**Rishi Verma**

**Phone**: +91-9739200165

**Email**: [rishi.2705@outlook.com](mailto:rishi.2705@outlook.com)

[**Trailhead:**](http://www.linkedin.com/in/rishi-verma-4ab4ba12a) trailblazer.me/id/rverma34

**AWARDS**

* **Winner:** Johnson & Johnson Hackathon, 2019, Project selected over 200 other participants' submissions.
* **Winner:** Johnson & Johnson, AMS Service Excellence Award, 2019
* **Winner:** Cognizant Technology Services, 2020, Voted #1 employee by peers and top executives, for exceeding all the expectations

**CERTIFICATIONS**

* Salesforce Certified Advanced Administrator
* Salesforce Certified Platform Developer II
* Salesforce Certified CPQ Specialist
* Salesforce Certified Platform Developer I
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Einstein Analytics and Discovery Consultant

PROFESSIONAL SUMMARY

* 2+ years of IT experience as Salesforce CPQ Developer/Administrator
* **8x** Salesforce certified and 12 Super badges with a Ranger rank in Trailhead
* Trained on **Salesforce B2B Commerce Administrator and Developer** by Salesforce
* **Salesforce CPQ** specialist in configuring the quotes with the products, product bundle, pricing, contracts subscription and quote document
* Experienced in developing applications on **Sales, Service and Community cloud**
* Expertise in SFDC App Development using  **Apex Classes, Visual Force Pages, Controllers, Triggers, Tabs, Custom Objects, Report and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows**
* Ability to write complex **SOQL**, **SOSL** queries across multiple objects within the SFDC database.
* Deploying applications from Sandbox to production using **Change Sets, ANT Migration tool**
* Knowledge on **Lightning Process builder, Flows, Chatter**, **and Lightning Web Component**
* Creating Custom Apps, **Custom fields, Profiles, Applying Sharing Rules**, Handling Page Layouts, **Search Layouts**, and Related List and defining Field Dependencies, custom buttons, **Validation Rules, workflows**, approval process
* Ability to learn and adapt to new technologies quickly
* Good analytical, verbal, written communication and interpersonal skills

**TOOLS USED**

* Apex Data Loader
* Workbench
* JIRA
* Jenkins
* Bit Bucket
* Microsoft Excel

WORK EXPERIENCE

**Salesforce Developer and Administrator,** Cognizant Technology Services, (May, 2018 - Present)

**Responsibilities:**

* Head Salesforce CPQ developer, support administrator for the client
* Analyzing new requirements, design, develop, test & maintain applications in accordance with client
* Built over 100 **Reports and Dashboards**, which helps the sales team in marketing their product
* Optimized data security by configuring **sharing rules**, **licenses**, **role** **hierarchy** and **permission sets**
* Transformed and extended outdated processes/workflows by replacing with custom **APEX triggers.**
* **Automated a year-end activity for 10+ applications for the client**, which reduced the overhead of doing the change deployment every year
* Developed a **Salesforce CPQ** application to help sales reps quickly generate Quotes with their respective contracted pricing
* **Built a custom SFDC automation for 3 applications**, which redirects the users to a help desk ticketing system and sends an email to a mailbox
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using **Data Loader and Data Import Wizard**
* Conducting bi-weekly presentations to the Clients to discuss ongoing business challenges
* Lead a **team of 4** in creating and maintaining the salesforce org with **1500+ users**
* Training, skill development and mentoring of newly joined associates
* Providing end user training for the newly implemented functionality

**EDUCATION**

* Bachelor of Engineering with Computer Science, JSSATE, Bangalore  
  **Result: First Class**
* Class 12th, Chinmaya Vidyalaya, Bokaro Steel City  
  **Result: 91%**
* Class 10th, Chinmaya Vidyalaya, Bokaro Steel City  
  **Result: 9.2 CGPA**