

Moloy Biswas

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Professional Summary

- 9 Years of professional experience in Salesforce, 2 years of experience in Salesforce CPQ platform and involved in various phases of Software development including SFDC Administrator, Business analysis, System Analysis, Design, Testing, Production Support, Implementation of SFDC.
- Experienced Salesforce Consultant with a demonstrated history of working with cross industry.
- Skilled in SOQL, Customer Relationship Management (CRM), Apex Data Loader, **5x certified**. Strong information technology professional with an MBA in Operation from Sikkim Manipal University.
- Expertise in **Salesforce CPQ, sales cloud, Experience cloud** and **service cloud**.
- Good Knowledge of Salesforce **CPQ- Quote to Cash**, Product Configuration, Discount Methods, Rules, Advanced Approval.
- Pioneering in providing **Training** to senior management, key users/country champions and endusers.
- Experience in **Agile** and waterfall development.
- **Quick learner and self-starter**.

Salesforce Admin
Salesforce CPQ
Salesforce Sales Cloud
Community Cloud
Business Document Creation
Client Management
Functional requirement
Solution design
BRD creation
Process flow design
Gap Analysis
Training
Team Handling

Application Experience

- Well versed with Salesforce –CRM, Salesforce CPQ, Sales cloud, Lightning UI.
- Data migration, Data Loader, Workbench.
- Conga, Service Now, Microsoft Azure, JIRA

Highlights

- Successfully implemented Salesforce Peoplesoft **integration** for all EMEA countries.
 - Helped client to automate few business processes, reduce case volume, implement knowledge article which helped business to **grow revenue**.
 - Successfully **rolled out** salesforce lightning for 16 new countries.
 - **Helped business to Integrate** salesforce with ETL.
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Work Experience

Plansource | Senior Salesforce Consultant

March 2022 – Present

- Advanced Salesforce administrator and key contributor in many aspects of projects and system support including architecture, development, configuration, UAT and data migration.
- Providing technical support on the integrated Salesforce applications.
- Guide and train team on Salesforce configuration, case management.
- Prepare documentation including Requirements and Design documents, Configuration Workbooks, Test Cases and other documentation as required throughout the project lifecycle.
- Consult with business users to identify current operating procedures and deliver against business and system objectives.
- Responsible for supporting the maintenance of the functional areas of data management, dashboards, reports, etc. as well as maintaining and troubleshooting existing configurations and development.
- Establish and implement best practices with regards to system maintenance, configuration, development, testing, data integrity, etc.
- Participate in cross-functional teams that address strategic business issues involving CRM and business operations, act in a consultative capacity to ensure Salesforce optimization.
- Responsible for installation and integration of **3rd party plug-ins** and **middleware** applications
- Provide hands-on customer support and application troubleshooting for complex support issues.
- Responsible for configuration & customization of the Salesforce application based on company requirements.
- Develop Salesforce Flows & Process Builder based on company defined processes.
- Configure **Salesforce CPQ**, **Experience Cloud**, **Sales Cloud** solutions.
- Responsible for maintaining, administering, and providing backup of the Salesforce solution and maintaining **salesforce CPQ** and **NetSuite**.

NTT DATA | Senior Salesforce Consultant

Nov 2018 – Feb 2022

- Coordination with business users, country champion, pricing team to gather requirements for CPQ implementation.
- Working knowledge of product and service configuration, complex pricing rule, defining product bundle structure, constraint rules and options.
- Worked on Salesforce CPQ pricing using list, cost/markup, percent total, block, price rules, system and user discount.
- Experience with Salesforce CPQ application, Product Configuration c : Deep understanding of Bundle product structure
- Create and manage Price Rules Product Rules, Discounting, Product Setup and Configuration, Product Options, Quote Templates
- As a Salesforce.com Administrator, responsible for globally supporting other Salesforce Admin & Standard Users and ensure close collaboration with regional & global stakeholders to provide the issue support.
- **Maintain documentation** for processes used by the support team and the support knowledge base for known issues. **Knowledge Article** creation and provide feedback for existing articles as and when required.
- Interacting with client for requirement gathering, system study & analysis and prepare user stories.
- Data Migration from other CRM using **Data Loader**, Excel connector, **Workbench** etc.

HCL Technologies | Salesforce Consultant (formally known as Iron Mountain) 2015 – 2018

- **Gathered requirements** and prepared business requirement documents (BRD), System Requirement Specification (SRS) by communicating with Brokers, users and SME's. Work with a team of consultants to deliver Salesforce.com to our customers for all project stages (requirements definition, planning, functional design, prototyping, test, issue resolution, deployment, and support).
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Matrix Cellular | Salesforce Consultant/Administrator

2014–2015

- Worked as CRM business team and management personnel directly to ensure the configuration supports business requirements.
- Lead, Account, Contact, Opportunity Management, and Lead Conversion process.
- CRM Data Management: Data Import/Export: Bridge between Sales and Marketing team.
- Works with Sales team to identify new and creative opportunities to leverage system to support additional business processes or functions.
- Draft technical task on stories and lead the development team to build application based on the development requirement.
- Owned and Lead the design and development of custom pages and dashboard components.

Education

Institution: Sikkim Manipal University

Result/Degree: MBA, Operations

Certifications

Certified Salesforce Admin

Sales Cloud Consultant

Lightning App Builder

Salesforce Certified CPQ Specialist

Salesforce Certified Community Cloud Consultant Certification

Received internal certificate of successful completion of the Business Analysis course at NTT Data.

I declare that I will be a committed hard worker with willingness to update my knowledge in tune with the latest happenings in the field of Sales Force and related tools.

Moloy Biswas