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|  |  | Shivani Behera  Technology Specialist (CPQ) |
| Profile A Salesforce certified CPQ specialist having **3.8+ years** of experience in Analysis and Implementation of Salesforce from both Technical and Functional perspective. Proficient in Quote-to-Cash application, including CPQ Contract Lifecycle Management and Advance Approval Process. Extensive background in designing highly efficient CRM solutions for Sales, Service and Force.com. Expertise in improving various business processes through optimal solutioning using Salesforce. Contact PHONE: 8688849322  EMAIL: [behera.shivani9@gmail.com](mailto:behera.shivani9@gmail.com)  Trailblazer: https://trailblazer.me/id/sbehera1  **EDUCATION**  **Bachelor of Technology:** Electronics and Communications, 2016  **Biju Patnaik University of Technology** Skills  * Salesforce CPQ (Steelbrick) * Product configuration, Pricing, Advanced Approvals, Quote Templates, Quote-to-cash * Apex, Visual Force, Data loader, Lightning component, Service Console, CTI integration * Process builder, Flows, web-to-lead * Reports and Dashboards  Highlights  * Received 2 Star performer awards as per the Client’s recommendation. * Volunteered in Salesforce Student Journey program and gave basic training on Salesforce to the students of “Sphoorthy College of Engineering”. * Managed events like, Song, dance & Skit competition, ramp walk in our company’s Annual Day Celebration. |  | A picture containing red, drawing  Description automatically generated A close up of a sign  Description automatically generated A picture containing drawing  Description automatically generatedWORK EXPERIENCEMouriTech - Technology Specialist (CPQ) Jan 2020–now (Client – SI Group)   * Experience in designing and implementing CPQ and advance approval process. * Proficient in product configuration in CPQ * Worked on product rule, Discount, type of product, product pricing method. * Worked on Import Line item from a CSV file, CPQ Package setting and CPQ object quote, quote line, contract, and product Pricebook. * Completed Salesforce Certified CPQ Specialist (SP20).    MouriTech - Sr. Technical Consultant Jan 2019–Dec 2019 (Client – SI Group)   * Implemented Service console setup and did CTI integration. * Completed a POC on Einstein analytics chatbot and lead scoring. * Involved in delivering lightning service technology for Sales process. * Be a key member of project team meetings, communicate concisely in a technical & non-technical fashion with peers, technical architect, business analysts, project managers and key stakeholders * Completed Salesforce Platform Developer 1 Certification (PD1).  MouriTech - Technical Consultant Jan 2018–Dec 2018 (Client – Stanley Black & Decker)   * Complete bulk imports of data using Data Loader and Import Wizard. * Developed and Customizing salesforce.com application based on user needs. * Developed field & page layout customization for the standard objects like Account, contact, Leads, campaign, and opportunity * Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. * Worked on visual force, batch Apex class, lightening component, and trigger. * Worked on Process builder, flows, web to lead  MouriTech - Consultant Trainee Nov 2016–Dec 2017 (Client – Stanley Black & Decker)   * Manage Salesforce.com CRM application. * Implement new enhancements including creation of custom objects, workflows, validation rule, email alerts and templates. * Worked on roles, profiles, reports, and dashboards. * Setup Role hierarchy and create sharing rules to limit data visibility. * Completed Salesforce Administrator Certification (201). |