

**Anusha V**

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**PROFESSIONAL SUMMARY:**

* Having 4+ years of experience as Administrator/Developer /supporting salesforce sales Cloud and salesforce CPQ Systems.
* Hands-on Experience In the implementation and Configuration of SFDC Sales Cloud and Salesforce CPQ (Steel Brick) Systems.
* Extensive experience in Configuration of Various CPQ Constructs like Product Modeling bundles, attribute, product rules, summary variables, price rules, Discount schedules, and Customer facing documents (temples).
* Extensive experience in designing custom objects, object modeling, custom tabs, custom fields, and pick lists additions.
* Extensive experience in designing validation rules, workflow rules, process builder, flow builder, approval processes, workbench, role-based page layouts, record types, dashboards, custom reports, report folders, report extractions to various formats, and Email generation according to application requirements.
* Experience in designing entities like custom objects, creating the master-detail relationships, junction objects, lookups, formula fields, and created dependent pick lists.
* Experience in Creating User Roles, Role Hierarchies, Profiles, Permission sets and Sharing settings to ensure that the protected data is available only to the authorized users
* Having good knowledge on SFDC sharing rules and user access privileges. Used different data tools - Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Experience in requirements analysis, solution design, system configuration, presenting demos, end to end testing, data migration, training end-users, and acted as a liaison between business and developer to get requirements done as expected, delivered action items on time.
* Worked on the configuration of subscription business process flows like contract amendments and renewals.
* Worked extensively with Marketing & SFDC data modeling using Lead, Contact, Opportunity, and Account objects.
* Skilled in implementing business flows using the Declarative framework via Workflow Rules and Approval Processes.
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com
* Expertise in performing data migration from legacy system to Salesforce.
* Excellent techno-functional skills to correlate business requirements with engineering requirements for the efficient functioning of Information Systems.
* Worked on Salesforce Communities and performed configuration and customization to the client facing interface.
* Strong communication, organizational, and interpersonal competencies, along with detail-oriented and problem-solving skills in the technology arena.
* Designed apps, set up, and maintained Salesforce standard objects, custom objects, custom tabs, and custom.
* Established Roles, Profiles, Permission Sets, Public Groups and Sharing Rules.

**Responsibilities:**

* Designed, set up, and maintained Salesforce standard objects, custom objects, custom tabs, and custom apps.
* Established Roles, Profiles, Permission Sets, Public Groups and Sharing Rules.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created various Formula Fields, Rollup Summary Fields, Record Types, Page Layouts, Related List sand other components on a record detail and edit pages.
* Created various workflows, approvals, validation rules, process builder to meet specific business requirements.
* Worked on Tier 1 and Tier 2 cases from the users and tried to resolve the issues raised by users on daily basis.
* Worked on Building standalone, Bundled Products using options, features, Product Configuration Rules, Price rules and Product rules.
* Participated in daily standup meetings to update daily progress and also participated in grooming sessions, using SCRUM and Agile methodology to define product backlog and sprint backlog.
* Environment: Force.com Platform, Apex, Workflow rules, Service Cloud, Sales Cloud, Marketing Cloud Approval process, SOQL, SOSL, Governor Limits, Data Migration, Visual force pages, Eclipse, Force.com IDE, Salesforce CPQ (Steel Brick), Data Loader, Workbench.

**TECHNICAL SKILLSET:**

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| **Sales force** | CPQ, Validation Rules, workflows and flows, Approval Process, Reports and Dashboard, Process Builder, Standard Objects, Custom Objects, lightning application.  Sales force CPQ: Product Rules, Pricing Rules,MDQ, Guided Selling, Pricing Attributes, Order Creations, Contracts, Pricing Methods, Quotes ,  Quote Lines. |
| **Technologies** | Apex, visual force, LWC |
| **Tools** | Apex Data loader, Migration Tool, Workbench and Postman. |
| **Clouds** | Sales, Service(Lightning) |

**CERTIFICATION:**

**Sales force CPQ (credential ID :2420851)**

**PROFESSIONAL EXPERIENCE:**

* Working as Salesforce CPQ Developer for Unosis IT Solutions Pvt Ltd from June 2022 -till date
* Worked as Salesforce CPQ and Conga Developer in HS Cloud Technologies from January 2020-May 2022

**Client: Woolworths Group Jun 2022 To Till Date**

**Project: Retail &Sales**

**Role: Salesforce Admin/CPQ/Developer**

**Description:** The aim of this project is to leverage Sales force to optimize and elevate retail sales operations. By implementing Salesforce solutions, we intend to enhance customer relationship management, improve sales forecasting, and streamline the overall sales process for better efficiency and profitability.

**Responsibilities:**

* Worked closely with business analysts, and team members.
* Configure the Standalone products and Bundle Products.
* Worked on custom lightning web components.
* Worked on Apex classes and test classes.
* Code fixes in lower environments and deploy to Production using change sets.
* Worked On CPQ Flows.
* Configure Product Bundles, Eligibility, Availability, Price Perform, Automatic Price Calculations, Apply Discounts, Perform Approvals Quote Manage, Quote Lifecycle, Create Proposal Documents, Convert Quote to Orders.
* Worked on Lead to Invoice generation.
* Quote to cash process are create opportunity create quote, create contract, create order, full fill order, create invoice process payment.
* Implemented the Account, Lead, Opportunity and Case Managements

**Client: DONLEN Jan 2021 To May 2022**

**Project: Field Service Management**

**Role: Sales force Admin/CPQ**

**Description:** Field service is a massive and growing industry, powered by companies that make machines and equipment we use every day in our homes, at our offices, in hospitals and just about everywhere. And all of these machines need to be fixed, maintained and sometimes replaced. That's where Canopus comes in.

We make software that makes field servicesmarter, more efficient and more profitable than you can imagine. Our software lives in the cloud and connects fieldtechnicians, companies and customers to provide a simple, yet powerful way to manage all aspects of delivering world-class service experiences.

Canopus is rethinking field service, and delivering cutting edge technology to help companies perfect service delivery, drive revenue and growth and delight customers along the way, Solution Environment Sales Force CRM.

**Responsibilities:**

* Created new User Accounts and assigned Profiles as per the role in role hierarchy.
* Defined Or wide default to restrict access from users.
* CustomizedPagelayoutsforStandard/CustomobjectsandassignedRecordTypes.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Configure Product Bundles, Eligibility, Availability, Price Perform, Automatic Price Calculations, Apply Discounts, Perform Approvals Quote Manage, Quote Lifecycle, Create Proposal Documents, Convert Quote to Orders.
* Subscription products are services that run for a set period, such as a year-long support service. Sales force CPQ automates pricing, prorating, and co termination subscriptions on contracts and renewals.
* Quote to cash process a recreate opportunity creates quote, create contract, create order, full fill order, and create invoice process payment.
* Template section contains the template content you want displayed and where to display it vertically on the quote document, Template sections represent the structure of the content throughout the quote template.

**Client: Hughes Network System Feb 2020 To Dec 2020**

**Project: Hughes**

**Role: Sales force Admin/CPQ**

#### Description: The Purpose of the Projects is to maintain the Sales and Services through Sales force CRM

**Responsibilities:**

* Proficiency in SFDC Lead Management, Opportunity Management, Case Management.
* Worked on Designing of Reports and Dashboards.
* Worked on creating Objects, Page Layouts, Record Types, Formula Fields, Rollup Summary Fields, Relationships, Validation Rules and Approvals.
* Worked on bundle products, Optional Constraints, Configuration Attributes, Price rules, Discount Schedules, Product rules, Quote Template, Contracts.
* Formulating custom objects, fields including reports, dashboards, profiles, users, permissions sets, record types, page layouts, etc..
* Worked on creating the Workflow Rules and Process Builder based on the business requirements

**Educational Qualification:**

* BCA from Vikrama Simhapuri University(2019)

**Declaration**

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

Place: Bangalore

Date: **(Anusha.V)**