



Mounika Amudala
Salesforce CPQ Developer

PROFESSIONAL SUMMARY

3+ Years of experience in Salesforce CPQ platform and involving in various phases of Software development including SFDC Administrator and CPQ specialist and proven history of enhancing sales applications. Proficient in best practices, leadership strategies and employee motivation to boost productivity and job performance. Well-coordinated in addressing problems, investigating root causes and implementing successful resolutions.

Summary of Experience

- Experienced in working with different software methodologies like Waterfall and Agile.
- Supported and improved sales cycles by implementing CPQ solutions effectively.
- Good understanding of Configure-Price-Quote functionalities throughout the entire customer lifecycle for various routes to market.
- Prepared training plan and trained colleagues/client on CPQ and Quote to Cash.
- Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
- Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
- Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
- Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
- In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Account Management, and Case Management.
- Creating Custom Apps, Custom fields, Users, Profiles, defining Field Dependencies, Validation Rules, workflows, approval processes, Reports and Dashboards.
- Experience in requirement analysis, development, unit testing, implementation and Salesforce CPQ.
- Experience with Steel Brick CPQ for subscription, billing and can take control of sales process from Quote to Cash.
- Worked on CPQ configuration, pricing, discounting, approvals and proposal generation.
- Expertise in diversified Sales domain like Configure - Price-Quote, Renewal Process.
- Experience in building Salesforce applications, Lightning Components, Lightning Web Components, Validations, Salesforce VisualForce pages, controllers and triggers.

Professional Skills:

- Salesforce Configuration, Customization & Administration
- Apex, Visual Force, SOQL
- Agile Methodology
- Project Management & Production support
- Configuration management
- Testing and Deployment
- Training & Development
- Self-Motivator, Multi tasker and Dedicated Team Player

PROFESSIONAL EXPERIENCE

Salesforce CPQ Developer - Diligent Force Labs Pvt Ltd - 01/07/2019 – Present

Project Name: United FinTech – eClouds

Description: Client provides Innovative FinTech, RegTech, and CapTech solutions, all designed to reduce cost, drive automation and deliver efficiency within capital markets.

Tools and Languages used: Java, Visualforce, Salesforce CPQ, Change Sets, Data Loader

Responsibilities:

- Designing the solution for a multi portfolio company quotes with in a single opportunity
- Using Quote line groups and automation to split the quote to a multi portfolio opps and unique subscription model
- Implementation of subscription and usage-based pricing for renewable products
- Working implementation of a lookup object for a price multiplier for different client types and configuring discount schedules for the same
- Design and Implementation of Approval process to be triggered on quote line level for custom sales prices above or below certain caps.
- Configuring Auto renewals and subscription management

Project Name: ISDI – eClouds

Description: A leading provider of dubbing, subtitling, translation, access and media services to the world's most recognizable entertainment companies

Tools and Languages used: Java, Salesforce CPQ, Change Sets, Data Loader

Responsibilities:

- Designing the workflow from Opportunity to Quote and creation of quotes from a filtered list of products
- Implementation of cost prices and different price books per SLA
- Working implementation of custom predictive pricing that shows the most often quoted sales price for bidding in localization
- Designing the CPQ quote output and used advanced approvals to simplify approval process used currently and migrated from old standard approval logic to advanced approvals

Project Name: HSP Group – eClouds

Description: The client provides HQ-based Finance, Tax, Legal and HR personnel with a simplified, turnkey approach to ensure efficient operations, full compliance with local regulations, and needed consistency across each geography

Tools and Languages used: Java, Salesforce CPQ, Change Sets, Data Loader

Responsibilities:

- Worked with native Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts, Lead-to-Cash business processes.
- Worked with advanced approval rules, approval conditions, variables to match business requirements.
- Configured Products, Catalogue Hierarchies, Bundles, Bundles within Bundle (nested bundles), Price Lists across all products.
- Reviewed and analysed the effectiveness and efficiency of existing systems and developed strategies for improving the application under test.
- Reduced, eliminated need of custom apex logic.

Project Name: ResMed – Agency73

Description: The client provides sleep apnea, treatment options & respiratory care to ensure your health and discover what ResMed masks, machines & oral appliances can do for you

Tools and Languages used: Salesforce Flows, Salesforce Scheduler, Change Sets, Data Loader

Responsibilities:

- Design and setup of Health cloud from customer requirements
- Configuration of Lightning Scheduler for Inbound, Outbound and External Inbound Appointments
- Time based flows and record triggered flows to automate tasks, record updates based on logic

Project Name: Circle CVI

Description: A medical software imaging company with a product list that has products are world class, advanced reading and reporting solutions for cardiac imaging.

Tools and Languages used: Java, Visualforce, Salesforce CPQ, Change Sets, Data Loader

Responsibilities:

- Worked with Sales and Marketing teams to understand the business process to elicit requirements for the Salesforce customization.
- Build CPQ Quoting & Product configuration, pricing. Customer has a large family of product with many dependent components and were adding product at individual SKU level

- Subscription and asset management for the quotes with subscription and non-subscription products
- Product rules and price rules in addition to discount schedules based on previous contract history of the customer and customized customer-based pricing
- Generation of quote documents from salesforce CPQ