

# Mahesh P

Salesforce CPQ consultant

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## Certifications:

Certified Salesforce Administrator

Certified Salesforce Platform Developer 1

## Professional Summary:

- **3.5 years of experience in Salesforce.com CRM platform and Overall, 9 plus years of experience in IT industry including SAP CRM and SAP C4C.**
- Strong Knowledge of **SFDC standard Data structures** and familiarity with designing Custom Objects
- Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.
- Experience in creating various **Reports, Report Folders and dashboards.**
- Experience in using **Data Loader** for insert, update and bulk import or export of data from Salesforce com Objects.
- Experience in using declarative features like **validation rules, workflows, approval process**, sharing rules automation.
- Experience in implementing **security model** for customer.
- Experience in **Administration, Configuration, Implementation and Support** of Salesforce CRM.
- Participated in all stages of Software Development Life Cycle I.e. System Analysis, Design, Development Testing Expertise.
- Coordinated with business users and pricing team to gather requirements for **CPQ implementation.**
- working knowledge of **product and service configuration, pricing rules and defining product bundle structure and options.**
- Configured **products, bundles, dynamic bundles.**
- Configured **pricing factors like volume-based pricing** and attribute-based pricing
- Configured discounting logic and reduced the complexity of existing process.
- Experience in native salesforce quote to cash functionality such as **opportunities, product configurations, product rules, quotes, order and contracts.**
- Experience in creating **quote templates, template section and template content.**
- Implemented **Pick lists, dependent pick list, lookup, junction objects, master detail relationships, formula fields** to custom objects.
- Primary level experience in working on web services and giving solutions by **SOAP and REST integrations.**

## Summary of skills:

<b>SFDC Technologies</b>	Standard objects, Workflow & Approvals, Apex Classes, Apex Triggers, Data Loader, Reports, Dashboards, Force.com IDE
<b>Languages</b>	Basics of APEX
<b>Tools &amp; Technologies</b>	Force.com Data Loader, Force.com Platform (Sandbox and Production), SAP CRM, SAP MDM, SAP C4C, SAP MDG
<b>Operating systems</b>	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux.

## PROFESSIONAL EXPERIENCE:

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**Company:** Accenture

**Work duration:** March 2022-Present

- **Roles and Responsibilities:**

- Worked with developers, project managers and others to help ensure high quality and timely software delivery on multiple implementation projects of varying sizes and complexities.
- Implemented Pick lists, dependent pick list, lookup, junction objects, master detail relationships, formula fields to custom objects.
- Worked with advanced approval rules, approval conditions, variables to match business requirements. Worked with native Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts, Lead-to-Cash business processes. Reviewed and analyzed the effectiveness and efficiency of existing systems and developed strategies for improving the application under test.
- Coordinated with Legal, Business Operations, Orders and Finance teams to execute customer engagements and process purchase orders.
- Built and maintained dashboards focused on pipeline, bookings, risk, account performance and Sales Rep performance.
- Provided Production support for Sales rep team. Performing ongoing Sandbox refresh after monthly releases.
- Provided day-to-day end user support and assist users with best practices to improve and increase Salesforce knowledge.
- Utilized JIRA, to track assigned tickets and triage the bugs for monthly product releases.
- Performed testing and customization of objects, fields, record types, page layouts, workflow and validation rules in salesforce.
- Optimized end-to-end workflow efficiency related to Sales, Logistics and Finance transactions between Salesforce and integrated business applications.
- Provided support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
- Analyzed key performance indicators to measure sales productivity and prepare reporting packages on monthly and quarterly results to executive management.
- Reviewed internal systems and organized training plans to address areas in need of improvement.

**Company: Infosys.**

**Work duration:** August 2019-February 2022

**Roles and Responsibilities:**

- Worked with native Salesforce quote to cash functionality to design quotes, order management and billing for Back office operations.
  - Coordinated with Business Users and Pricing team to gather requirements for CPQ implementation. Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.
  - Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, calculator plugins, filter rules, system and user discounts.
  - Coordinated with Legal, Business Operations, Orders and Finance teams to execute customer agreements and process purchase orders.
  - Performed administrative tasks such as creating users, roles, profiles, sharing rules, email alerts and business processes.
  - Elicited the business requirements for the project using One-One Interviews, Document analysis, Surveys, JAD sessions and used the standard template of the organization to develop requirements. Collected feedback from management and end users to determine business requirements for future releases.
  - Configured Pricing factors like variance pricing, volume-based pricing, attribute-based pricing. Created Test Case, Test Plan Document for Project Modules Cases using JIRA.
  - Worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
  - Involved in Sales cloud Application setup activities and customized the apps to match the functional needs of the organization.
  - Performed business process modeling, user experience modeling and basic technical architecture diagramming.
  - Developed other supporting documentation such as source to target mapping documents, use cases, business logic flows, process flows and documenting training sessions.
  - Performed Quality assurance by creating test scenarios, conducting unit testing, smoke testing etc.
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**Company: EY**

**Work duration:** June 2018- July 2019

**Roles and Responsibilities:**

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analysed the business process of client and then involved in creating the application and data model required
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization. Responsible for setting up Field Level Security.
- Developed custom Workflows and Assignment Rules for case escalation.
- Implemented Field Level security for sensitive data holder fields.

- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
  - Created and used Email templates in HTML.
  - Involved in end-to-end testing and gathering feedback from business users.
  - Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,
  - Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles,
  - Roles, Reports and Dashboards etc.
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**Company: TCS**

**Work duration:** December 2013- June 2018

**Roles and Responsibilities:**

- Involved in providing solutions and implementing fixes to solve customer problems.
  - Involved in documenting process documents and periodically performing Regression Testing to check the stability of the system.
  - Worked on Enhancement build and using Change management.
  - Experience in FIORI apps across devices and browser combinations.
  - Involved in providing Functional as well as Technical solutions related to CRM Master Data module.
  - Involved in preparing solution documents, which captures the status of the system with the recent upgrades done on the functionality.
  - Involved in providing new functionalities and implementing them as per customer's request.
  - Worked in all the modules of master data management and B1 order Processing.
  - Worked in SAP Cloud Application Studio for providing solutions for C4C issues
  - Data enhancement for data model 'BP'.
  - Enhancement of BP data.
  - Worked on Enhancement build and testing using Change management.
  - Worked on Regular Queue Monitoring for ECC-C4C systems.
  - Data load of Account and contacts.
  - Worked in SAP Cloud Application support for providing solutions for C4C issues.
  - Handled end to end support and testing activities related to opportunity management.
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**PROFESSIONAL QUALIFICATION:**

**Bachelor of Engineering in Telecommunication Engineering from Siddaganga Institute of Technology, Tumakuru.**

**PERSONAL DETAILS:**

Father's Name	: Prakashaiah B R
Date of birth	: 02-01-1992
Language Proficiency	: English, Kannada, Hindi, Telugu
Sex	: Male
Marital status	: Married

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