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**RAJYALAKSHMI BATTULA SALES FORCE CPQ DEVELOPER**

**210-849-7673 |** [**rajibattula5463@gmail.com**](mailto:rajibattula5463@gmail.com) **King of Prussia, PA**

Skilled Software Engineer which has more than 7 years of experience in Information Technology which includes 5 plus years of experience in Salesforce (around 2 years as CPQ Developer) and, 2 plus years in IT along with working experience in various phases of Software Development Lifecycle.

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| **SUMMARY** |

* Experience in Sales force Administration and Customization, Data Validation, Sales, Marketing, Customer Service and Support Development team.
* Experienced working with various App exchange products or **CPQ** products like Salesforce **CPQ** (formerly Steel Brick **CPQ**).
* Experience in Analysis, Design, Preparation of Specification, Development, Testing, Implementation and Production Support of Salesforce **CPQ**.
* Experience in configurations, product rules, Pricing, pricing rules, advanced approvals, option constraints, Guided Selling, Quote Templates.
* Experience working with Salesforce.com sandbox and production environments.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; Salesforce.com CRM.
* Proficiency in administrative tasks: like Creating Roles, Profiles and Users, User Interface, Tabs, Triggers, etc.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Hands on working experience in Role Hierarchy, Custom Profiles and public Groups creation and user management.
* Extensive experience in analyzing organization processes, converting business workflows into exact Sales force workflows and configuring Sales force to meet business requirements.
* Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various sales force standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.
* Experience working with Sales force sandbox and production environments.
* Experience in Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Experienced in implementing sales force security models for multiple applications by developing, sharing and visibility design.
* Experience in deploying sales force applications across different sandboxes using Change Sets.
* Strong knowledge in Agile and Scrum methodologies.

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| **Sales force technologies** | **CPQ**, Workflow & Approvals, Reports, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects |
| **Sales force Tools** | Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production), SOAP API. |
| **Project Management** | Waterfall, Agile (Scrum Methodology). |
| **Custom Integration** | Outbound Messages, Field updates, Reports, Custom Objects,  Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy |

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| **CERTIFICATIONS** |

Sales force Admin Certified (ID: 22449390)

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| **EDUCATION** |

Bachelor’s in pharmacy at Nagarjuna University.

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| **PROFESSIONAL EXPERIENCE** |

**Senior Salesforce CPQ Developer| Canon USA Inc. | Jamesburg, NJ | Mar’20 – Till Date**

**Project Description**: As a leading provider of consumer, business-to-business, and industrial digital imaging solutions, our determination to live and work together for the common good permeates everything we do, from research and development to product manufacturing, marketing, sales and distribution.

**Key Contributions:**

* Build **CPQ** Quoting & Product configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* The ask was to improve the user experience, simplify the **quoting process** and help the sales team with guided selling and product configuration. Presented multiple **product configuration** options and then build the selected configuration.
* As, there were many configurators, build an apex program to load the **CPQ** configurators. Used the **pricing rules** to build the discounting logic and reduce the complexity of existing process.
* Parsed the raw log files obtained using custom scripting and excel functions to suit the project requirements.
* Used **advanced approvals** to simplify approval process used currently and migrated from old standard approval logic to advanced approvals, Reduced, eliminated need of custom apex logic.
* Worked with Product Owners to prepare the Backlog for Refinement by breaking down larger User Stories, resulting in improved Sprint Planning session.
* **Pricing factors** like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.
* Integrated Steel brick and Salesforce integration for **automating quoting**, contracting, and billing process.
* Good expose on apex classes, triggers, visual force pages, custom objects and standard objects, reports, dashboards, workflows & approvals and sites.
* Implemented Quote-to-Cash solution using Salesforce **CPQ**. Good understanding of the Salesforce **CPQ**.
* Experience with the integrating SFDC partners such as **CPQ** (Config, Price & Quote). Salesforce **CPQ** working on Quotes, Select Products, Calculate Prices, Generation of PDF Quotes, Manage Contracts and Renewals.
* Administrated and monitored the company’s **Sales force CRM** application. Created the **workflows** for automated lead routing, lead escalation and **email alert**.
* Created Profiles, Roles based on Organization **role hierarchy** and implemented **Record-Level** **and Field-Level security** and configured their sharing settings.
* Developed field & page layout **customization** for the standard objects like Account, contact, Leads.
* Created Reports and Dashboards as per the **customer requirements**.
* Worked on data migration from databases to **SFDC** using **Data Loader**.
* Build the organization’s **role hierarchy** by adding the Roles as per the organization structure and created **custom profiles** to satisfy the organization’s **hierarchy**.
* Created **Workflow Rules**, **Page Layouts, Approval Process, Tasks, Email Alerts**, **Field Updates** and Outbound Messages to manage the **Workflow & Approvals**.

**Environment:** Sales force CPQ, Apex Data Loader, Mozilla Firefox, Internet Explorer, Microsoft Excel

**Senior Sales force Administrator | Depart of Justice, Sacramento, CA | Aug’18 – Feb’20**

**Project Description**: The Attorney General is the state's top lawyer and law enforcement official, protecting and serving the people and interests of California through a broad range of duties. The Attorney General's responsibilities include safeguarding Californians from harm and promoting community safety, preserving California's spectacular natural resources, enforcing civil rights laws, and helping victims of identity theft, mortgage-related fraud, illegal business practices, and other consumer crimes.

**Key Contributions:**

* Created **Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates** and **Outbound Messages** to manage the **Workflow & Approvals**.
* Created Profiles, Roles based on Organization **role hierarchy** and implemented Record-Level and Field-Level security and configured their sharing settings.
* Responsible for enabling network-based security and organization-wide list of trusted IP address.
* Worked on various **sales force** standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, **Dashboards** and Reports.
* Created the **workflows** for automated lead routing, lead escalation and **email** alerts.
* Work closely with prospects/clients to identify technical requirements and technical infrastructure for **CRM** based enterprise solutions.
* Worked as enhancement team member and performed the roles of **Salesforce.com Administrator** in the organization.
* Worked closely with sales team and business analysts and performed detailed **analysis of business** and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)**.
* Involved in the maintenance of the previous versions of the product by addressing bugs and client issues.
* Responsibilities include defining integration architecture, documenting technical requirements, and identifying success criteria.
* Customized **page** **layouts** for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Involved in integrating **web service** with **SalesForce**.com to load Leads back and forth from **Salesforce.com** to Legacy and vice versa.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Responsible for creating Sharing rules among all the users in Different Roles and Subordinates.
* Responsible for creating **Queues, Workflows rules** and **tasks** to share and automate work to the users in the **Queue**.
* Created unit test cases and coordinated change requests to drive the business requirements during **Integration** and Testing stages.
* Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in **Salesforce.com CRM**.

**Environment:** Saleforce.com platform, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services Security Controls, Windows XP

**Sales force Administrator | Beckman Coulter Inc., Brea, CA | May’ 17 - Jul’ 18**

**Project Description**: Beckman Coulter Diagnostics helps healthcare and laboratory professionals provide better patient care by delivering the accurate diagnostic information. It implements Sales force to improve its Sales, services, and marketing process.

**Key Contributions:**

* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs**, and Components, to suit to the needs of the application.
* Developed various **Custom objects, Tabs**, Entity-Relationship **data model, validation rules**, Components.
* Worked on various **salesforce.**com standard objects like **Accounts, Contacts, Leads**, Campaigns, Reports and Opportunities.
* Performed the roles of **Salesforce.com Administrator** in the organization.
* Worked on various **salesforce.com** standard objects like **Accounts, Contacts, Leads**, Campaigns,
* Involved in **Salesforce.com** application setup activities and customized the apps to match the functional needs of the organization.
* Coordinated with users to determine requirements and prepared design documents.
* Performed detailed analysis of technical and business requirements
* Reports and Opportunities.
* Used **Data Loader** for insert, update, and bulk import or export of data from **Salesforce.com** Objects.
* Used it to read, extract, and load data from comma separated values (CSV) files.
* Closely worked with **SalesForce.com** consultants while implementing the solutions for the requirements.
* Designed, Implemented and deployed the **Custom objects**, **Page layouts, Custom tabs**, and Components, to suit to the needs of the application.
* Used Data Loader for insert, update, and bulk import or export of data from **Salesforce.com** Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.

**Environment:** Saleforce.com platform, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.

**Sales force Administrative Consultant| Cox Automotive, Atlanta, GA | Jan ’16 – Apr’17**

**Project Description**: Cox Automotive is automotive service company. Their products are to create faster vehicle transactions, enabling consumers to have a seamless online-to-offline experience. They are expertise in vehicle remarketing services, and digital and software solutions for automotive dealers.

**Key Contributions:**

* Performed the roles of **Salesforce.com Administrator** in the organization.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on **Salesforce.com platform and Force.com** IDE Plug-in using Eclipse.
* Worked on various **salesforce.com** standard objects like Accounts, Contacts, Leads, and Campaigns.
* Coordinated with users to determine requirements and prepared design documents.
* Performed detailed analysis of technical and business requirements
* Reports and Opportunities.
* Closely worked with **SalesForce.com** consultants while implementing the solutions for the requirements.
* Worked on various **salesforce.com** standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Designed, Implemented and deployed the **Custom objects**, Page layouts, **Custom tabs**, and Components, to suit to the needs of the application.
* Involved in **Salesforce.com** application setup activities and customized the apps to match the functional needs of the organization.
* Developed various **Custom objects**, Tabs, Entity-Relationship data model, validation rules, Components.
* Used Data Loader for insert, update, and bulk import or export of data from **Salesforce.com** Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
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* Developed various Custom objects, **Tabs**, Entity-Relationship **data model**, validation rules, Components.
* Used **Data Loader** for insert, update, and bulk import or export of data from **Salesforce.com** Objects. Used it to read, extract, and load data from comma separated values (CSV) files.

**Environment:** Saleforce.com platform, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.

**Business Analyst | Centene Corporation, St Louis, MO | Mar’14 – Jan’16**

**Project Description**: Centene Corporation, a Fortune 500 company, is a diversified, multi-national healthcare enterprise that provides a portfolio of services to government sponsored healthcare programs, focusing on under-insured and uninsured individuals. Many receive benefits provided under Medicaid, including the State Children’s Health Insurance Program (CHIP), as well as Aged, Blind or Disabled (ABD), Foster Care and Long Term Care (LTC), in addition to other state-sponsored/hybrid programs, and Medicare (Special Needs Plans).

**Key Contributions:**

* Worked within the Marketing & Sales technology team as the only developer to design, develop and enhance key components of the Sales force application.
* Headed the Lightning **migration** project of the **Sales force** application.
* Implemented the **Salesforce**.**com** applications using **Agile SCRUM** Methodology that involves the iterative development methodology Created **Objects** and **fields**, **Relationships** and **Record Types**, **Page Layouts**, **Profiles** and **Assignment Rules**.
* Developed nearly 35 new **lightning components** as part of the migration.
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* Implemented **Trigger Frame work**, **Validation Rule** Framework in a way so as to disable and enable them based on **user** or Profile using custom settings.
* Created **Custom objects**, custom **fields**, **Pick list**, **role**-**based page layouts**, **Work flow Alerts** and **Actions**, and **Approval Work flow**, **Validation Rules**, **Approval Processes**, custom **Tabs**, custom **reports**, **report folders**, report **extractions** to various formats, design of **Visual force Pages**, **Snapshots**, **Dashboards**, and **Email generation** per application requirements.
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed Applications from **Sandbox** to **Production**.
* Designed and developed **Triggers**, **apex classes** and **Test classes** for the integration module specific to business requirement.
* Implemented Test classes to support Code Coverage for deployment to production. Involved in Data Migration Activities to handle bulk loads using **APEX Data Loader**.

**Environment:** Visual force pages, Sales force CRM, Snapshot, Sandbox, Pick list, Roles, Triggers, Apex classes, APEX Data Loader, Agile SCRUM, Assignment rules, Sales force CRM, Approval Process, Test classes, Triggers, Validation rule framework, Email generation, Workflow alerts and Actions, Lightning components, custom Tabs, Reports, Profiles, AGILE Scrum.