

**PROFESSIONALEXPRIENCE:**

- Currently working as **Sr. Technology Consultant** – Salesforce/Apttus in **Epicor Software** from May 2019 to till date for Epicor own product. Project is for **Apttus CPQ implementation using Salesforce and Apttus Version Upgrade with Lightning enablement** in Epicor and role as Techno-Functional in CPQ implementation in **ERP** module.
- Worked as **Associate Consultant** in **Wipro Technologies**, Bangalore from **June 2018 to May 2019**. I am working in renowned **Health Care industry**. Technology I am working in **Salesforce/SFDC** and role is testing as well as configuration changes. I got an opportunity to work from **Offshore Philips Client Location** and this project is for **Apttus CPQ/CLM in Market to Order** implementation. I am having functional knowledge of **Apttus CPQ/CLM**.
- Worked as **Application Development Associate** in **Accenture Solutions Pvt Ltd**. Bangalore, from **June 2016– June 2018**. I am currently working in renowned **Pharma Industry (Life Science Project)** in my current Organization and my technology is **Salesforce** and working in **CRM Application**. I have worked in many short span projects within a year in organization.
- Worked as a **Trainee** in **MindTeck** from **December 2015 – March 2016**.

**PROFESSIONAL SUMMARY:**

- Working as per **Apttus CPQ Product Setup, testing, Data Loading** into respective org.
- Extensive knowledge of **Apttus CPQ process, Pricing, Apttus Asset migration, Attribute Rules, Custom Objects, Custom Settings, QTC process and Fields**.
- Functional knowledge and hands on experience on **SFDC Sales Cloud, Service Cloud**, basics of Marketing Cloud.
- Working on SFDC Admin works **related create Field, Deployment, Validation Rule, Custom Settings changes, Creation/Modification Roll Up Summary fields etc**.
- Functional and technical knowledge on **Apttus CPQ**.
- Sound knowledge in **Salesforce CPQ** and hands-On.
- Handling **Cases** as per customer’s feedback and solving with proper resolution.
- Handling International Team from Business perspective and implementing it.
- Good knowledge in **SDLC & STLC** concepts.
- Experience in **System Testing, Functional Testing, Regression Testing, Smoke, Sanity testing**.
- Working as per Business module to clear understanding of requirements.
- Interacting with Business to get the requirements and turned in to User Story.
- Functional and Technical knowledge of **Assets and Orders**.
- Good experience in **Defect Tracking** using CA Agile tool **Rally and Jira**.
- Sound knowledge of **Salesforce Lightning** as testing perspective.
- Good experience in **Azure Devops**, which is using for User Story tracking as well as defect tracking.
- Experience in writing and Executing **Test Cases**.
- Performed **Unit Testing** as Developer.
- Good Knowledge of **Salesforce Data Migration using APEX Data Loader, Salesforce Configuration, Roles, Triggers, Profiles, Objects, Apttus CPQ**.
- Good Knowledge of **SFDC deployment** using **GearSet**.
- Understanding in **Life Science and Health Care Industry**.
- Good knowledge over **Agile Methodology** as Scrum.
- Sound knowledge in **Rally** Agile tool.

## TECHNICAL SKILLS:

Skills	: Salesforce Configuration, Lightning, Salesforce Testing, Functional Testing, Regression, Smoke Testing, Apttus CPQ, Sales Cloud, Apttus CPQ Product Setup. CPQ Pricing, Assets, QTC Process.
SFDC Tool	: Apex Data Loader, Import Wizard, Data Export/Import SF Inspector
Agile Tool	: Rally (CA Agile Tool), Azure DevOps
Defect Tracking Tool	: Rally, JIRA Defect tracking, Azure DevOps Programming
Skills	: Java, HTML
Testing Experience	: Manual, Automation, Selenium Webdriver, Test NG
Database	: SOQL
Deployment Tools	: GEARSET, Force.com IDE
Test Methodology	: Agile, Scrum, Waterfall model
Office Tool	: Outlook, Word, Excel, PowerPoint

## ACADEMIC EXPERIENCE:

- MCA from **Acharya institute of Technology (VTU), Bangalore** in **2015** with 76%
- BCA from **Burdwan University, West Bengal** in **May 2012** with 68%
- Secondary (10<sup>th</sup>) from **WBBSE** in **2007** with 62% and Higher Secondary (12<sup>th</sup>) from **WBBSE** in **2009** with 64%.

## PROJECTS:

### Project 1

**Title** : CPQ Implementation in Epicor Product

**Technology** : Salesforce, Apttus CPQ, SOQL

**Role** : Techno- Functional in SFDC/Apttus CPQ

**Duration** : May 2019 to Till date

**Client** : **Epicor (Product Based)**

#### Roles and Responsibilities:

- Understand the functionality of CPQ implementation in Epicor product.
- Responsible to resolve Salesforce Cases with proper resolution, product setup, pricing, QTC process of Apttus.
- Handling Cases and resolving issue related to Salesforce and Apttus.
- Handling International team and work collaboratively with team.
- Responsible for Product Setup and whole CPQ process to implement in Epicor product.
- Responsible for Asset migration in ERP integration application.
- Interacted with Business & get clarify the requirements and turned into User Stories with Acceptance Criteria.
- Assist CPQ data imports and maintain integration with other application.
- Responsible of solution design for CPQ new feature.
- Responsible for generating Apttus CPQ reports bi-weekly to business.

### Project 2

**Title** : **Apttus** CPQ/CLM Market to Order implementation and planning

**Technology**: Salesforce (Sales Cloud), SQL workbench, Apttus CPQ/CLM

**Role** : SFDC QA

**Duration** : June 2018 – May 2019

**Client** : **PHILIPS** (Working from Offshore Client location)

#### Roles and Responsibilities:

- Responsible for Test Case creation using feature in Rally tool & Azure DevOps.
- Responsible for performing Functional Testing/Manual Testing/Validation Testing for Apttus CPQ

applications on Force.com platform.

- Performed Functional, Negative, Positive, Integration, Regression and End To End User Acceptance Testing.
- Understand the Functional aspects of the project using Features.
- Understand CPQ/CLM functionality.
- Understand the Sales Cloud functionality over CPQ/CLM.
- Client interaction for changes and retest.
- Defect Tracking using Rally tool.
- Involved in preparing Operational Qualification (OQ) document for validated applications.
- Involved in SIT Sign Off and Defect Report activity.
- Retest the defects and make sure to close the same.
- Working in Agile Methodology to make the release smooth.
- Application integration with SAP verification from interface side.
- Worked with Developers, BA's and Test Lead to verify test cases.
- Working closely with Developers to close Defects.
- Responsible for Quote creation.
- Responsible to handle my scrum team to demonstrate User Stories to my subordinates.
- Providing KT to new joiners in all scrum team members whenever required.

### **Project 3:**

**Title** : Sandoz Package Solution

**Technology:** Salesforce-Veeva

**Team Role** : SFDC QA

**Duration** : July 2017 – May 2018

**Client** : NOVARTIS

#### **Roles and Responsibilities:**

- Responsible for Load data in all sandboxes using Apex Data Loader.
- Understand Salesforce Veeva functionality.
- Verification and validation all the data before load and after load.
- Ensure all data to be loaded perfectly.
- Client interaction regarding the changes and data load.
- Understanding development functionalities.
- Ability to handle multiple release data load simultaneously.

### **Project 4:**

**Title** : CRM Planning for Release 2.4 & 2.5 for Customer Service & Technical Service

**Technology** : Salesforce

**Role** : SFDC QA

**Duration** : January 2017 – June 2017

**Client** : NOVARTIS

#### **Roles and Responsibilities:**

- Going through Functional Study of Application.
- Salesforce Administrator part. Such as User Creation, Territory assign, assign Permission sets.
- Assigning Roles for particular User.
- Creating Profiles for User based on the requirement.
- Client interaction daily to convey the update on the requirement.
- Deploy the changes from one Sandbox to higher sandbox using GearSet.
- Work on the defects based on Tester's comment.

## Project 5

**Title** : Sandoz NBO (New Business Opportunity)

**Technology** : Salesforce

**Role** : Lead Tester

**Duration** : December 2016 – March 2017

**Client** : NOVARTIS

### Roles and Responsibilities:

- Going through Functional Study of Application.
- Writing the Test Cases based on the requirement.
- Involved in Executing Test Cases and finding bugs.
- Defect creation and follow till closure
- Conducted Ad-hoc testing for enhancement in same release.
- End to End manual testing for whole application.
- SAP Testing and Salesforce testing both I made in single-handed.
- Perform system test execution and prepare test evidence.
- Responsible to carryout Functional, Integration and System Testing
- Actively involved in defect tracking using TFS.
- Assigning Territories, Roles, profiles etc.
- Deploy changes for SIT to next higher-level environment using GearSet.

### ACHEIVEMENTS and CERTIFICATIONS:

- Got Certified in Salesforce Admin 201 and Sales Cloud Consultant.
- Got Certified in Apttus CPQ Product and Conga Sign.
- Got Certified in Copado Admin.
- Received appreciation from client side/Onshore for extremely well tested and well understanding of application within a short period.
- Delivered deliverable at before the committed deadline.

### PERSONAL DETAILS:

**Date of Birth** : 22<sup>nd</sup> September, 1991  
**Father's Name** : Biswajit Banerjee  
**Current Location** : Bangalore  
**Permanent Location** : Kolkata  
**Nationality** : Indian  
**Languages Known** : English, Bengali and Hindi  
**PAN No** : AYPPB7200G  
**Passport No** : S3333249

### DECLARATION:

I hereby declare that the above information is true to the best of my knowledge and belief.

(Prasenjit Banerjee)