**Professional Summary**

12+ years of experience in packaged implementation and custom solutions performing business analysis, administration and development of the Salesforce CRM platform. Extensive experience in all life cycle stages of implementation, Data Migration, Solution design, GAP analysis, Test Plan Cycle, CRP, UAT and Cut-Over. Extensive experience in the complete life cycle of SFDC and Salesforce CPQ and Migration projects.

**Areas of Expertise**

* Salesforce Subject Matter Expert
* Salesforce/Steelbrick CPQ
* CPQ design and implementations
* CPQ best practices
* Block Pricing
* Discount Schedules
* CPQ Subject Matter Expert
* Salesforce Lightning
* Salesforce Administration
* Quote Document
* Gap Analysis & functional Design
* Data Migrations/Integrations
* Business Process Analysis
* complex Bundle Creation
* Interface/Conversions/Analysis
* Project Management
* Change Control Management
* CMMI5 Audits & SOX Standards
* Data and process Flow Diagrams
* Expertise with Onsite-Offshore model
* Team Building & Mentoring
* Enterprise & global implementations
* Oracle ERP expertise
* Testing/QA/Rollout/Support

**Tools and Technologies**

|  |  |
| --- | --- |
| Technical Skills | * Salesforce/Steelbrick CPQ (Configure-Price-Quote) * CPQ Advance Approval * Salesforce Administration * DocuSign Integration * Mulesoft Integration * FinancialForce PSA * Salesforce Design and Development * Analytics: Reporting, Dashboards, Analytic Snapshots * Workflow and Process builder * Advance Approval Process * **Programming**: SQL, PL/SQL, SOQL, SOSL, HTML, CSS and APEX * **Salesforce Technical:** Eclipse, Developer Workbench * **Migration Tools**: MuleSoft, DataDirect, Data Loader * **Configuration Mgmt tools**: PVCS, CVS, SVN,VS Code * **Tool**: TOAD, SQL\*Loader, SQL Developer, Crystal Reports, Business Objects * **Databases**: Oracle 11g/12c, MySQL * **ERP**: Oracle App - R12 – Financials Modules (GL, AP, PA, FA, PO, OTL) * MS PowerPoint presentation & Visio |
| Project Management Tools & Techniques | * Jira, Rally, Agile, SRUM and Kanban Methodology * MS Project, Microsoft SharePoint, Visio * Traceability Matrix, Work Breakdown structures, Risk management. * HP Project & Portfolio Mgmt. Center, HP Quality Center |
| Industry | * Hi Tech, Networking and Telecom * Manufacturing * Semiconductor * N/W Security * Financial Organizations and Banking * Retail and Utilities |

**Certifications**

* Salesforce Certified CPQ Specialist (WI18)
* Salesforce Platform Builder (401)
* Salesforce Administrator (201)

**Professional Experience**

**Google, Sunnyvale CA July 2019 – Current**

**Salesforce CPQ Sr Developer/Architect**

* Google Implemented Salesforce CPQ to replace home-grown CPQ applications for better scalability.
* Responsible for design and developing major feature releases like Enterprise Level Discount, ILT Calculator, Professional Services and Advance Approval for GCP (Google Cloud platform).
* Designed and Developed Price Rules, Product Rules, Approval Chains, Approval Rules, Custom Actions.
* Worked with version control system (VCS) like Git.
* Created Custom Objects and fields for transactional and contractual information.
* Developed various apex classes, controller classes and apex triggers for various functions and features.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filled updates to implement business logic.

**Cypress, San Jose CA Oct 2018 – June 2019**

**Salesforce CPQ Architect**

Cypress semiconductor corporation is a semiconductor design and manufacturing company. It offers NOR flash memories, F-RAM and SRAM Traveo microcontrollers and provides high quality, value-driven embedded solutions with world-class support.

**Worked as an Architect for Salesforce CPQ implementation project to enable Cypress staff to create, manage quotes, integrate with various technology systems within the company.**

* Installed and Setup Salesforce CPQ & Advanced Approval packages.
* Worked closely with Product Owners, Enterprise Architects, Sales, and Customer Success to identify new opportunities for innovation.
* Designed and developed Quote calculator plugins for establishing the relation between products under nested bundles.
* Structured product pricing and discounting for bundles using Price Rules.
* Helped Cypress to build quotes using Quote line Editor, Product Rules, Pricing Rules and Configuration Attributes.
* Built a Lightning component on Account object to facilitate custom usage-based amendment scenario for the customer with the use of debit notes.
* Setup Approval flows on Quote & Debit Notes objects firing actions to Field updates, Email alerts, triggering outbound message for business process automation.
* Creation and management of Quotes by Cypress for Distributors and End-Customers.
* Implemented Salesforce Lightning Community for CPQ for Quote and bulk Quote creation by Distributors.
* Integration with other Cypress technology systems like Oracle EBS and Vendavo. Generate PDF Quotes, Reports and Dashboards.
* Activities Included: Creating and presenting High-level system design document, Develop and deliver solution presentations; Lead prototype demonstrations of CPQ Configuration using CPQ tools - Price Rules, Product rules, Search Filters, Custom Actions, Summary Variables and force platform tools – Workflows, Process builder and Approval process.

**Nutanix, San Jose CA Apr 2018 – Sep 2018**

**Salesforce CPQ Specialist**

Nutanix is a cloud computing software company that sells what it calls hyper-converged infrastructure (HCI) appliances and software-defined storage. Nutanix is a pioneer in hyper-converged infrastructure a technology that is a building block for private clouds. Nutanix appliances converge storage, compute and virtualization into one box.

Nutanix solutions are 100% software-based delivering a full infrastructure stack that integrates compute, virtualization, storage, networking and security to power any application, at any scale.

* As a CPQ Specialist worked on streamlining their Product Management Process to optimize the new product launch from 4 weeks to 2 weeks. The task includes defining complex bundles creation for multiple NX-6 products to be included together, or have optional features by using Product options, features, and constraints. Implemented Advance Approvals with Smart approval and parallel approval functionalities. Optimizing Product Rules to improve performance by 20%.

**Blue Star Sports, Frisco TX Dec 2017 – Mar 2018**

**Architect - Salesforce CPQ Implementation Project**

Blue Star Sports (BSS), now rebranded to Stack Sports, is an industry leader in youth sports management by centralizing all operations and providing a complete solution for all youth sports leagues, clubs and associations. At BSS the process of configuring and generating sales quotes was tedious and time consuming. To eliminate most of the common human error, BSS implemented Salesforce/Steelbrick CPQ.

**Contributions:**

* Designed, configured and implemented CPQ to cater wide variety of business processes, which include but not limited to configure Install Package Bundle Creation, Pricing, Quote Generation, Approval Processes, Renewal Process and DocuSign Integration.
* Built and demonstrated CPQ prototypes.
* Recommending leading Industry best practices.
* Created custom dashboards and reports to track performance of Sales team.
* Created custom objects, profiles, and user permission sets.
* Used Flow builder and Process builder to automate processes for users.
* Conducted training seminars before initial implementation for staff and Sales team.

**Nokia OZO Camera, Sunnyvale CA Jun 2017 – Nov 2017**

**Salesforce CPQ Specialist**

Nokia replaced its custom quote process by implementing Salesforce (Steelbrick) CPQ for Virtual Reality products and related services. Nokia is using CPQ features and functionality extensively to create Product Bundles, Generate Quote documents, Discount schedules, guided selling and Block/Tier pricing. A specific Quote Template are created for each geo location catering to USA, Europe, Asia and China Customers.

**Contributions:**

* Worked closely with Nokia’s Business teams and managed requirement gathering sessions with business owners and group of end users
* Performed thorough analysis between current business process and CPQ configuration; to create robust solution for Nokia by customizing Salesforce CPQ
* Designed, developed and configured customized solutions using the full CPQ toolset
* Maintained and created workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules, with regard to CPQ and Pricing Rules
* Created Bundles for multiple products to be included together, or have optional features by using Product options, features, and constraints
* Configured Bundle component prices to be hidden on certain Bundles and displayed on certain other bundles
* Created Dynamic Bundles and using filter rules to control which Products Sales team can select from
* Created Quote Templates for each geography with dynamic print controls and complex HTML formatting
* Defined Block pricing on a product to assign a fixed price based on quantity using Overage Rate
* Wrote Pricing Rules to automate complex price calculations and update quote line fields - based on product or quote attributes
* Provided day to day CPQ platform and user support

**Cisco, San Jose CA Oct 2016 – May 2017**

**Oracle to Salesforce platform Migration and Integration**

**Senior Consultant**

Prior to this project, Cisco captured their Consulting services in Oracle ERP (Projects). Cisco consulting services were categorized into Advanced Services Subscription, Transaction and Fixed Services, catering to various business needs. As a part of this project, Cisco migrated these processed from Oracle ERP to FinancialForce Professional Services Automation (PSA) on Salesforce platform.

**Contributions:**

* Participated in critical data identification and migration and business continuity planning
* Analyzed the existing project processes in Oracle and participated in coming-up with a new process design in PSA
* Understood the business-critical data and mapped them onto new platform
* Understood and learnt SFDC platform: User Setup, Data Modeling and Management, Handling Standard and Custom Objects page layouts, SOQL, SOSL and Workflow & Approvals
* Educated Business Users about the new tools (SFDC and PSA) and explained features of the tool which can configure the existing business processes
* Integrated the New Features into the Upgrade plan to replace some of the customizations
* Migrated data from external sources and performed Insert, Delete, Update and Export operations on millions of data records

**Cisco, San Jose CA Nov 2015 –Sep 2016**

**Pricing Wizard (replacing Legacy System with Salesforce CPQ)**

**Solution Architect**

Pricing Wizard was a custom Pricing tool Cisco had created over a decade back. Cisco decided to migrate Pricing part of CPQ from legacy tool Salesforce CPQ (earlier Steelbrick). As a part of this project, we configured Salesforce CPQ tool that would help users to capture cost and Price considering target margin, mark-up, discount of each orderable SKUs (Subscription and Non-Subscription). Each Service would have a band/range of cost which will be decided based on location of service delivered, type of resource assigned and technology used. It required SKU, Organization, Sales Hierarchy and Resource data.

**Contributions:**

* Conducted requirement gathering session via workshops and WebEx
* Developed Functional and High-level Technical design for the new features and functionalities
* Enabled Tiered Pricing on subscription products to assign a fixed price based on quantity using Overage Rate
* Defined Discount schedules in conjunction with blocked Prices for variety products
* Wrote Pricing Rules to automate complex price calculations and update quote line fields - based on product or quote attributes
* Defined data mapping and CRUD matrix to identify the interactions between Data and Functions
* Implemented complex discounts for Promotional offers
* Created pricing rules and discount schedules for loyal customers
* Designed Quote and include SLA terms in Quote templates
* Translated detailed functional requirements and technical documents into test plans and test cases
* Identified detailed business use cases for features and functionalities being introduced in new CPQ system
* Configured bundles for Subscription and Non-Subscription products with defined Option Constraints
* Created Custom HTML Quote Documents that would include SLA agreement for subscription quotes
* Documented, researched and communicated defects discovered during test execution
* Provided day to day CPQ platform and user support

**Cisco, Milpitas CA Mar 2014 –Oct 2015**

**Country Enablement**

**Senior Consultant**

The Cisco Country Enablement initiative is Cisco's response to business demand for expanded selling capabilities (i.e., “in-country” delivery of product, service and software) in more countries. This project enables Cisco to capture business opportunities, which are currently out of reach due to legal, tax, and system limitations that prevent Cisco from conducting local in-country business in most of the geography.

**Contributions:**

* Implemented Security Model by creating Sharing rules for various users, creating, configuring Profiles and Permission sets based on the Organizational hierarchy
* Worked with Data Loader and Import Wizard to Insert, Update and Export bulk data from Salesforce.com Objects
* Implemented Community support pages on Salesforce Lightning
* Created and customizing Objects, Fields, Page layouts, Record types, Process flows and many other Out-Of-The-Box features of Force.com to meet the application requirements.
* Provided day to day CPQ platform and user support
* Created new User Accounts and assigned Profiles as per their role in role hierarchy
* Defined Org wide default to restrict access from users
* Customized Page layouts for Standard/Custom objects and assigned Record Types
* Created Data Validation rules and Formulas as per business requirement
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility
* Perform administrator and end user training
* Facilitate client discovery sessions to identify, analyze, validate and document business process requirements

**Cisco, San Jose CA Jan 2013 –Feb 2014**

**OM LSS (Large Scale Services)**

**Senior Business Analyst**

The primary drive of the project was to leverage out of box functionality built with industry standard processes as opposed to the heavily customized solutions of the current system. OM LSS (Large Scale Services) was a defined set of standardized systems, IT applications, associated data and infrastructure that enables simultaneous delivery of current and future state business capabilities with benefits like reduction in operational cost, ease of doing business, enable future growth and so on.

**Contributions:**

* Involved in Business process study, Business process mapping, GAP analysis, Customization, Implementation and Go Live support
* Mapped the future business process requirements and identified the GAPs
* Performed Functional & System Integration Testing. Analyze and Test Integration with Third Party tools
* Conducted CRP sessions for all financial modules
* Conducted Trainings to Key Users and end Users and handled UAT Sessions
* Implementing Security Model by creating Sharing rules for various users, creating, configuring Profiles and Permission sets based on the Organizational hierarchy
* Working with Data Loader and Import Wizard to Insert, Update and Export bulk data from Salesforce.com Objects
* Created and customizing Objects, Fields, Page layouts, Record types, Process flows and many other Out-Of-The-Box features of Force.com to meet the application requirements
* Created new User Accounts and assigned Profiles as per their role in role hierarchy
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* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility
* Perform administrator and end user training
* Facilitate client discovery sessions to identify, analyze, validate and document business process requirements
* Designed and executed ‘Data migration’ strategy for Master and Transactional data
* Post Go-Live Support for Warranty Period
* Implemented Community support pages on Salesforce Lightning

**Cisco, San Jose CA Mar 2011 –Dec 2012**

**AS Fixed - Oracle EBS (Oracle Projects/Project Accounting)**

**IT Analyst**

* Cisco Systems, Inc. is using EBS Oracle Projects to capture consulting services provided to its clients. Worked as a
* Solution Architect for a new E2E process was designed and developed that would deliver the services with fixed-
* price, fixed Resources, fixed margin, fixed delivery method, fixed legal Agreement and fixed travel expenses. This
* E2E automation would bypass manual Deals Desk review and approval and would save significant process and
* Administration cost.

**Contributions:**

* Performed Requirement Analysis, Fit/Gap Analysis and recommended Work Around solution to business.
* Prepared test cases for System Integration, User Acceptance Tests
* Prepare User and Operational manuals and Conduct training classes for users in various departments.
* Prepared BR100, BP080, CV40, TE40 and MD050 as per client requirements
* Designed Proposed Org-Structure and presented to business
* Done the Multi-Org setups and assigned required Profile Options

**Cisco, San Jose CA May 2009 – Feb 2011**

**Oracle Financials Consultant**

Worked with Cisco, San Jose CA on various implementations, re-implementations, customization and configuration projects for Oracle eBusiness Suite (EBS) Financials and Projects applications. I worked on various projects during this time frame.

**Lead IT Analyst:**

* Provided integration services to client implementing solutions and support during the project lifecycle.
* Conducted requirement gathering with Business Super Users and prepared Preparation of MD050 (functional Specifications).
* Created Functional Test cases
* Conduct and Guiding QA and UAT for Critical components
* Primary point of contact for the testing/specifications/change controls
* Liaising with Oracle for the Critical Issues and Bugs with Std. Programs
* Providing instructions and training of various Oracle eBusiness Suite applications to users
* Responsible for resolving critical functional issues
* IT Verification and Post Production Support

**eBusiness Application Functional Team Lead:**

* Performed the Role of Team Lead for Enhancement and Bugfix
* Conducted requirement gathering with Business Super Users and prepared Preparation of MD050 (functional Specifications) and MD070 (Technical Design Doc)
* GAP Analysis, Design and development of custom component
* Build/Development, Created Functional and Technical Test cases
* Responsible for bug free on-time delivery

**eBusiness Application Production Support:**

* Liaising with Oracle for the Critical Issues with Std. Programs during the period close
* Design Concurrent Programs and Executables for the SQL\*Loader, Package and Report
* Responsible for resolving critical application and Functional/Technical issues
* Making sure of smooth Period Close by doing the System check prior to Period close
* Identifying detailed business use cases for features and functionalities being introduced in newer releases
* Guide and member team members to write and develop test cases based on real time business scenarios for oracle integration
* Propose for enhancements in the existing features and functionalities
* Document, research and communicate defects discovered during test execution
* Contributing in automation of test cases for ERP Integration

**Work experience from 2000 to 2009**

**SuperValu Jun 2005 – Apr 2009**

Consultant for implementation of multi-org (GL, PA, PO, AP, FA)

**Albertsons Inc Jun 2003 – May 2005**

Module Lead for Project Accounting and Fixed Assets

**Shaws Inc. Jan 2002 –May 2003**

Asset Integration Consultant

**National Grid, UK May 2000 – Dec 2001**

Project Lead for ConQuest (a Complaint/Problem Management System)

**Education:**

* Master of Business Administration (MBA) – Sales & Marketing
* Bachelor of Engineering (Electronics)