

Vijay Laxmi Joshi

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PERSONAL PROFILE AND OVERVIEW:

Senior Project Engineer at Wipro.

Certified Salesforce Platform Developer, Apttus CPQ Developer and Oracle Service Cloud Specialist.

Experienced:

4.5+ years total of experience with 2+ years as Salesforce/Apttus CPQ Developer,

2+ years of experience in Oracle RightNow CX Specialist.

SKILLS:

- **Salesforce Skills:** Apex, Visualforce, Triggers, SOQL/SOSL, Workflow, Process Builder, formulas, validations, Custom Setting, Custom Metadata Types.
Integrations between SFDC and other systems (DellBhomi, SAP),
Data migration tools such as Workbench, Apex Data Loader, Salesforce Import and Export Wizard,
Custom objects, Fields, Object relationships, Page layouts, Record Types, Profiles, Permission sets, Roles, Salesforce Lightning, Web Development,
- **Apttus CPQ Skills:** Quote to Cash Lifecycle, Apttus CPQ Object Model, Product Types (Standalone/Bundle/Options) and Setup, Product Rules, Price Setup, Price Rules, Price Rule Set, Price Matrix. Product Catalog, Attributes, Visibility Rules, Constraint Rules, CPQ Feature, Search Filters, Cart Configuration, Opportunity Synchronization, Defaults, Cascades, ValidationCallback, PricingCallback and ProductFilterCallback
- **X-Author:** Template Creation, Insert Fields(Lookup, Merge Fields), Check in/Check-out Template
- **Integrations Skills:** XML, Web Services (REST/SOAP)
- **Oracle Service Cloud Skills:** ROQL, Custom Scripts, CPM, Widget Creation and Customization, Customer Portal Branding, Connect PHP, Web Services, Agent Console
- **UI Skills:** HTML5, CSS3, JQuery and JavaScript

WORK EXPERIENCE

Senior Project Engineer

Wipro - November 2015 to Present

- 4.5 years of experience working on cloud CRM Solutions
- Experienced in Salesforce, Apttus CPQ, Oracle Service Cloud, Oracle Sales Cloud.
- Experienced in custom application development using Visualforce, Lightning, Apex, Triggers, Flows, Process Builders, JavaScript, and CSS.
- Experienced in Salesforce administrative tasks such as Profiles, Permission sets, Roles, Workflow, creating Custom objects, Fields, Object relationships, Page layouts, Record Types,

Reports and Dashboard

- Experienced in Integrations between SFDC and any other systems (such as DellBhoomi, SAP).
- Experienced in XML, Web Services (REST/SOAP)
- Experienced in AJAX, HTML, DHTML, CSS, JQuery and JavaScript.
- Experienced in Implementation, Upgrade, Customization and integration of cloud-based CRM
- Expertise in configuring and automating business processes using contextual workspaces, workflows, process builders, Validation Rules, Formula Fields.
- Adaptability and flexibility to work on new technologies as required.
- Ability to learn things quickly and putting learnt skills to work in a short span of work.

Project Experience:

Project: Philips (May 2018 - Present)

Philips Healthcare follows Quote to Case process which includes Configure, Price, Quote (CPQ) plus contract lifecycle management, invoicing and billing, and supply chain management.

Philips is using Apttus for CPQ and CLM which are based on Salesforce Platform, Dell Bhoomi as Middleware and SAP (ERP system).

Role: Salesforce/Apttus CPQ Developer

- Performed Salesforce administrative tasks such as Profiles, Permission sets, Roles, Workflow, creating Custom objects, Fields, Object relationships, Page layouts, Record Types, Reports and Dashboard, Validation, Custom Metadata Types, custom labels, custom settings,
- Performed customization using Apex, Triggers and Visualforce, REST APIs.
- Data Integration from Salesforce to external system using REST API, XML/JSON.
- Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL/SOSL and DML queries.
- Add methods that can be called from Visualforce pages to Custom Controller and Controller Extensions
- Worked on Quote to Cash Lifecycle and Apttus CPQ Object Model.
- Worked on different types of Product(Standalone/Bundle/Options),Product Rules, Price Setup, Price Rules, Product Catalog, Attributes, Visibility Rules, Constraint Rules, CPQ Feature, Search Filters, Cart Configuration, Opportunity Synchronization, Defaults, Cascades
- Worked on Apttus Approval processes.
- Have a good knowledge on X-author for Word

Project: Kawasaki Motors (Jan 2018- April 2018)

Role: Oracle Service Cloud Developer

- Implementation of Warranty Management and Product Registration.
- Integration of Oracle Service Cloud and OPA.
- Integration of Oracle Service Cloud and FTP server for File Import and Export
- Web pages for Warranty and Product Registration.

- Validation Rules, Custom Process Model, Custom Script Creation
- Data migration

Project: Western Digital (August 2017-Dec 2017)

Role: Oracle Service Cloud Developer

- New Site and Interfaces for 17 language pages.
- Webpages branding and setup.
- Real Time and Batch web service integration for RMA and Warranty check
- My Account-functions for customers (pwd reset, notifications, history).
- End User case creation and product registration process.
- Knowledge base pages.
- Data migration

Project: Altice (April 2017 - August 2017)

Role: Oracle Sales Cloud Developer

- Compensation Plans Creation
- User defined functions
- Crediting & Rollup
- Classification Rule & Crediting Rules
- Import Data
- Create Participant and Mapping to Compensation Plan

Project: Emerson (March 2016- March 2017)

Role: Oracle Service Cloud Developer

- Implemented Web Self- Service (Community) module of OSC to provide access of FAQs to their customer and also provide a platform to customers to submit service requests through web-channel.
- Implemented Oracle RightNow CX solution to enable chat, knowledgebase, and product registration and complaint pages on 7 different interfaces in 7 languages.
- Adding the ability for the customer to search through knowledgebase and provide feedback on effectiveness of articles
- Administering the RightNow site and configuring the agent console by creating custom workspaces, custom reports, profiles, account, chat queues, email configuration, and business rules
- Product Registration & Raise Complaint Process
- Widget Customization

EDUCATION

- **M. Tech(IT)** from Vellore Institute of Technology (April 2016 to March 2020)
- **BSc** from Dyal Singh College, Delhi University (July 2012 to June 2015)

CERTIFICATIONS AND LICENSES

- Salesforce Platform Developer I
- Apttus CPQ 201
- Oracle RightNow Cloud Service-2016 Certified Implementation Specialist