**PRADEEP KUMAR KABALAI**

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**SUMMARY OF QUALIFICATIONS**

* 8+ years of experience with Administration, Configuration, Customization, Development and support experience on Salesforce.com Platform.
* Strong experience in working with Managed package nCino App Exchange product.
* Strong implementation and rollout experience with salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud) and Force.com platform.
* Good Experience in working with App Exchange nCino Platform and its features such as Memo, Loan Team Members, Document Manager, Credit Memo, Adverse action and nCino User Interface (UI).
* Well versed with Salesforce.com MVC architecture, implemented business layer with Controllers (Custom, Extension classes) using Apex, presentation layer with Visualforce pages and model with standard and custom objects.
* Hands-onon Experience using Prodly Data Sets to move CPQ configuration Data from one Org to Other.
* Strong Experience in Creating Price Rules, Product Rules, Product Bundles and Nested Bundles in CPQ.
* Provided solution for Complex pricing using Look-Up tables and Price Rules.
* Created Quote Templates, Template Header, Template section using CPQ
* Strong experience with administrative tasks: Creating Users, Roles, Profiles, Permission Sets, setting up Org. Wide Defaults, Sharing Rules (Criteria & Owner-based), Single Sign-On, Network IP restrictions.
* Proficient with declarative configuration using Workflow rules - Field Update, Email Alert, Outbound Messaging, Process Builder - Create a Record, Email Alert, Invoke apex class and Approval processes for business process automation.
* Used Tabular, Summary and Matrix reports to create Standard and Custom reports and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Hands-on experience with salesforce sandbox types and preparing package.xml for deploying components across various instances.
* Good experience in working with relational databases like Oracle, MySQL and MS SQL Server in writing SQL, PL/SQL queries.
* Expertise with Object Oriented Design (OOD), Analysis (OOA), based on Unified Modeling Language (UML) architecture.
* Work well alone and as part of a team with excellent troubleshooting mechanisms and highly adaptable to different work environments.

**TECHNICAL SKILL**

**Sales force CRM:** Apex, Controllers, Visualforce, Force.com IDE, SOQL, SOSL, Triggers, Components, Controllers, Custom/ Standard Objects, Reports and Dashboards, Analytic Snapshots, Custom Objects, Web services.

**SFDC Tools:** Force.com IDE, Force.com Explorer, Eclipse Plug-in, Outlook Express, Data Loader, Excel Connector, RIVA, Chatter, App Exchange.

**Web Technologies:** HTML, CSS, Java Script, Dreamweaver and XML, Angular JS, jQuery

**Operating Systems:** Windows 7/2000/NT/ XP, Sun Solaris, UNIX and MS-DOS.

CERTIFICATIONS

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

EDUCATION

University of Central Missouri

Master of Science in Computer Science -2016

JNTU- Kakinada, INDIA

Bachelor of Technology in Information Technology - 2011

**PROFESSIONAL EXPERIENCE:**

**Samsung, NJ Jul 17- Present**

**Salesforce/CPQ Developer**

**Responsibilities:**

* Interacted with business users for requirements gathering, analysis, design and development.
* Worked on CPQ managed Package by creating **Price Rules**, **Product Bundling**, **Quotes** and **Quote Templates.**
* Worked on **Level 2** Support for the **CPQ** Project.
* Deploy the code from sandbox to production, refresh the sandbox and take care of post-installation steps.
* Hands on Experience on CTI integration using IN Contact for Service Cloud for creating Cases.
* Worked on Setting up Email to Case, Phone to Case and Web to Case for Service Cloud.
* Involved in Salesforce.com **application setup, configuration, and customization activities to match the organization's functional needs**.
* Configured and customized sales cloud, marketing cloud, service cloud, Standard objects like Accounts, Contacts, Opportunities, Products, Leads, Campaigns, Events, Tasks, and Cases.
* Provided Solutions to the Complex Pricing issues using **Price Rules** and **Custom Script**.
* Created **Custom** Actions, Search Filters, Config Attributes, and Config Rules during the Bundle Configuration.
* Created **Advance Approvals**, **Dynamic Approvals,** and **Smart Approvals** from Scratch.
* Used SOQL, and SOSL relationship queries to retrieve data from salesforce and following best practices to optimize data retrieval.
* Involved in Case Management with Workflow & Approval Process, User Entitlements and Role hierarchy for Salesforce.com Applications.
* Created relationships among objects using Lookup, Master-detail, and Junction Objects relationships.
* Created multiple Profiles, Roles, Page Layouts, Record Types and configured the Permissions / Permission sets based in the Organization based on the requirement.
* Written complex Validation rules on Opportunity and Loan custom object.
* Created workflow rules and defined associated actions - Tasks, Time triggered tasks, Email alerts, Field Updates to automate business process.
* Developed **Email templates in Text, HTML** and Visualforce for setting up email alerts for auto response and data updates.
* Developed several Custom Reports & Dashboards which are used by the Business users and higher management for reporting and setup analytic snapshots to dump data at regular intervals.
* Implemented Command Line Interface to import and export data from salesforce to run at scheduled times.
* Provided ongoing data maintenance with periodic data cleansing.
* Created and maintained the Technical Design Documentation for Application, Migration, and Integration areas.
* Used Changesets for deployment, once the Component merge has been done in Git and the source is ready, into the other salesforce instance.

**Environment:** Saleforce.com CRM, Apex, Custom/Extension controllers, Test classes, Visualforce, WSDL, Service Cloud, Service Console, Data loader, Workflow& Approval process, Reports, Dashboards, Eclipse IDE Plug-in, CSS, Test Classes, Windows7.

**WoodForest National Bank, Houston, TX Sep 16 – June 17**

**Salesforce/nCino Developer**

**Responsibilities:**

* Interacted with business users/analysts to gather the requirements and prepare technical design documents based on the requirements.
* Hands-on experience in configuring Credit Memo, Loan life cycle,
* Good Experience in working with App Exchange nCino Platform and its features such as Memo, Loan Team Members, Document Manager, Credit Memo, Adverse action, and nCino User Interface (UI).
* Written SOQL& SOSL queries in the apex triggers, and classes by considering Governor Limits for data manipulation, and tuned queries to improve performance.
* Developed Apex Triggers, Apex Classes - Utility, Handlers, Batch, and Schedule Classes for the customizations on standard and custom objects.
* Performed code reviews and refactored existing code by implementing Salesforce best practices and design patterns.
* Worked on customization of Salesforce Standard objects - Accounts, Contacts, Leads, Opportunities, Opportunity Products, Products, Price Books, Cases, Entitlement, and Activities.
* Designed and created Custom Objects, Fields (Formula, Roll-up, Dependent picklist), and Tabs, Record Types, Validation rules, Custom Links/Buttons, and relationships using Lookup, Master-Detail, and Junction Object.
* Configured Workflow rules, Approval Processes, and associated actions like Email Alerts, Field Updates, Outbound Messages, Creating Tasks, and Time-dependent actions.
* Created Assignment, Escalation, and Auto-Response rules on Lead and Case objects for business automation.
* Created communication Email Templates, Letterheads in HTML, Text, and Visualforce pages.
* Created various Reports (Tabular, Summary, Matrix and Joined), Dashboards, and analytic snapshots.
* Deployed components using Force.com Migration tool/Workbench by building package.xml, Change Sets, and Eclipse.
* Worked as Production Support to help end-users with Integration Issues, Data Migration, Reports, Dashboards, Page Layout, and other issues.

**Environment:** Saleforce.com CRM, Apex Language (Controllers – Custom and Extension, Test classes, Batch and Schedule), Visualforce (Pages, Components), Triggers, Email Handler Services, Web Services, Sales, Service Cloud, Custom Objects, Data loader, Workflow, Process Builder, Approval Process, Reports, Dashboard, Eclipse IDE (Force.com Plug-in), Developer Console, Workbench, HTML, CSS.

**CDOT, Bangalore, India June 2013 - May 2015** [**Salesforce Administrator**](https://www.indeed.com/pagead/clk?mo=r&ad=-6NYlbfkN0Cuq2GDOUegz0MOW5ApCjHfB1U08yZBRP5thcG_fSGvYaOCPRQw1IQmWtMxyCna8lr26dYdQMRBD8qwz6w9q6TVLSnZSVBtpNbhXSPu8b-1UTnzGgefK0V8cfW51DGRD-9n0FA1hJwIPLaS8UsWfGCuhCh6yp4THyja_Hw_bMjBdrlKKqQelCQIwUIK2EGnCIGCuefQqzFFLxMK73j9Nt_1PzCgthZcK34uzt9EFl_7qOTxLyIqrbYaesGsAoeSyGlZArsJ7rQDj6KItWIJ3Mnxu7L4kddzLPvjOgJ6UlOq2EmypZ6mjvR1wBxOGn0cPtm-MOxXikM-v97--Ws4ifMF5vxMeweELD7zq2IYo0mVThzuUhGK0-yK3Ak0XeUmOefepbXMTSVPJmGpnYbXFl0ubC4bPnU39nrPgdSyYcfygU1WLkTKozMxV-QHRXXV3bT7nGFmU5Bp-VDPSwLXZoLHqfoBRe3Z2orEL4EHHLxeKgFQJ-41b1kHNlBLgC4KUgzvn83JKQB56czQOckBSOtK7NnkUv2JlHVA33LI-aBE4Apo0WHXQ10Bok7r5BCQ7p5XlF5XJK7h0fx0447sP0XYP-BJMzTL9UpNKIlDGPy7zCC_t2dQGpY6h1dQ-T4_6hFRhf4FvvCJaA==&p=2&sk=&fvj=0)

Responsibilities:

* Daily administration and support of Salesforce database including managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts, and validations.
* Responsible for administration, configuration, solution design, development, unit testing, training, and maintenance of the Salesforce application.
* Responsible for customizing Objects, Page Layouts, Record Types, Report Types, Validation Rules, Workflow, Approval Processes, Reports, and Dashboards.
* Mass uploading of data into Salesforce using data loader that was previously existing on an excel sheet and exported data from the legacy system and imported into SFDC through Apex data loader.
* Created Email templates, approval processes, and approval page layouts and defined approval actions on them to automate the processes.
* Create and Customize Formula Fields, Cross Object Formulas, Roll-up summary fields, dependent pick lists, and complex page layouts.
* Maintained run audit trail every week, Perform production backups before major releases.
* Used Organization security, Network-based security, and Session security to implement platform security.
* Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.
* Created Relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed workflow rules and specify related tasks, time-triggered tasks, email alerts, and filed updates to enable business logic.
* Created various Reports (summary reports, tabular reports, matrix reports) and Report Folders to assist Service managers in better utilizing Salesforce and configured various Reports and for different user profiles based on the need of the organization.
* Created HTML Email Templates and have experience in mass emailing users.
* Imported accounts and contacts data through Import Wizard, Performed Data Analysis, and migrated data to Force platform using Data Loader.
* Analyzed change requests for existing applications and projects implementing new applications and creating process models, specifications, diagrams, and charts to provide direction to the project teams.

**Environment**: Saleforce.com platform, Record types, Reports, Dashboards, Email, Triggers, Sharing Rules, MS PowerPoint, Excel, Waterfall, Validation Rules, Messaging, GoToMeeting, Dashboards, Standard and Custom Objects, MS Office, MS Excel.