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Certification:- <https://trailblazer.me/id/mjaganathan>

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Profile \_

* 20+ years of CRM industry experience in various roles as IT Delivery Manager, Senior Business System Analyst, Support Administrator, Production Support Manager, Business Tester and Developer with business applications.
* 9+ years of Salesforce platform experience
* 3+ years of experience in the capacity of a CPQ on the salesforce platform.
* Expertise with Enterprise Sales Application, Enterprise Service Application, Enterprise Configure, Price, Quote Application, Enterprise Integration Services using Siebel, Salesforce, Oracle R12.
* Excellent verbal and written communication.
* Hands-on experience with CPQ (Configuration, Pricing, Quoting) CLM (Contract Creation, Contract Negotiation, Contract Execution).
* Working experience with ERP team members of team who involved in Order Fulfillment, Billing, Revenue Recognition, Renewals.
* Experience in Agile / Scrum development methodologies and tools (Eg. Jira)
* Build strong partnership with the business community.
* Product Management – Roadmap assessment, converting insights into product initiatives, cross functional team collaboration
* Strong integration skills - Salesforce integration, EAI, API, Webservices, SOA, ETL, etc.

Education & Certifications

* Master's Degree in Business Administration (MBA), University of Madras, India
* Bachelor's Degree in Engineering (BE), University of Madras, India
* Certified Siebel-7 Core Consultant
* Salesforce Certified Administrator
* Salesforce Certified Advanced Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Sales Consultant
* Salesforce Certified Service Consultant
* Salesforce certified CPQ Specialist

PulseSecure, USA June 2020 – Aug 2020

Role:- Salesforce CPQ Specialist / BSA

Responsibilities:-

* This project involves introduction of Salesforce CPQ and Salesforce Billing as quote to invoice solution for selling PulseSecure latest subscription model-based products through partners and distributors.
* This project also involves introduction of salesforce partner community for PulseSecure partner re-sellers and distributors to create deal registration, configure, price, quote the PulseSecure products within the partner community portal.
* As a BSA, attending the workshop with project stake holders that involves product management, order management, information technology team, sales operations, channel operation teams to understand the as-is lead to cash flow/functionality and capturing the use case for to-be flow/function.
* Working with business stakeholders in reviewing, getting sign-off of the use case stories that is developed with acceptance criteria, from the business.
* Suggesting, reviewing the solutions design that comprise of product rule, price rule, managing the billing order, invoice generation, applying taxes, payments and credits, customization that involves custom object, custom fields, formula fields, validation rule, security settings, process builder, etc
* Working with project development team to allocate the user stories by sprint cycle in JIRA.

AutoPoint (A Solera Company),Weslake,TX,USA Department:- Global Financial Systems

Role:- Salesforce CPQ Specialist Responsibilities:-

Apr 2019 – May 2020

* + Take full ownership of the Salesforce CPQ development request.
	+ Work with key business stakeholders to document and validate business objectives and cpq requirements
	+ Q2C - Configuring the Sales Offer through product bundle,Develop the Offer Price and Project Quote through prirce rules,Crafting the Proposal and Agreement through docugen,Process the Order,Continue Selling Through Order Renewals and Subscriptions,Send the Invoice, Collect Payment, and Allocate Cash.
	+ Q2C:- Configure product bundles (features, options, option constraints, configuration attributes)
	+ Q2C:- Configure product pricing using various methods like list, block pricing, cost plus markup pricing, Contract pricing. Configure product rules and price rules for various scenarios including product promotion using summary variables, lookup query, etc
	+ Q2C:- Manage products, price books and price book entries
	+ Business process automation using process builder, flows, etc
	+ Managing assets and subscriptions using Contract Amendments.
	+ Contract Subscription Renewals.
	+ 3rd party applications that integrate with CPQ such as DocuSign, Drawloop, etc
	+ Coordinate testing (with business stakeholders), including drafting test scenarios, facilitating, demos, UAT and sign-off
	+ Salesforce billing knowledge that include usage based product processing, invoice generation, applying taxes, payments and credit process, revenue recognition process.
	+ Lightning reports & dashboard development.
	+ Managing the Support lead role for Salesforce Platform involving Service Cloud
	+ Production deployment and post deployment support.

Toyota Financial Services, Plano,TX, USA Department:- IT

Role:- Salesforce Consultant

Responsibilities:-

Feb 2018 – Mar 2019

* + Create and maintain project plans inclusive of responsibility matrix, schedule, and budget
	+ Lead business and functional requirements definition and prioritization of requirements
	+ Secure customer sign off for each delivery phase
	+ Participate in the creation and review of all project documentation. Ensure all internal project documentation is created, maintained
	+ Manage client expectations and maintain communication throughout the course of the project
	+ Facilitating sprint planning, retrospectives, and daily stand-ups
	+ Proactively assessing risks, identifying solutions and providing updates
	+ Collaborating with the Product Owner, Scrum Masters, and stakeholders
	+ Migration of Payment History Profile (PHP) functionality from HOST mainframe system to cloud salesforce systems.
	+ Salesforce integration, EAI, API, Webservices, SOA, ETL
	+ Work with business users to understand issues and then work with IT to provide appropriate solution through user story.
	+ Work with agile sprint team that involves business, IT dev, IT QA to get the backlog user stories prioritized and finalized for sprint release.
	+ Interact extensively with business users and development leads to evaluate business requirements, and plan and define project milestones, timelines, and resourcing
	+ Develop strong working relationships with business teams to understand goals and priorities across the company
	+ Create technical specification documents and work breakdown structures to effectively track successful outcomes with software engineers
	+ Manage cross -team dependencies, coordinate cross-team initiatives and resolve blocking issues
	+ Perform impact analyses on additions or changes to projects in progress and be able to report on and track the underlying reasons for changes in deliverable

Palo Alto Networks, CA, USA Feb 2016 – Jan 2018

Department:- WW Sales Operations - Systems Role:- Salesforce Sr. Business Systems Analyst. Responsibilities:-

* + Support the evolution, integration, and implementation of sales systems/processes to meet the rapid growth of the business.
	+ Q2C – Extensively worked on the quote approval process that require approvals when records meet certain conditions, automate resubmitted approvals, and control the order that approvers receive requests.
	+ Q2C:- Manage products, price books and price book entries
* Assist Sales Managers in all aspects of evaluating their teams’ performance.
* Ensure sound change management, incident management and problem resolution are executed within
* ITSM framework and defined SLA’s are met.
* Manage 7/24 operations of SFDC, CPQ, related integrations and business support services.
* Define metrics and regular reports and dashboard measuring service performance.
* Prioritize and coordinate tickets with offshore managed service partners.
* Support the user adoption through knowledge base and training for users, and collaboration with power users on current and future capabilities.
* Interact extensively with business users and development leads to evaluate business requirements, and plan and define project milestones, timelines, and resourcing
* Develop strong working relationships with business teams to understand goals and priorities across the company
* Managing the Support lead role for Salesforce including Service Cloud
* Create technical specification documents and work breakdown structures to effectively track successful outcomes with software engineers
* Manage cross -team dependencies, coordinate cross-team initiatives and resolve blocking issues
* Perform impact analyses on additions or changes to projects in progress and be able to report on and track the underlying reasons for changes in deliverable
* Ensure the constant flow of communication between developers, business users and management so that all stakeholders are apprised of statuses and challenges .
* Representing business as business user when the application migrated from classic to lightning
* Commit to earning our team’s trust everyday through hard work and transparency

Environment: - Salesforce.com Sales, Lightning, Callidus cloud CPQ, SAP enterprise resource planning, etc.

NetApp, Sunnyvale, CA, USA Apr 06 – Jan 2016

Department: - Information Technology

Role: - Siebel/Salesforce Sr. Developer/Sr. BSA

Responsibilities:-

* Involved in development/support of siebel sales application and program management of technology transition from Siebel to SalesForce.com Sales cloud, Oracle R12 eBusiness (CPQ).
	+ Expertise in NetApp’s Campaign Management, Lead Management, Account Management, Contract Management, Opportunity Management, Quote Management, Configuration Management, Product Management, Pricing & Discounting Management, Order Management.
	+ Q2C:-Work with contract renewal team members, when they identify any pricing related issue or product item related issue when they perform upsell or cross-sell during renewal sale.
	+ Q2C:- Work with revenue recognition ERP team members, when they find some pricing & net payment type discrepensies between ERP system an CRM system and then fix the issue at CRM system and resend the crm order again to ERP system.
	+ Q2C:- Work with Order Management team members, to book the order correctly in the ERP system. If there is issue identified when transmitting the order lines from crm to erp, identify the issue and perform data fix at CRM and then re-send the order to ERP.
* Salesforce integration, EAI, API, Webservices, SOA, ETL
* Assess business process needs and identify technical capabilities needed.
* Articulate significant gaps between current state versus desired future state.
* Act as a liaison between Technical team, Functional team, Business Functions, and vendor to drive CPQ implementations and to work as functional expert in CPQ domain.
* Experience in developing functionality using VisualForce, APEX triggers, controllers.
* Experience integrating Salesforce.com with enterprise-level applications using REST APIs, JSON, sObjects, SOQL, SOSL, outbound messaging,SOA services
* Communicate with senior level resources across product management, sales operations, pricing operations, and order management.

Environment:- Siebel 7.5.3, Siebel CPQ, Oracle eBusiness Suite CPQ, Salesforce.com Sales.

Honeywell Inc., Arizona, USA Jun 02 – Mar 06

Department:- Information Technology

Employer:- Ramco Systems

This project is Onsite-Offshore model development work. The Scope of this project is to

customize Siebel Universal Agent Application 7.5.3 to the client’s requirement. The major piece of functionality was in the entities like Opportunity, E-mail functionality, Service Request, Entitlement, Activity, Account, SR-Escalations, Activity Escalations, etc.

Role:- Siebel - Technical Delivery Lead Responsibilities

* Responsible for all major Correspondence/Co-Ordinations with the Offshore team members
* Responsible for shipping quality deliverables to the client.
* To Ensure quality of deliverables including screen flow, user navigation, applications support of defined business rules.
* Develop technical requirements document, application design document.
* Mapping business requirements into detailed technical requirements which covers the areas that uses Virtual Business Component, server-side, browser-side script using e-Script., Custom Business Services.
* Defining Workflow Process, Workflow Programs, Workflow Policy, Workflow Action.
* Responsible for mapping task hrs., resource allocation
* Developed detailed technical document on how to meet the requirement Environment: AIX, Windows 2000 Server, Siebel Sales 7.5.3, Oracle 9.0

### Rapidigm Inc, Irvine,CA Apr 01 – May 02

Department:- Information Technology

Client:- Amgen, CA

The client AMGEN is a biotech leader who uses Siebel as one of its main application for their sales force for various business units to achieve their targets, to share the sales information across the territories. The client has around 700 users who make use of this Siebel application.

###### Role:- Application Support Engineer

Responsibilities

* Database extract, database initialization and importing the data for selected test users in various business units to QA for the business analyst before the entire data goes to the field.
* Participating in regular Siebel application meeting to understand the business better and provide better customer support to the users.
* Performing Siebel Server tasks like monitoring transaction router, transaction processor, and database extracts.
* Importing third-party data to the siebel database using EIM
* Involved in training the users about navigation and functional details of siebel application.
* Defining Assignment Rules, Assignment Criteria and releasing those rules as an siebel Assignment Manager

###### Environment: Siebel Life Science 6.3(2000), Oracle 8.0, Siebel tools, Acis-query web, Rep-Terr web.

### Datamatics Inc, NewJersy, USA Aug 98 – Apr 01

Department:- Information Technology

### Client:- Conxion Corporation, Santa Clara, CA

###### Role

Senior Developer

* Interact with the users of Siebel application and understand their requirements, develop the functionality they require and put into test before the .srf is rolled out.
* Working in the development environment configuring the Siebel application using Siebel tools thru which customize the Siebel object at the user-interface layer, business object layer and data layer.
* Create Applet, View, Drill down, Static Picklist, Dynamic Picklist, MVG applet, Join, Link
* Create online programs using Siebel-VB,Siebel e-Script to achieve customized functionality.
* Extensive work in customizing the Reports using Actuate Developer Work Bench
* Involved in training the users about navigation and functional details of siebel application.
* Installing Siebel Gateway server, Siebel server, database server and Siebel clients on Windows NT
* Installing Siebel thin client for Windows (ActiveX thin client)
* Extending table columns using Siebel Tools whenever necessary
* Running database extract and initializing local database
* Conducting ground work and analysis for transferring the data files from the Oracle database to the Siebel database using EIM, preparing interface table for import process and editing the configuration file
* Creating policies, conditions and actions for the workflow object service request using workflow manager
* Creating reports using Siebel tools and Actuate workbench, by developing .ROL, .ROD file and .ROX file
* The end clients list include (a) Conxion Corporation, Santa Clara, CA (b) Dial Corporation, Scottsdale, AZ (c) Bristol Meyers Squibb, New York, New York

###### Environment

SIEBEL 2000, WINDOWS NT, DB2, SIEBEL-VB, SIEBEL eSCRIPT