|  |
| --- |
| *Professional Overview* |
| * With over about 7+ years of salesforce experience, I have participated on teams doing business calls for gathering requirements, responsible for presenting multiple UI option by CRP (conference room pilot), coordinating with internal teams on analysis, design, implementations, enhancements & testing of Salesforce.com and Siebel Applications. * I have Hands on Development, Deployment, Configuration & Support of various applications on cloud platforms particularly on Salesforce.com. * Worked in the various Siebel modules such as Siebel Call Center, Siebel Sales and Siebel Service Applications. My experience is in different versions of Siebel 7.x Tools & Client Applications. * I have an excellent understanding of Lead, Opportunity, Quote, Contracts, Order and Customer management paradigm. * In the backend I had sound knowledge in the Oracle and MS-SQL databases. * I have knowledge on Integration paradigm particularly Salesforce SOAP, Restful web services, Ligtning. |
| **Moderate to Expert Skills listed** |

|  |  |
| --- | --- |
| Languages | PL/SQL, C, Java Script, Visualforce, Apex, Lightning, Deployments, SalesforceDX, Workflow , Process Builder, Customization. |
| Technologies | Salesforce.com sales, Service, Marketing and Commerce cloud, Salesforce 1. |
| Tools & Utilities | Salesforce.com,Siebel 7.x & 8.0 tools and Client Applications, Oracle and PL SQL Developer.CRM Fusion ,IBM Cast Iron, BigMachines(Oracle CPQ) and Steelbrick. |
| Database | Oracle 8i, Oracle 9i, MS-Access and MS SQL Server 2000. |
| Operating Systems | Windows2000/XP/2003/9X and UNIX. |

|  |
| --- |
| *Professional History* |

**Educational Qualification:**

* MS in Electrical Engineering , USF Tampa, FL. August 2000 – July 2002.
* B.E in Electronics & Communication Engineering, Osmania University, Hyderabad, India. 1995-1999

**Training Experience:**

* Trained the employees in GE on Siebel, Salesforce and Oracle CPQ platforms.

**Trainings and Certifications:**

* Certified 401 Developer on Salesforce.com
* Certified Agile Scrum Master
* Six sigma Green Belt Certificate
* Undergone Siebel 7.7 Essentials training from Siebel University
* Undergone Salesforce.com Development and Advanced Development Training.

**Interests:** Want to Register and Pursue Ph.d in Machine Learning , Deep Learning and Artificial Intelligence areas and also work in companies in these areas.

**Experience Details:**

**WilcoSource**

**Client: Cepheid Systems Dec 2019 – Till Date**

**Designation: Sales Cloud and CPQ Lead**

|  |  |
| --- | --- |
| **Project:**  **Salesforce CPQ implementation.** | Implement the sales process and the CPQ module to the Cepheid Systems. SFDC to SAP Integration for price synch and Quote has been implemented. |
| **Client: Cepheid Systems**  **Responsibilities** | As part of the sales process, configured the Accounts and its synch to SAP, Customer Master Data requests from Salesforce.  Established the CPQ quote module and setup the whole process of the quote from Products, Pricebooks, Configurator, Price Rules, Product Rules, Validation rules, custom actions, Advanced Approval , Documentation and creation of quotes in SAP.  Complex calculations were involved in the business process as there many agreement types and each type requires various permutations and combinations. All these were recorded in excels, which were to be understood and transfered to dev team for their implementation.  Lead a team of five resources , working on the project deliverables in an agile environment. Trained the team on CPQ and Advanced Approvals.  Worked on Contracts/Assets and also on Renewals and Amendments.  User Story Management in Jira. |
| **Client: Capella Space**  **Responsibilities** | Involved in the requirement gathering of the Capella Space for the quotation of the products sold by Capella.  Designed and Implemented the Product Structure.  Designed the PriceList and Pricing of the products.  Developed and implemented various Discount schedules, Uplifts, Partner Discounting and Quotation templates.  Implemented Price Rules using custom table to get uplifted prices.  Partipated in the implementation of Docusign.  Doing POCs and handing over to team for implementation and Delivery. |
| **Client: Myers**  **Responsibilities** | Support on the CPQ issues particularly with Templates.  NPI for the products that are released by Myers.  Support, Encourage and Motivate the team in communication to the client. |

**LTI**

**Client: Veolia Water Technologies Dec2018 – Oct2019 Date**

Designation: Project Manager

|  |  |
| --- | --- |
| **Project:**  **Salesforce CPQ implementation.** | Implementation of Salesforce CPQ for VWT. The Service Contract Quote module has been implemented based on the Asset install base. |
| **Responsibilities** | Overall delivery of the project from start to finish. Conducted design sessions with client, Functional design,technical design, execution and quality of the project.  Salesforce Lightning Components have to be developed for this implementation .  Involved in design, code review and testing phases.  Project had to be done in conjunction with support work that is parallelly working |

|  |  |
| --- | --- |
| **Project:**  **SKYWATER Support** | LTI has a Veolia support team which works on operational activities. The team works on both the Sales cloud and Service cloud |
| **Responsibilities** | Assignment and tracking of tickets on Service NOW.  Classification and Prioritization of tickets.  Involved in working with team on Code coverage for test classes.  Created a regression suite of test scripts to avoid the Regression issues.  Involved in migration of Workflows to Process Builder.  Designed and worked with team on complicated CRs.  Process improvements for effective usage of salesforce licenses.  Release and Refresh Planning. |

**GE India Exports Private Limited**  **Feb 2004-Nov 2018**

Designation: Technical Project Manager

Description: Joined General Electric Exports Private Limited as a Senior Programmer worked in various roles stating from development team member, RTS Lead and to Project lead worked in different businesses within GE like GE Europe, GE C&I ,GE Intelligent Plat forms. All the roles are involved in Onsite-Off shore models with day to day interactions within multiple functions within GE.

Below is my work summary in various roles with dates descending order.

|  |  |
| --- | --- |
| **Project 1: Case Management Implementation.**  **June 2018 – Till Date** | Implementation of Case Management system for GE Intelligent Platform users. Working closed with business leadership team , involved in requirement gathering, translating the requirements into HLD. |
| **Responsibilities** | Project Management, Planning, Coordinating with teams and Communication with Stakeholders.  Design, Development and Execution of the Case Management Related features.  Managing and Prioritizing the User Stories/Requirements from Backlog.  Scheduling and Presenting demos to business leaders.  Working with team on daily scrum. |
| **Project :2 Control Server Implementation**  **Nov 2017- May 2018** | The aim of this project is to build a new product Control Server in Bigmachines (Oracle CPQ. Currently Control Server existed in a standalone environment Rulestream which has to be moved Bigmachines and Salesforce Opportunity Management and Quoting Process is enabled. |
| **Responsibilities as a Primary Developer and Module owner** | Deal Management Process has to be modified in the existing Power Opportunity Management process to accommodate the A&C Process.  Ownership of UI development, Site Setup of Oracle CPQ Process in Salesforce. Setup of Roles, Profiles and Users in Salesforce.  Configurator Setup in Oracle CPQ.  BML Code to enhance functionalities and do bug fixes. |
| **Project :3 Siebel to Salesforce Asset Migration.**  Start Date: October 2016. Go Live: Nov-2017. | This project is a part of **Project Advantage-Quote Order Phase-II** project**,** which is aimed for the complete shift from Siebel to salesforce.com in the area of Quote and Order Module. As salesforce.com is not had the built in facility to do end to end Order management process the project is used the Big machines, the third-party tool for more robust product configurator .The major integration between Salesforce, Bigmachine and SAP systems are build in this project with the help of Cast Iron,the IBMs integration tool. **Asset Migration** is one of the key deliverable phase in this Phase-II project. The prime goal is to migrate all assets that are existing in Siebel to Salesforce.com in order to sunset the Siebel applications. |
| **Responsibilities as a Project Lead** | * Lead ,the Asset Migration project in order to migrate all the assets and their structures from Siebel to salesforce.com. * Responsible for requirement gathering and design for the Salesforce advantage project for this piece of implementation. * Prepared the proof of concepts for design and coding with A grades in quality reviews. * Track the issues and perform root cause analysis in overall project scope. * Managing the developing team for their day to day work and closely working the team in resolving bottlenecks. * Responsible for coordinating the Cast-iron( IBM integration tool) integrator in building orchestrations in order to build the migration strategies, with the help of apex callouts. * Analyzed and resolved the issues in proof of concepts. * Guide and help the QA team in writing unit test cases for unit testing. * Coordinate the Data Administrator in migrating the data. * Preparation and presentation of the Tollgate slides. * Monitoring the overall project progress and risk mitigation. |
| **Ownership Highlights** | Working closely with Project Advantage teams to get the latest asset implementations on sfdc side and understanding the new product structure which is implemented in Big machines.  Working on Key Mask templates in order bring as is structure ,more precisely to bring a close configuration for asset actions as in Siebel so as to allow the users to not to have hard time to understand new system for process.  Coordinating various technical experts like BigMachine,CastIron and SFDC involves high level of understanding of the overall project outcome. |
| **Project :4 Salesforce to Siebel Agreement Integration.**  Start: May 2016  End: Sept 2016 | The aim of this project is to build a realtime integration of salesforce to Siebel.Whenever an agreement or an Account gets created in Salesforce, the system creates an Account/Agreement in Siebel. This is implemented using the Cast Iron integration. |
| **Responsibilities as a Primary Developer and Module owner** | * Ownership of the UI Development of the Agreement Object. * Responsible for all Apex classes /Controllers involved in the Module. * Responsible for all Email Notifications, tasks management and automation processes. . * Track the issues and perform root cause analysis. Involved in defects tracking and bug fixing phase. |
| **Ownership Highlights** | Understanding the existing process and mapping to the Salesforce application along with the legacy data migration.  Preparing proof of concepts and delivering to the functional teams to get the acceptance with various UI options.  Coordinating the other project teams for any updates with the account, order management entities as multiple projects are delivering on the same instance.  Writing code, Test Classes, End to end testing and UAT sign off . |

|  |  |
| --- | --- |
| **SFDC Support –Enhancemnt Engagement:**  Start:March 2012  End: March 2013 | The aim of this engagement is to support the Salesforce application with respect to lead and Opportunity management, Lead routing rules ,Lead uploads ,de duplication of the contacts ,leads and accounts. The second main task involved is enhancement requirements deliveries. |
| **Responsibilities as a RTS Lead** | * Lead the RTS Cases community in the given modules and providing the solutions. * Fixing the bugs with right solutions and responsible for root cause analysis. * Owning the enhancement cases, finding the solutions and implementing the same into the system. * Manage and track the Lead loading process from various systems. * Ownership of the Dupe blocker and provide the solutions as per business needs in order maintain the clean data. * Responsible for providing the reports on RTS cases and Enhancement cases . |
| **Ownership Highlights** | Presenting RTS trends and matrix of the enhancement cases to the business.  Owning the root cause analysis and documentation.  Ownership of the third party tools and following up with the vendors. |
| **Project :5 Project Advantage Phase -I**  Start: April 2011  End: Feb 2012 | An organization wide decision on driving best practices across all the businesses, GE Intelligent platform decided to go for Cloud solutions. The prime aim of this project is to lower the overall project cost, the maintenance cost and quicker deliver to the enhancements, implementation of the new features of Leads and opportunity management, user friendly reports and dashboard to help the sales people for faster decisions. |
| **Responsibilities as a sfdc Developer and Module Owner** | * As a Opportunity management module owner I was involved in the requirement gathering for the Salesforce advantage project. * Prepared the proof of concepts and responsible for design and coding with A grades in quality reviews. * Customer focus: Drive the team to get 100% say/do on deliverables * Track the issues and perform root cause analysis. Also I was extensively involved in defects tracking and bug fixing phase. * Responsible of Lead Assignment rules, Workflow and validation rules configuration as per the new business scenarios * Pricing and Product data setup from ERP Oracle CPQ * K0 discounts into salesforce tables. * Analysed and resolved the production application incidents. * Guide and helped the QA team in writing unit test cases for unit testing. |
| **Ownership Highlights** | Preparation of the Low and High level documents .Updating the Module progress with the Project leader. Development of the application in alignment of the businesses processes and requirements.  Connecting the functional owners and stakeholder on the UAT front and making sure the vital deliverables are meet the business needs. |
| **Project 6** | Siebel Order Redesign:  The purpose of this project is to re-define the quote/order/fulfillment process to be as simple, fast, easy to use as possible. To get improved VOC for sales, GCC, finance, channel and ultimately customers, improved order span, more cost effective customer care, more rapid and more cost effective IT support, and ultimately, more profitable growth for GE Fanuc. |
| **Responsibilities** | Worked on Basic Pricing Procedure workflow in order management in order to introduce new product structure rather the smart part number vanilla functionality for pricing logic.  Worked on Asset based Ordering piece in Locking and unlocking the asset based on Order status  Worked on Product Configurator in writing various rules as per the business requirements |
| **Project 7** | Siebel 7.8 Sales Order Management project  This project is aimed for Enhancements on Quotes Orders process. The typical enhancements like enabling Create Order button ,Submit To only specific to people based on Responsibilities, Sending emails if the order is not submitted to SAP, Field Validations before submission of the order, Default organization population in Commission splits etc. |
| **Responsibilities** | Involved in configuration of Quote, Orders, SPAs objects. Worked on Scripting and workflows in order to fulfill the requirements. |
| **Project 8** | SAP Integration:  This project is aimed to transfer data in real time between Siebel and SAP systems in order to track the Order data for GEIP Business entity. |
| **Responsibilities** | As an integration developer created Integration Objects, Customized the existing Quotes Screen, created the integration Workflow for SAP Bapi call. |
| **Project 9** | Siebel RTS Support for GE Fanuc Entity :  The aim of this role is to effectively reduce the RTS queue. |
| **Responsibilities** | This role demands to work with a team of 8 people in order to reduce the RTS Queue to a manageable number and eliminate some of the root causes cases. And also to meet the set 60% of reduction in a case volume of 400+ cases by well planning and well executing by providing technical solutions is one of the major responsibilities. |
| **Project: 8** | Siebel Lead Simplification:  The first goal for the qualification process is to move the process from a spreadsheet based tool back into Siebel. The second goal for the qualification process is to give salespeople better information about a lead by adding new fields into the lead screen and improved routing rules. |
| **Responsibilities** | Primarily worked in auto mail notification to the lead owners and auto assignment of sales team members to qualified lead. |
| **Responsibilities** | As a developer the key responsibility to make sure all the UI changes are taken care during the migration activity. Role involved in the modifications on Applets, views to bring them to new Grid layout as one of the migration activity on custom UI objects. |