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| *C:\Users\sumedh_deshmukh\Desktop\Platform App Builder.PNG*SFU_CRT_BDG_Admin_RGBSumedh Deshmukh**Experience – 6 + years on SFDC**  | **Contact : +91- 9100882255****Email:sumedhdeshmukh89@gmail.com****LinkedIn Profile :**[**linkedin.com/in/sumedh-deshmukh-a1020444**](https://www.linkedin.com/in/sumedh-deshmukh-a1020444/) |
| Core Competencies----• In depth Knowledge and experience on **Salesforce Administration.**• Knowledge and experience on both Classic and Lightning views.• Strong Knowledge of **Salesforce Architecture.**• Experience on reports, page layouts and customizations• Working knowledge of Standard and Custom Objects and Tabs.• Working knowledge of triggers, workflows, validation rules, configuration, workbench and Apex data loader.• Knowledge of software QA methodologies, tools, procedures & testing techniques.• Experience around **Configure, Price, Quote (CPQ) and Salesforce CRM, Opportunities and Leads**.•Worked on functionalities like Leads and Opportunities management, Order fulfillment process, Cases, Quote to Cash, LOS (Loan Origination System), Order Management module with Apttus CLM/CPQ and Zuora.• Experience working on Apttus CLM Agreements functionality for the product sync and document generation. • Expertise in configuring the pricing module for Apttus and price management process.• Experience working in Agile/Scrum environment involved in retrospective, grooming and scrum meetings.• Ability to work in a global cross-functional environment.• Working as **Team Lead** handling multiple projects with different teams.• Experience in requirement gathering, solution diagram, use case list, process flows, functional design, wireframe, user stories, object description, training materials, and guides.• Involved in design and development of test plans, test cases based upon functional and design specifications, execute test cases and analyze and report test results to the teams.• Strong communication skills and ability to deliver clear, concise documentation and presentations.• Participated actively in functional, system and regression testing activities.EXPERIENCES&P Global, Hyderabad – *Quality Engineer- 2(Admin & QA)*SEPT 2017 - PRESENTCloud Lending Solutions, Bangalore – *Software Engineer (Admin & QA)*OCT 2016 - SEPT 2017TechnoMile Software Solutions, Nagpur – *Software Tester (QA)*MARCH 2014 - JANUARY 2016EDUCATIONMasters in Computer Applications (MCA), *SIMCA*, PuneJUNE 2010 - MAY 2013.PROJECTSProject Mercury – *Order to Cash Process (CLM & CPQ)*Project Mercury is a multiyear effort to align S&P Global divisions around one order –to-cash (OTC) process, enabled by a new technology solution. Scope includes all divisions’ products and countries. **Roles & Responsibilities**: * Gathering requirements and preparing test scenarios.
* Performed functional, integration and regression testing.
* Testing end-to-end scenarios on Order to Cash (Quoting, ordering, billing & invoicing, payment, cases, and renewals) providing the results within time.
* Working in partnership with the development & BA teams to deliver business functionality on time with required quality that meets the acceptance criteria.
* Worked on functionalities like Leads and Opportunities management, Order fulfilment process, Cases, Quote to Cash, Order Management module with Apttus CLM/CPQ and Zuora.
* Worked on Subscription Management and Billing using Zuora.

Flexi *-* *Financial Services (Loan product)*Flexi Group is a leading provider of finance products and payment solutions to consumers and businesses through a network of retail and business partners. Flexi is on end-to-end cloud based Salesforce platform to manage the “start to finish” lifecycle of the application, customer service/lifecycle, collections and back-office operations.**Roles & Responsibilities**:  ➢ Studying and understanding of functional requirements ➢ Executing test cases performing functional and regression testing  covering End-to-end scenarios. ➢ Involved in technical meetings for clear understanding of  requirements.* Worked on third party tools like Jumio for ID verification, Docu-sign, Chargent, SMS-Screen Magic
* Involved in configuring admin level activities creating process flows and workflows.
* Performed creating and executing test cases, logging defects using Jira-Zephyr tool.

Enterprise DB*-* *Enterprise solutions*Worked on Cases functionality for Ticket creation on Auto-response, Assignment and Escalation rules using CC User and Admin**Roles & Responsibilities**: * Verifying the Contact Information with Escalation, Assignment and Auto Response.
* Checking the Auto-Response, Ticket Region, Email notification.
* Identifying flaws by creating different cases for different regions.
* Implementing Email-to-case along with customized email functionality.
* Support for training of agent.
* Estimating and forecasting user stories as a part of SCRUM

Ultra mobile *-* *Salesforce 1 platform*Ultra Mobile is an International Calling project containing international calling cards. Dealer is having many international calling cards. The Sales Rep is the person who visits the dealer to know the sale of cards so he carries a survey on his tab for that he selects many links to know the sale of cards.**Roles and Responsibilities: -*** Understanding the requirements and preparing the Test Cases.
* Executing the Test Cases and Logging defects.
* Performed functional and regression testing.
* Worked in Salesforce 1 platform testing the applications on IOS and Android devices.
 | SKILLS***Salesforce Admin Skills**** *Objects, Fields, Relationships, Security.*
* *Profiles, Roles, Permission sets, OWD settings*
* *Page layouts, Record types, FLS*
* *Workflows, Process Builder*
* *Workbench, Data Loader*

***Salesforce Products**** *Sales Cloud*
* *Service Cloud*
* *Salesforce CPQ*

***Tools*** *Jira-Zephyr, Confluence, VSTS****Integrations****Marketo, Docu-sign, Zuora, Chargent, Jumio*Awards*Awarded Bronze Award for exceptional work and impressive contributions in the category of ‘TECHNOLOGY’.*PERSONAL INFO**DOB –** 02 Jan 1989LANGUAGES**English, Hindi, Marathi****Address :**  A. R. Residency,Friends Colony, Manikonda **Hyderabad** - 500089 |
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