



THOUSIF K

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PROFESSIONAL PROFILE:

Having around 3+ years of experience in Salesforce.com as a SFDC Developer.

- ❖ Good experience with Configuration, Customization, Support experience on Salesforce.com Platform.
- ❖ Sound knowledge on creating Custom Objects, Tabs, Page Layouts, Record Types and Custom Links.
- ❖ Experience on creating Formula Fields, Validation Rules, Roles, Profiles, Users, Security and Sharing Settings customization as per the Client requirements.
- ❖ Experience on Salesforce CPQ, Bundle Products, MDQ, Product rules, Price rules, Subscriptions.
- ❖ Experience on Conga CLM, Enhancements, PLI's, Finalizing the carts and Quote pricing, templates.
- ❖ Knowledge on Vlocity, Omni Scripts, Flex Cards, Data Raptor, Integration Procedure.
- ❖ Experience in Creating Reports, Custom Report Types and Dashboards.
- ❖ Thorough understanding on Data Loader for data management in force.com platform.
- ❖ Experience in querying salesforce.com database using SOQL and SOSL queries.
- ❖ Experience in implementation using Force.com Apex Classes, Apex Triggers and Visualforce.
- ❖ Hands-on experience in Asynchronous Operations using Batch Apex, Schedulable Apex and Future methods.
- ❖ Having experience in Deployments through change sets.
- ❖ Efficient as both Team player and independent worker.

TECHNICAL SKILLS:

- **Development on force.com:** Apex Language, Apex Trigger, Apex Classes, Batch classes, Lightning Aura Components and Lightning Web Components.
- **Configuration:** Sharing Settings, Workflow & Approvals, Flows, Security Controls, Reports & Dashboards.
- **Migration Tools:** Apex Data loader, Import wizard, Salesforce inspector

WORK EXPERIENCE:

- Working as a **Salesforce Developer** in **Relanto Global Pvt Ltd** in Hyderabad from Nov 2023 to till date.
- Worked as a **Systems Engineer** in **Tata Consultancy Services Ltd** in Hyderabad from April 2023 to 6 th July 2023.
- Worked as a **Consultant - Software Engineer** in **CEPTES Software Pvt Ltd** in Bangalore from March-2021 to 1st August 2022
- Worked as a **Junior -Software Engineer** in **Capital Info Group** in Hyderabad from Feb 2020 to March 2021

EDUCATIONAL QUALIFICATION:

- Bachelor of Technology from Dr. K.V. Subba Reddy Institute of Technologies, 2018 Kurnool India.

PROFESSIONAL EXPERIENCE:

Project 4: LabCorp Drug Development

Client: LabCorp (April 2023 to July 2023)

Role: Salesforce CPQ Developer

Environment: Apex Classes, Test Classes, Flows, Custom Objects, Custom Tabs, Email Services and Security Controls, Quote pricing, Product Rules, Price Rules

Project Description:

LabCorp Drug Development is a contract research organization headquartered in Burlington, North Carolina, providing nonclinical, preclinical, clinical and commercialization services to pharmaceutical and biotechnology industries, formerly called **Covance**. LabCorp Drug Development has been met by fierce activism from animal rights leaders including Jane Goodall for its animal testing procedures.

My Responsibilities Include:

- Performing detailed analysis on business requirements and designing the best solution.
- Product setup, Worked on Agreements, proposals/Quotes, Quote Pricing, Finalizing the quotes and configuring the PLI's.
- Guided Selling is implemented for the complex product structure.
- Worked on Salesforce CPQ Pricing using list, cost/markup, percentage total, block price rules.
- Experience in Flow, Approval Process and Security Controls.
- Worked on various Validation Rules, Record Types, Profile, Roles, OWD Settings, Security and Sharing Setting.
- Preparation of design documents, deployment plan for the changes.
- Involved in setting up requirement gathering meetings with the clients.

Project 3: BD AMO

Client: TCS/BD (March 2021 – Aug 2022)

Role: Conga Developer

Environment: Apex Classes, Test Classes, Flows, Custom Objects, Custom Tabs, Email Services and Security Controls, Quote pricing, X Author, Proposals.

Project Description:

BD is a global medical technology company that is advancing the world of health by improving medical discovery, diagnostics and the delivery of care. BD leads in patient and health care worker safety, BD has more than 65000 associates across 50 countries who work in close collaboration with customer and partners to help enhance outcomes, lower health care delivery costs, increase efficiencies, improve health care safety and expand access to health.

My Responsibilities Include:

- Worked on creation and modification of various standard and custom objects like Accounts, Contacts, Case, Case Info, Claim and Claim info etc.
- Experience on creating Custom Objects, Page layouts, Custom Settings, Custom Metadata and Custom Labels.
- Created Quotes, repricing, Attribute creations

- Implementing Record-Level, Field- Level security and configured their sharing settings.
- Implemented Validation rules, Formula Fields and Roll-up summary fields to the custom objects.
- Product setup, Worked on Agreements, proposals/Quotes, Quote Pricing, Finalizing the quotes and configuring the PLI's.
- Creating the Excel Sheets Adding Salesforce Objects and Fields using Conga X author.

Project 2: CPQ-Firestorm

Client: Cisco (March 2021 to Aug 2022)

Role: Salesforce CPQ Developer

Environment: Custom Objects, Custom tabs, Bundle Products, MDQ, Product Rule, Price Rules, Guided Sealing,

Project Description:

Cisco is an American multinational digital communications technology, cisco develops, manufactures, and sells networking hardware, software, telecommunications equipment and other high-technology services and products

My Responsibilities Include:

- Analyzed the business process of the client and then involved in Configuring Products, Bundles, Options, Features.
- Guided Selling is implemented for the complex product structure.
- Worked on the phase of creating Product Rules as well as Pricing rules, Discount Schedules.
- Worked on Salesforce CPQ Pricing using list, cost/markup, percentage total, block price rules.
- Implementing the functionality of creating Quote Templates in Quote Document.
- Understanding the requirements from client for enhancements, daily issues are discussed with Onsite coordinator and respective Users.
- Worked on Profiles, Permission Sets, Roles, OWD's, Record Types and Customization as per the Client requirements.

Project 1: Abbott India 1 Point Ticketing System

Client: Abbott India Limited (Feb 2020 to March 2021)

Role: Junior Software Engineer

Project Description:

Case Management supports the investigation and resolution of cases. It allows employees or customers or partners to record, track and solve the issues or problems. It includes the ability to create cases either from an e-mail (email- to-case). Cases can be managed in queries; assignment rules and escalation rules can be defined.

Once created, a case is taken through various statuses as part of the investigation and reaches closure through resolution actions.

Roles & Responsibilities:

- Performed the detailed analysis of functional and technical requirements;
- Implemented and deployed the custom objects; identified the lookup and master-detail relationships.
- Developed Apex Classes, Visual force Pages, Apex triggers.
- Implemented security and sharing rules at object, field and record level for different users and created various profiles and configured the permission sets.
- Created Public Groups, Queues and Permission sets based on business requirements.

- Created Workflow Rules, Approval process, Formula fields.
- Involved in setting up requirement gathering meetings with the clients.
- Regular monitoring of the Salesforce case queues as part of Administration activities.
- Workflow actions (Email Alert / Field Update / Task Creation).
- Creation of templates and using them in workflow alerts.
- Worked on the design of custom objects, custom fields, custom Tabs, custom reports, report folders, Dashboards and various other components as per the client and application requirements.
- Experienced in Test Coverage for triggers & classes.

DECLARATION:

I hereby declare the above information provided is true to the best of my knowledge.

Thousif k.