, Price Conditions, Summary Variables, Price Actions, Discount Schedules, Approval Workflows, Quote Templates
AI & Automation:	Agentforce, Prompt Builder, Approval Automation, Sales Operations Automation, Flows
Salesforce Admin:	Profiles, Roles, Permission Sets, Validation Rules, Workflows, Reports & Dashboards, Data Loader, Change Sets, Sales Cloud, Service Cloud, Lightning
Delivery & Tools:	Requirement Gathering, Business Requirements Document, Functional Requirements Document, UAT, SIT, Regression Testing, Defect Triage, Data Migration, Jira, Workbench, Slack

PROFESSIONAL EXPERIENCE

Salesforce Consultant Jan 2023 – May 2026
FEXLE Services Pvt. Ltd., Jaipur, India

Enterprise Ed-tech

Business Analyst, CPQ & Admin · Ed-Tech platform serving 2,500+ schools, colleges and universities Team size: 20+

- Delivered the Approval Automation project, reducing the quote-to-cash approval cycle time from 30-60 minutes per quote to under 10 minutes by replacing manual reviews with configuration-driven approval flows.
- Designed the front-end and authored the business rules documentation used as the team's reference for a Sales Operations Automation initiative and developed 4+ backend automation flows across sales business lines, reducing cycle time from 2 hours to 20-30 minutes.
- Resolved 1,100+ Deal Desk tickets spanning pricing, configuration and approval issues; served as primary point of contact for Deal Desk, Finance and Legal stakeholders.
- Built and maintained 40+ reports and dashboards covering active deals, product performance, revenue forecasting, sales by business line, data-migration tracking, usage analytics and subscription tracking.
- Resolved 800+ data migration tickets manually and then designed and automated the migration flow to eliminate the recurring workload.
- Configured CPQ across product rules, price rules, discount schedules and approval workflows; built dynamic pricing logic using price conditions, summary variables and price actions for institution-specific contracts and tiered pricing models.
- Authored user stories, FRDs, and BRDs for high-priority CPQ enhancements, aligned requirements across Deal Desk, Finance, Legal, Marketing and IT before development handoff.
- Operated in weekly and monthly release cycles, performing defect analysis, root-cause identification and resolution in QA, UAT, regression and production validation.

Consumer Technology

Salesforce Administrator & Business Analyst · Global visual discovery and social commerce platform Team size: 12+

- Handled day-to-day Salesforce admin operations (users, roles, profiles, sharing, page layouts, validation rules, permission sets), maintained reports, dashboards and workflows, deployed changes via change sets.
- Managed integrations and troubleshooting across the sales tech stack: Lusha, Gong, Outreach, Cognism, Medallia, Calendly and LinkedIn Sales Navigator, ran demos for critical tickets and onboarded new hires.

KEY PROJECT

HealthSight Healthcare Assistant Mar 2025 – Oct 2025
AI-driven Agentforce solution simplifying medical claims, coverage, and benefits lookup for health plan members.

- Contributed to building an Agentforce conversational assistant for healthcare claims, enabling natural-language policy, coverage and claims support while reducing repetitive support queries.
- Designed conversation flows and prompt logic across claim status, coverage explanations, plan comparisons and eligibility checks with context-aware member responses.
- Implemented secure member verification and automated email confirmations for sensitive actions, aligned with healthcare privacy requirements.

CERTIFICATIONS

• Salesforce Agentforce Specialist	May 2025
• Salesforce AI Associate	Feb 2025
• Salesforce Certified Administrator (SCA)	Mar 2024
• Salesforce Certified Associate	Apr 2023

EDUCATION

Bachelor of Technology, Computer Science (Honours) 2019 – 2023
Government Engineering College, Ajmer

High School — Mathematics & Computer Science 2006 – 2018
Kendriya Vidyalaya