Rahul Kumar

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ABSTRACT

Proficient in Customer relationship management (CRM) software - Salesforce.com and Siebel with 4.10 years of project experience with various Industry giants**.** Motivated and meticulous, able to understand and articulate organizational objectives with timely and cost-effective delivery of the project.

PROFESSIONAL SUMMARY

- 4.10 years of experience working on cloud CRM Solutions with 2.7 in Salesforce Development and 2.2 in Siebel Development in Wipro Technologies.

- Experience in Salesforce Configuration and Customization, Apttus CPQ, Apttus CLM, Salesforce CPQ, Siebel CRM, Siebel EAI/EIM, Oracle EDQ, Oracle Pl/SQL, and Siebel UCM.

- Experience in Salesforce admin areas like Custom and Standard Objects, Page layouts, Salesforce Lightning, Salesforce Security, Profile and Permission Set, Sales Cloud Applications, Validation Rules, Duplicate Rule etc.

- Experience working with Lightning Aura Components, Apex classes, Batch Apex, Error Handling, Triggers, Controllers, Test Methods, Application Design and Flows.

- Experience in Salesforce Integration and worked with Apttus and SAP interface for order management via Dell boomi(middleware).

- Experience in translating the Business flows to CRM using SFDC/Apttus best practices and crafting a solution that support their process and functional requirements.

- Understanding Business and building best solutions utilizing the Salesforce OOB features (Like flows, Process builder, Workflow etc.)

- Good hands on deploying components through Azure and Git repo setup. Agile experience, driven teams on DevOps

- Worked on various medium to complex projects in Siebel and their integration with external applications which involved Requirement Gathering, Gap Analysis, Design, Development, testing, documentation, and Code Review.

- Worked on various medium and complex Siebel data migration utilizing PL/SQL and Siebel EIM.

- Worked various Siebel technical areas like Siebel configuration, scripting, workflows, OpenUI, EAI, EIM, Siebel Master Data Management and UCM.

- Good hands-on experience on Siebel order management concepts like Quote to Order to Asset, Siebel OTB order management business services, and workflows and Product Configuration.

- Experienced on Siebel Master Data Management, Siebel Data Quality, Siebel UCM and Oracle Enterprise Data Quality.

- Experience in deriving solutions for the business requirements, designing and architecture of new components in Siebel.

- Experience in end to end implementation of CRM application built on Salesforce Sales, Service and Event Cloud which includes extensive solutioning of most critical and complex Business cases.

- Proficient in customizing and configuring force.com platform to create business applications and have worked on CPQ and Quote to Cash model. Diversified skill set covering application development, administration, project management, and client relation. Excellent interpersonal, phone and digital communication skills.

KEYSKILLS

- **Salesforce Skills:** Apex, Triggers, SOQL/SOSL, Workflow, Process Builder, Flow, Lightning Aura Framework, Batch Apex, Future Methods, REST API Integration, Custom Objects, Fields, Object Relationship, Record Type, Profiles, Permission Sets, Security Model, Salesforce Deployment using MS Azure.

- **Apttus CPQ/CLM:** Apttus CPQ Life Cycle, Apttus CPQ Object Model, Product Setup, Constraint Rule, Price Rule, Price Matrix, Price Rule Set, Attribute management, Attribute Base Pricing, Custom Action, Colum Display, Order Management, Basic on Asset Creation, Custom Setting, Config Setting, Basic on Approvals, Catalog Model.

- **Salesforce CPQ:** Salesforce CPQ Model, Option Constraint, Product Rule, Price Rule, Attribute Management, Search Filter, feature Management, Custom Action, Order Management.

- **Siebel CRM:** Order Management, Siebel Configuration and Customization, Siebel Object Model, Custom Objects, Siebel Integration, UCM, Oracle EDQ, Siebel EAI and EIM, Oracle PL/SQL.

WORK EXPERIENCE

Organization	Location	Designation	Work Tenure
Wipro Technologies	Bangalore/Pune	Senior Software Engineer/ Software Engineer	23rd November,2015 until yet

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ACHIEVEMENTS

- The Bravo-Individual Excellence Award recognition (Twice Xerox Project)
- The Execution Excellence Award (Philips Project)
- The Pleasure to work with you from Manager (Resource Availability Tool)

CERTIFICATIONS

Salesforce Certified Platform Developer I – Designed for those who have knowledge, skills, and experience building custom declarative and programmatic applications on the Force.com platform.
Salesforce Certified Administrator - The Salesforce Certified Administrator exam is intended for an individual who has experience performing as a Salesforce Administrator.
Salesforce Devops tool Copado and Flosum Certified Administrator
Apttus CPQ 201 - Configure, Price, Quote and Pricing Administration Level 1
Apttus CPQ 202 - Configure, Price, Quote and Pricing Administration Level 2
Apttus Quote to Cash Certified - Operations teams an integrated view of all customers, **quotes** and contracts so your entire organization has the visibility needed to boost revenue growth, reduce errors and delays, and improve customer loyalty

ACADEMIC CREDENTIALS

COURSE	INSTITUTION	YEAR	PERCENTAGE
M. Tech (Part Time)	VIT Vellore	2015-2020	7.79 CGPA
B.SC (Full Time)	KUK University	2012-2015	72

PROJECT PROFILE

Project 1:

	Role: Salesforce/Apttus CPQ Developer	Team Size: 15
Project Name: Philips		

Project Description: Philips is a Dutch multinational technology company headquartered in Amsterdam, one of the largest electronics companies in the world, currently focused in the area of healthcare and lighting. Using Apttus CPQ we need to manage pricing, cost and quotes to be send across the business.

- Worked in large health care engagement project and implemented CPQ using Apttus and Salesforce.
- Worked with various salesforce.com /Apttus objects like Accounts, Contacts, Opportunity, Agreement, Quote/Proposal, Order.
- Worked on Integration Between CPQ and SAP system via Dell Boomi (Order Interface), Quote Life Cycle.
- Optimization of Code for Quote Life Cycle of Apttus CPQ. Responsible for gathering the requirements by coordinating with the business analysts, team lead and
- Project management, to better understand the Business flow and Implement the same logic in SFDC.
- Have automated Quote lifecycle from where quote moves to different stages like draft, Approved, Sent to customer, etc.
- Implemented Dynamic CFD document which changes language and Values according to different Countries.
- Used X -Author Apex Data Loader for insert, update, and bulk import or export of data from Salesforce.com
- Objects. Used it to read, extract and load data from comma separated values
- Have automated assigning of Agreement to Quotes according to their hierarchy. Customer Interaction in RPS like handled many module and functionality to have better solution and more effective for the customer and given very good highlight on modules.
- Have Worked on CLM part to automate the process for Contract generation.

Project 2:

	Role: SFDC Developer	Team Size: 10
Project Name: Resource Availability Tool		

Project Description: This was required to create a platform for the manager and employee using SF lightning experience which enables managers within salesforce Practice in Wipro to identify the current availability of employee. This tool was develop using salesforce lightning, Repots and Dashboard and Community

- Gathering requirements by coordinating with Managers and Delivery Manager from different project in overall salesforce practice.
- Implemented the tool using on lightning component, Controller, Apex, Trigger, salesforce standard and Custom object, Layouts etc
- Implemented the tool using community to enable the user to access tool without any credential for users without any credentials.

- Prepared Design document and TDD provided the demo to different stockholder to get the approval.
- Prepare the User manual and guided different user how to use the tool. Worked as a lead and handled the team 4 or 5 developer

Project 3:

Project Name: Xerox	Role: Siebel Developer	Team Size: 12

Project Description: Xerox XTRC is an Order Management Application implemented using Siebel ecommunication Version: 8.1.1.15 that facilitates Quote-to-Order-to-Asset life cycle. The project was to implement and enhance Xerox Order Management process. The project was also to manage Customer master data across various applications using Siebel UCM Application and Oracle EDQ.

- Configuration and Customization of the Siebel Field Service and Siebel communication application, Siebel UCM and Oracle EDQ based on the customer requirement.
- Development and enhancement of Order Interfaces using EAI Web services, Workflow Policies and Workflows.
- Development and enhancement of Siebel CRM to UCM integration through Inbound/Outbound Web services.
- Design and developing Order Management requirements using configuration, scripting, workflows, order signals etc.
- Enabling of EDQ (Oracle Enterprise Data Quality) real time and batch interface in Siebel CRM.
- Writing SQLs, Stored Procedures, EIM loads and scheduling jobs.
- Worked on complete SLDC for Batch Duplicate Address cleanup in Siebel and UCM
- Debugging and fixing Siebel Configuration, Scripting, Workflow and Siebel Web services related defects.
- Debugging CRM-FMW-UCM Interfaces developed using web services and fixing the data flow and integration issues using Soap UI.
- Unix Shell scripting and job scheduling. Prepared HLD and LLD.
- Feasibility analysis and gap analysis over the existing design and the proposed design for the new requirements.
- Handling HP Quality Centre for tracking the defects and providing fixes. Working closely with client BA to perform RCA on QC.
- Deployment and post deployment support.

PERSONAL DETAILS:

Current Address : Adhiraj Palace, Hinjewadi, Pune-411057, Maharashtra
Permanent Address: Chandra Lok Colony, Near Behat Road, Saharanpur- 247001, Uttar Pradesh
Date of Birth: 22 July 1995
Gender: Male
Language Known: English, Hindi

I hereby declare that all the above stated information is true to the best of my knowledge.

Rahul Kumar