Ritesh Suryawanshi

Senior Associate - Salesforce Administrator and CPQ Admin

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💯 Career Objectives

Intend to shape up my career with a well challenging and rewarding position in an esteemed organization, which will enable me to utilize my skills & abilities to help me evolve in both professional and personal life.

🪪 Professional Summary

- Having around 3.5+ years of experience on Salesforce CRM Platform in various stages of Software Development Life Cycle (SDLC) including enhancements, deployment, production support, Configuration and maintenance of standalone object-oriented enterprise application

🎖 Certificates

Certified Administrator	Certified Associate	Ranger Badge

🧠 Skills

- Salesforce Admin, Salesforce CPQ
- Power Bi, DocuSign, Service Cloud, Community Cloud, Pardot.
- Product Setup (Standalone/Bundle/Nested Bundle, Rules, Attributes, Guided selling).)
- Marketing Cloud, Sales Cloud, Service Cloud
- Product Configuration (Bundle, Product Rules and Options) Pricing .
- Discount Schedules, Price Rule Injection, and Familiarity in Quote
- Data Loader, OWD, SOQL, Flows, Reports & Dashboard
- Bundle Configuration
- Group & Quote Lines Object Validations, Experiance in Quote Template (OOB Custom templates, Multi-language templates)

🏛 Organizations

Capgemini, *Senior Associate*	12/2022 – present Chennai, India
Quest Unique Technologies, *Associate*	05/2020 – 12/2022 Pune, India

🎓 Education

Masters Deg. in PRODUCT DESIGN & MANUFATURING, *Visvesvaraya Technological University,* 81%	12/2020 Belagavi, India
Bachelors Deg. in MECHANICAL ENGINEERING, *Ramaiaha Institute of Technology* 8.35 CGPA	06/2018 Bangalore, India

🏅 Awards

National Swimmer
- Best student award "Indian Society for Technical Education"
- Best sportsman award from "Swimming Federation of India"

* Won 16 national medals for Karnataka state.

💼 Professional Experience

* Experience in Configuration, Implementation and Support of sales force CRM based on Apex Language and leveraging Force.com Platform world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Having sound experience with **Sales Cloud, Service Cloud and Community Cloud.**
* Knowledge on **CPQ (Configure Price Quote), FSL (Field Service Lightning)** and **CLM (Contract-Life Cycle-Management).**
* Created the Validation Rules, workflows, Approval Process for automated lead routing.
* Leading, guiding day-to-day **production support**. Staying in the client location connecting with business users for better requirement gathering.
* Experience with service cloud functionalities like **Omni Channel** and **live Agent**.
* Salesforce Admin, Salesforce CPQ Marketing Cloud, Sales Cloud, Service Cloud, Data Loader, OWD, SOQL, Flows, Reports & Dashboard.
* Provided **Support to end users** to their queries and concern regarding SFDC with 800+ users spanning across multiple functional areas (sales, customer service, account management)
* **Interaction with client** on daily basis for requirement gathering.
* Creating Custom Apps, **Custom fields, Profiles, Roles, OWD, Permission Sets, Applying Sharing Rules, Validation Rules, workflows, Process Builder, Approval processes, Knowledge Articles**.
* Experience in Creating **Email Templates**.
* Experience in Deployments using **change sets**.
* Experience working with **Data Loader & Import Wizard** and **Dataloader.IO** Sandbox environments.
* Knowledge in integration by using the **REST API** with other system.
* Having sound Knowledge in **Visual Flows**, **Reports** and **Dashboards**.
* Having experience in production support to CRM applications.
* Having experience in using tools like Service Now, Jira and salesforce cases for ticketing process.
* Having experience in Research, troubleshoot the problems and identifying the gaps for tech issues.
* Experience in working in L2/L3 teams.
* Experience in preparing the KB Articles.

⚛ Projects

Project 1, *TLC Group of Management*

Role   : **Salesforce CPQ Administrator**
Environment : **Sales Cloud, Service Cloud.**

Description:

TLC Relationship Management (P) Ltd. is a multichannel services company with customized tech products and solutions. We are the leading company to market and manage innovative, high quality, customized customer acquisition and engagement programs to provide long term revenue generating platforms for almost every large Indian and International hotel chain.

Roles & Responsibilities:

* Created workflow rules and defined related tasks, time triggered tasks, email alerts.
* Experienced in designing, developing and data modelling of the application and ensured that they are within the Salesforce governor limits.
* Involved in Generating different Reports and Dashboards.
* Involved in designing, development and testing of the given requirement using Visual Force Pages.
* Deployed the existing business data using data loader in order to create the custom reports and dashboards
* Experienced in designing, developing and data modelling of the application and ensured that they are within the Salesforce governor limits.
* Experience in Data management.
* Created Visual flows.
* Experience in production support to CRM applications

Project 2, *Masdar (Zayed Sustainability Prize)*

Role   : **Administrator**
Environment : **Sales Cloud, Community Cloud (Lightning)**

Description:

Masdar is planned city project in Abu Dhabi. Zayed Sustainability Prize is by recognizing pioneering solutions and technologies that can change the world, the Zayed Sustainability Prize, has rewarded innovators and visionaries whose achievements have furthered the global proliferation of innovative, impactful and inspirational sustainability solutions. The mail goal of the Zayed Sustainability Prize project is to provide users to answer to their questionnaires and to track the application and its related data.

Roles & Responsibilities:

- Performed detailed analysis of business and technical requirements and designed the solution document and technical design document as per business requirement.
- Designed the Organization Profiles, Roles and Security Settings as per the requirement.
- Created of custom objects, custom fields, and formula fields as per the Requirement.
- Worked on Process builder, workflows and other content of intermediate Complexity.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
- Provides day-to-day CRM user support.
- Creating Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
- Updated the existing data using Data loader in Salesforce.
- Managed security using Roles, Profiles and access rights for users.
- Configured custom reports, build Scheduled dashboards for analysing data.

Project 3, *Global Village, Dubai*

Role : Salesforce Admin
Environment : Sales Cloud, and Community Cloud.

Description:

Global Village is the world's leading multicultural festival park and the region's first family destination for culture, shopping and entertainment. Millions of people are come to visit the seasonal attraction and shopping extravaganza held in the cool winter months. The attraction around 25 pavilions. Each showcase a country or regions handicrafts, Merchandise, and cuisines. Countries represented in 2018/19 include India, Egypt, Morocco, Turkey, China, Thailand etc.

Roles & Responsibilities:

- Creating a Custom Applications with Objects, Tabs, Record types, Page layouts.
- Creating Custom Profiles, Permission sets, Roles and Role Hierarchies.
- Involved in Generating different Reports and Dashboards.
- Created Custom Email Templates, Gantt Charts, Custom labels, and Custom settings.
- Created Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
- Involved in designing, development and testing of the given requirement using Visual Force Pages.

Project 4, *Sika Construction Equipment -Pricing Application*

Role : CPQ Administrator
Environment : Sales Cloud, Service Cloud (Classic).

Description:

Hyundai Construction Equipment is one of the largest Construction Based Company. The company is also a leading Products and Installations of Construction Equipment under the Brand Hyundai Solutions and products. The main goal of this project is to provide to quote rates, Configure, Margins, and Discounts on Products to the customer in Market

Roles & Responsibilities:

- Having sound knowledge on CPQ objects like Quote, Product, Price rules, and order process management.
- Created knowledge articles to provide the information on the various products.
- Knowledge in Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates.
- Created Workflow Rules, Process Builder, Tasks, Email Alerts and Custom Email Templates to suit the needs of the application.
- Deployed the existing business data using data loader in order to create the custom reports and dashboards
- Managed security using Roles, Profiles and access rights for users.
- Created email templates using Visual force for the clients and customers.
- Integrated the Conga Templates for Document Generation.
- Worked on DocuSign.

🌐 Languages

- English, Hindi, Marathi, Kannada.

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