**ROSARIO D’SOUZA**

**Salesforce CPQ Consultant (O2C)/ Business Analyst**

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**Professional Summary:**

* 8 years of total Experience in IT industry, 5.5 years specifically as Salesforce consultant and Business Analyst (Sales cloud, Marketing cloud and Revenue Cloud )
* Strong experience in Salesforce CPQ, with hands-on implementation experience of 2 projects.
* Interacted with various business team members to gather the requirements and documented the requirements for Salesforce CPQ implementation and enhancement projects.
* Familiar with Salesforce CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Salesforce CPQ.
* Worked with business to gather requirements and created BRDs and process flows.
* Created Products, bundles, options, price rules, product rules, block pricing, etc.
* Gathered SFDC requirements and prepared effort estimates and overall system design.
* Demonstrated project discipline and experience. Organized, focused, and driven toward established deliverable dates.
* Aware of implementation best practices on Force.com platform and Salesforce CPQ.
* Developed all project related documents like requirement document, system design document, use cases, test plan, training manual etc.
* Responsible for documenting project requirement from users/client in order to understand project scope and align IT resources accordingly.
* Interpreted system specifications to develop, maintain and support automated business processes.
* Coordinated with Technical team, Functional team, Business Functions, and vendors to drive CPQ implementations.
* Developed functional Specifications, Design Documentation, and Scope of Work.
* Generated Test Cases, Test data and UAT Reports.
* Prepared Business Requirement Specifications, User Requirement Specifications, process flow diagrams, and business cases.
* Prepared As-is and To-be flow and context diagrams, Use case diagrams, data flow diagram, Functional requirement document (FRD), Business requirement diagram (BRD), Requirement traceability matrix and User acceptance test document.
* End to end implementation experience including requirements documentation, systems configuration, issue management, communication and change management.
* Hands on experience with Salesforce configuration, testing & support.
* Good Experience in using SOQL for Querying and SOSL for searching Data.
* Configuration of user security permission in compliance with organizational need such as security model, managing Profiles, Permission sets, Field Level Security and implemented sharing settings using roles, public group, org-wide default, role hierarchy and sharing rules.

**Experience Summary:**

* Worked as Salesforce CPQ business analyst for **Spretnost Services PVT LTD** from August 2020 to till date.
* Worked as Salesforce CPQ business analyst for ***Accenture Pvt.Ltd*** from May 2015 to August 2020.
* Worked as Oracle SCM techno functional consultant for ***Accenture Pvt.Ltd*** from June 2013 to April 2015

**Education Summary:**

* B.Sc Physics from Loyola College (Chennai), Madras University. - 2006
* MCA from KristuJayanti College, Bangalore University. - 2009

**Skill Set:**

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| **ERP / CRM Applications** | **Salesforce CRM Sales Cloud ,Oracle E-Business Suite ERP (R12/11i)** |
| **Specialized Modules** | **Salesforce Quote to Cash, Oracle Supply chain modules.** |
| **RDBMS** | **Oracle 9i/10g** |
| **Languages** | **SQL, SOQL and SOSL** |
| **Tools Used** | **Microsoft Excel, Microsoft Word, Microsoft visio, Microsoft projects, HP ALM (HP QC), DocuSign, Draw. io** |
| **Reporting Tools** | **Salesforce Reports and Dashboards.** |
| **Operating Systems** | **Windows Family.** |
| **Testing** | **Functional Test Planning-Preparation-Execution, User Acceptance testing** |

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified CPQ Specialist
* Salesforce Certified Cloud Consultant

**Professional Experience :**

**Spretnost Services PVT LTD**

**Role: Business Analyst SEP’20 TO Till Date**

* Used ALM to synchronize between salesforce automatically created Salesforce cases from ALM.
* Worked on Salesforce CPQ - creating products, bundles, options, price rules, product rules, block pricing,etc.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Prepared Business Requirement Specifications, User Requirement Specifications, process flow diagrams, and business cases.
* Prepared As-is and To-be flow and context diagrams, Use case diagrams, data flow diagram, Functional requirement document (FRD), Business requirement diagram (BRD), Requirement traceability matrix and User acceptance test document.
* Performed Salesforce CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.
* Have managed the queue to provide prompt support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Actively worked as an analyst with stakeholders & agile teams to monitor and prioritize product backlog on an ongoing basis to meet release timelines and value to the business.

**Accenture**

**Role: Business Analyst MAY’15 TO SEP ‘20**

* Worked on Salesforce CPQ - creating products, bundles, options, price rules, product rules, block pricing,etc.
* Designed a custom and configurable solution to make announcements to customers for important updates, without having to make code changes.
* Created and managed Salesforce Community along with external objects, connecting with business to deliver reporting needs for customers. Used Salesforce Connector to create and sync external objects.
* Worked on Sales Cloud - changing Sales Milestone values and introducing new process. Made changes to Workflow rules, process builders, field updates, approval process, email templates, formula fields, validation rules, etc.
* Worked collaboratively with team members to design a solution that will meet a client’s business requirements and fulfill user stories.
* Collaborated with developers to test and verify that solutions will meet the business requirements.
* Participated in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.
* Created BRDs and Process Flows for various requirements and processes.
* Had regular meetings and follow ups with various stakeholders to provide solutions to their problems.
* Created user stories, worked in an Agile Setup.
* Prepared Business Requirement Specifications, User Requirement Specifications, process flow diagrams, and business cases.
* Prepared As-is and To-be flow and context diagrams, Use case diagrams, data flow diagram, Functional requirement document (FRD), Business requirement diagram (BRD), Requirement traceability matrix and User acceptance test document.
* Good Knowledge on SOQL and SOSL query languages.

**Accenture JUN’13 TO APR’15**

**Role: Oracle apps Techno-functional Consultant**

**Responsibilities:**

* Developed Sales order interface to load the orders into Oracle apps.
* Developed a Conversion program to migrate Purchase Orders from Legacy to E-business using SQL\*Loader, PL/SQL package.
* Developed the Interface program to Import Items into Oracle Inventory using SQL\*Loader and PL/SQL package.
* Developed a Custom Report called On-Hand-Quantity for all the items in every sub-inventory, which belonged to a particular Organization in the Inventory module.
* Registered customized reports using Application Object Library.
* Customized standard reports such as invoice price variance report.
* Designed Technical specs in MD70 by using AIM methodology.
* Created value sets for report parameters and registered them in apps using Application Object Library.
* Worked extensively on all AOL features like Concurrent programs, Executables, Request Groups, and Request sets.