**Sanjay Nair**

**SUMMARY**

Software Professional with strong technology experience with expertise in Solution Architecture, Design, Build and deployment of Software as a Service Solutions with a Strong Focus on Quote to Cash (QTC) based Solutions.

* Solution Architecture and End to End Development to Deployment Expertise in custom on-premise and SAAS-based Quote-to-Cash, CPQ, CLM, Order Management, E-Commerce, Applications
* Strong experience design, development and implementation of Custom CPQ (Configure-Price-Quote), Quote to Cash, CLM, based solutions
* Expertise in the Architecture, Design, Build and Deployment of 10+ Full Cycle Conga(Apttus) QTC Suite of Products which includes CPQ, CLM, Billing, Revenue and E-Commerce
* Strong experience in Salesforce Platform in the areas of Sales Cloud, Sales CRM, Force.com Platform development
* Certified Professional on CONGA(APTTUS) Quote to Cash, CPQ, CLM Product suites
* Experience in Retail – Merchandising, Sourcing, Logistics and Supply Chain and Ecommerce experience with expertise in Solution Architecture, Design Development and End to End Integration of on-premise Custom Apps and SAAS-based application
* Comprehensive large-scale development and delivery expertise in the areas of Custom On-premise App Development including in-depth knowledge and experience integrating applications across diverse technical platforms

**CORE COMPETENCIES**

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| Languages & Tools | SalesForce Apex, Lightning, Force.com, SalesForce Mobile SDK, Java (J2EE, JDBC, Web service, XML), Forte TOOL, JavaScript, APEX, Python |
| QTC Product Suite | Conga(Apttus) CPQ Product Suite, Conga(Apttus) E-Commerce, Conga(Apttus) Billing |
| Tools and Frameworks | jQuery, Nagios |
| Operating Systems | Linux RHEL, Mac OSX |
| Application and Web/Portal Servers | IBM WebSphere, JBoss, Apache, nginx, IIS Webservers, |
| Databases | DB2, Informix, Oracle, MySQL, MS-SQL |
| Project Management and Collaboration Tools | MS Project, git, bitbucket, VSS, SharePoint, Jira |
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**CERTIFICATIONS**

* CONGA(APTTUS) Certified on CPQ (CPQ 201, CPQ 202, CLM 201)
* Salesforce Certified Administration
* SAP Certified CRM Consultant
* Java Certified Professional (JCP 1.4)
* Certificate Course on Machine Learning and Artificial Intelligence

PROFESSIONAL EXPERIENCE

**Customer/Project: Moodys Analytics**

**Role: Solution Architect /Technical Architect – Conga(Apttus)/Conga CPQ**

The objective of the Project is to roll out Conga(Apttus)/Conga CPQ for new Business Units and also to enhance integration of CPQ to other downstream systems

**Contributions:**

* Worked with the Business Leads and Process owners towards Business Process Transformation initiatives to rollout best of QTC, CPQ best practices.
* Worked on the Solutioning of Conga(Apttus)/Conga CPQ for new Business Units.

**Customer/Project: IQVIA**

**Role: Solution Architect /Technical Architect – Conga(Apttus)/Conga CLM**

The objective of the Project is to roll out Conga(Apttus)/Conga CLM for new Business Units, enhance existing CLM Implementation and also build new Integration to multiple upstream and downstream applications in the Lead to Order (LTO) space.

**Contributions:**

* Worked with the Business Leads and Process owners towards Business Process Transformation initiatives to rollout best of QTC, CLM best practices.
* Worked on the Solutioning of Conga(Apttus)/Conga CLM for new Business Units.
* Refined and Redesigned the existing manual Contract Management System running in SharePoint and Box into Conga(Apttus) CLM.
* Design and Architectured the Solution by leveraging the Conga(Apttus)/Conga Out of the Box Features.
* Designed and Architectured the Integration for upstream and downstream Systems.

**Customer/Project: Box Inc**

**Role: Solution Architect /Technical Architect – Conga(Apttus)/Conga CPQ , CLM QTC**

The objective of the Project is to upgrade the upgrade the existing Conga(Apttus) Classic Implementation to the latest Conga(Apttus) Winter Release along with Salesforce Lightning and also to optimize the existing Conga(Apttus) CPQ/CLM Implementation and also introduce new features.

**Contributions:**

* Reviewed and Redesigned some of the Custom Modules to Configuration based Implementation available through Conga(Apttus) Winter Release.
* Worked with the Release Management, QA, Dev, Conga(Apttus) Professional Support Team towards all the Phases of the Conga(Apttus) Upgrade Project.
* Refined and Redesigned the existing Customized Renewal Quote Flow to align more closely with the Conga(Apttus) Out of the Box Implementation.
* Refined and Redesigned the existing custom Cart Flow to align more closely with the Conga(Apttus) OOTB Shopping Cart/Pricing Functionality.
* Designed and Architectured the Solution for new Product Functionality.

**Customer/Project: Gilead Sciences**

**Role: Solution Architect /Technical Architect – QTC**

The objective of the Project is to Design, Build and Implement Quote to Cash Digital Solutions such as Configure Price Quote, Contract Life Cycle Management Conga(Apttus) QTC Solutions running on Salesforce Platform.

**Contributions:**

* Worked with the BSA and Business Process team to refine the Business Process Flow towards Conga(Apttus) Best Practices.
* Designed and Architectured and Conga(Apttus) CPQ and CLM Solution.
* Designed the Custom Security Module of the Solution using combination of Profile, PermissionSets, Sharing Rules and Custom Security Sharing Rules
* Designed and Built core modules for CPQ and CLM using combination Conga(Apttus) Out of the Box components and Custom Lightning Components and Apex Classes.
* Reviewed the deliverables from the Dev Teams.

**Customer/Project: Jacobs Douwe Egberts (JDE)**

**Role: Solution Architect /Technical Architect – QTC**

The objective of the Project is to Design, Build and Implement Quote to Cash Digital Solutions such as Configure Price Quote, Contract Life Cycle Management, Order Management, Billing and Invoicing Modules, Digital E-Commerce Ordering, and Route Sales Ordering through Android Mobile application on Conga(Apttus) QTC Solutions running on Salesforce Platform. Key areas of Solution Definition, Build, and Deployment of Route Sales Mobile Ordering through Android App with Conga(Apttus)/Salesforce and SAP Integration, Digital E-Commerce Ordering through EPI E-Commerce Server with Integration to Conga(Apttus) /Salesforce and SAP.

**Contributions:**

* Provided assessment on how Conga(Apttus) CPQ, OM, CLM Solutions can be customized to Integrate with SAP Platform
* Designed developed Pricing and discounting Solution on top of the Conga(Apttus) CPQ Pricing through combination of Custom Code and Configuration. This involved complex pricing scenarios which helped to establish the Project Assumptions on Track
* Developed the Proof Of Concept for Native E-Commerce Android Mobile Application by leveraging Salesforce Android SDK, Custom Webservices on Salesforce with Conga(Apttus) API and Custom Objects
* Solution Architecture and Design and Development of Order Management Solution, design of Custom Webservices on top of Conga(Apttus) E-Commerce API
* Technical Solution design and Build of RESTful Webservice Integration from Conga(Apttus)/Salesforce EPI-E-Commerce
* Technical Solution Design and Build of Route Sales Mobile Application on Android Platform using Native Android/Kotlin leverage Salesforce SDK. Implementation of Single Sign On (SSO) using Microsoft Azure through Salesforce
* Developed Custom Classes, VF Pages, Lightning Components, based on various Business Use Cases.
* Developed Custom Objects, Reports and Dashboards across various Customer Ordering scenarios.

**Customer/Project: Digital Realty – Conga(Apttus) QTC**

**Role: Solution Architect /Technical Architect – QTC**

The objective of the Project is to Design, Build and Implement Quote to Cash Digital Solutions such as Configure Price Quote, Contract Life Cycle Management, Order Management, Billing and Invoicing Modules for Digital Realty.

**Contributions:**

* Solution and Design Assessment of Conga(Apttus) CPQ, Order Management, Conga(Apttus) Billing and Invoicing Modules and recommend areas of improvement.
* Configuration of new Products, Attributes and Pricing using combination of Salesforce and Conga(Apttus) Configuration
* Performance Optimization and Development of the Pricing Module, Order Activation, Billing Schedule generation

**Customer/Project: Thomson Reuters**

**Role: Solution Architect /Technical Architect – QTC**

This project consisted of implement Conga(Apttus) – Configure Price Quote (CPQ) and Intelligent Workflow and Approvals (IWA) Solutions for the Legal Division of Thomson Reuters. The end-state solution would bring the Products and Service Offering from FindLaw, LATAM divisions of Thomson Reuters thereby enabling for faster and streamlined Business Processing. The project leverages advanced capabilities such as customized attribute-based pricing, advanced approval workflow, asset-based ordering, customized document generation. The Objective of the project is also to Integrate Inbound and Outbound Data from Conga(Apttus) into the SAP Based – System of records in Real time.

**Contributions:**

* Solution Design and Development for new Business Use Cases
* Customize the existing SAAS based CPQ running on Salesforce to add lot more flexibilities with attribute-based Pricing, Automated Asset Operations and approvals
* Custom Development of Lightning, Apex Components.
* Solution Design for the Integration of the Conga(Apttus) CPQ Data with the SAP Order System
* Solution design to transform and migrate the existing Assets into Salesforce /Conga(Apttus)
* Design and Development of custom modules for Multiple Location-based order and Pricing Logic
* Configure and Customize Advanced CPQ Approvals based on complex approval rules using a combination of Approval Process, Custom Controller Code and Customized Approval Templates

**Technologies:** Conga(Apttus) CPQ, Conga(Apttus) Intelligent Workflow and Approvals, Salesforce, Force.com, Angular.js, X-Author for Word, X-Author for Excel

**Customer: McKesson – Healthcare, Alpharetta, GA**

**Role: Senior Developer/Configuration Engineer – CPQ**

This project consisted of implementing Conga(Apttus) – Configure Price Quote (CPQ) and Intelligent Workflow and Approvals (IWA) Solutions for McKesson Healthcare. The end-state solution would bring the Products and Service Offering from two Organizational divisions from McKesson into a single Integrated CPQ Solution thereby enabling McKesson for faster and streamlined Business Processing. The project leverages advanced capabilities such as customized attribute-based pricing, advanced approval workflow, asset-based ordering, customized document generation.

**Contributions**:

* Solution Design and Development for new Business Use Cases
* Customize the existing SAAS-based CPQ running on Salesforce to add lot more flexibilities with attribute-based Pricing, Automated Asset Operations and approvals
* Custom Development of Lightning , Apex Components.
* Solution Design for the Integration of the Conga(Apttus) CPQ Data with the rest of the Enterprise applications
* Solution Design to transform and migrate the existing Assets into Salesforce /Conga(Apttus)
* Design and development of custom modules for Facility-based Order and Pricing Logic
* Configure and customize Advanced CPQ Approvals based on complex approval rules using a combination of Approval Process, Custom Controller Code and Customized Approval Templates
* Configure and customize Complex Pricing using a combination of Product attributes, Numeric Expressions, Custom Controller class modifications
* Configuration of the CPQ using Products, Price Lists, Categories, Constraint Rules, Product Attribute Rules, APEX Triggers and Workflows
* Apex Trigger creation for Custom Field and Object Population related to Assets, Product, Line Item, Quote/Proposal, Approver Modules
* Configuration and customization of Salesforce Layouts, Profiles, Permissions Sets based on the requirements
* Data Extraction Transformation and Load of the McKesson Legacy Data into Conga(Apttus) CPQ Data using combination of SQL scripts, Excel macro scripts and Salesforce Data Loader
* End-End Testing of the CPQ Flow leveraging the functionalities of the Salesforce CRM, Conga(Apttus) CPQ and Advanced Approvals
* Testing and Defect Fixing for the Conga(Apttus) CPQ and McKesson Functionality in the Test and UAT environments
* End to End CPQ Implementation, Migration of CPQ Data to multiple Sandbox, Test and Prod Instances
* Technologies: Conga(Apttus) CPQ, Conga(Apttus) Intelligent Workflow and Approvals, Salesforce, Force.com, Angular.js, X-Author for Word, X-Author for Excel, MySQL, Java, Excel macro scripts

**Customer: ZScaler Inc, San Jose, CA**

**Role: Senior Developer/Technical Architect – CPQ**

The objective of the Project is to implement Conga(Apttus)-CPQ and AWA Solutions for Zscaler. The Customer was migrating from existing Salesforce CPQ (Steelbrick) to Conga(Apttus). CPQ and also introducing high level of automation into the CPQ Flow.

**Contributions:**

* Technical Solution Design Document preparation.
* Development of Customized flow for Pricing and Discount calculation for New Business, Asset Based Ordering, Upsell, Renewals
* Development customized flow of highly automated renewals, upsell

**Customer: Monster Worldwide – Maynard, MA**

**Role: Solution Lead/Technical Architect – CPQ**

The objective of the Project is the Maintenance and Enhancements of Conga(Apttus) – CPQ Implementation at Monster. This include configuration and customization of the Conga(Apttus) CPQ, Conga(Apttus) IWA solutions based on new Business use cases. The project leverages advanced capabilities such as customized attribute-based pricing, advanced approval workflow, asset based ordering, customized document generation. Adobe EchoSign integration.

**Contributions:**

* Solution Design and Development for new Business Use Cases
* Configure and Customize Advanced CPQ Approvals based on complex approval rules using a combination of Approval Process, Custom Controller Code and Customized Approval Templates
* Configure and customize Complex Pricing using a combination of Product attributes, Numeric Expressions, Custom Controller class modifications
* Configuration of the CPQ using Products, Price Lists, Categories, Constraint Rules, Product attribute Rules, APEX Triggers and Workflows, APEX Visual Pages
* Configuration and customization of Salesforce Layouts, Profiles, Permissions Sets based on the requirements
* End-End Testing of the CPQ Flow leveraging the functionalities of the Salesforce CRM, Conga(Apttus) CPQ and Advanced Approvals
* Testing and Defect Fixing for the Conga(Apttus) CPQ and Monster Functionality in the Test and UAT environments
* End to End CPQ Implementation, Migration of CPQ Data to multiple Sandbox, Test and Prod Instances

**Technologies:** Conga(Apttus) CPQ, Conga(Apttus) Intelligent Workflow and Approvals, Salesforce, Force.com, X-Author for Word, X-Author for Excel, MySQL, Java, Excel macro scripts

**Employer : XEROX – Rochester, NY**

**Duration : Oct 2009 – Feb 2016**

**Projects Handled**

**ValueQuix CPQ Pricing Tool– Modernization**

**Role: Migration Project Solution Architect/Lead Developer**

ValueQuix Pricing Tool is CPQ Order Pricing Application for Equipment and Service Orders for Xerox the Objective of the ValueQuix Platform – modernization project is to transform and migrate the Platform and all the Application and Infrastructure components from a Solaris Cluster to Linux VM. The work also includes migrating and transforming the C++, Java, Perl, and Shell based code base to Linux. The Database running on Oracle 11GR1 also got migrated to RHEL and transformed and migrated to Oracle 12C.

**Contributions:**

* Server and Application Solution Design in Linux RHEL Based environment
* Multi-phased solution design and delivery to minimize the Impact to the Business
* Transform and migrate the C++, Java, Oracle Codebase into RHEL GCC compiled modules
* Transform and migrate the Webservices running on Solaris to RHEL
* Customize and Implement Nagios based Monitoring scripts and application
* Introduce and customize new Linux Based scripts to implement Business Logic and Application Availability
* Performance and Load Testing – Scripts – transformation and Customization in RHEL environment
* Design develop, and Implement Real time – Disaster Recovery Solution in a Hybrid – Solaris, Linux, Windows Environment, with Data, Application and Code base getting replicated across 2 Data Centers
* Configure and customize the Enterprise Integration End Points with Oracle CPQ, Oracle Quote to Cash and Billing Systems, Salesforce CRM System, Custom on-premise CRM Application, Custom On-Premise Contract CLM System, Custom On-premise Document Generation Systems, SAAS hosted Credit Authorization App

**Technologies:** Force.com,APEX, C++, VB .net, Java, Oracle, MS-SQL Microfocus Obrix CORBA Server, Artix–WebServer, Apache WebServer, IIS WebServer, shell Scripting, PL/SQL Scripting, CPQ, CLM

**ValueQuix – CPQ Pricing Tool**

**Role: Application Architect, Lead Developer**

**Contributions:**

* Troubleshooting and resolving many highly complex technical issues for the application
* Design and Architecture review of all the major Releases and Enhancements
* Design, Architecting, Development and Deployment of BigMachines API Integration
* Design, Architecting and deployment of Interface Implementation through Custom Developed Brokers and API Endpoints
* Design and Development of Interface and End Points to On-Premise , Contract Life Cycle Management (CLM), Quote to Cash – Order Management, Invoicing
* Automation of the SOX Compliance procedures
* Release Management of the minor and Major Releases and Project Enhancements
* Configure and customize the Enterprise Integration End Points with Oracle CPQ, Oracle Quote to Cash and Billing Systems, Salesforce CRM System, Custom on-premise CRM Application, Custom On-Premise Contract CLM System, Custom On-premise Document Generation Systems, SAAS hosted Credit Authorization App
* Apex Code Development to populate the Custom Objects created to Interface the Quote/Worksheet related Data from Custom VQX Application to Salesforce Platform
* Apex Code Development to get the Quote, pricing information from VQX Application to Salesforce Platform

**Technologies:** Force.com, APEX, C++, Java, VB .net, Oracle, MS-SQL, IIS WebServer, Progress Orbix, Progress Atrix, Veritas Server Cluster, shell Scripting, PL/SQL Scripting.

**Quote to Cash Projects**

**Role: Lead Developer, Architect**

Lead Developer and Architect for enhancing the On-Premise Quote to Cash Projects such as Customer Ordering System, Customer Information System, Equipment Install System, Parts and Supply Applications. New Interfaces are developed to transform, migrate and create Data Integration with On-Premise Legacy Applications, Siebel CRM, Oracle Order, Financial and Invoice Systems. New Interfaces and Feeds are developed to upgrade the Legacy Mainframe Interface to Java IMS connect and MQ Series.

**Customer : Boston Media Technologies – Boston, MA**

**Role: Professional Event Aggregator Project, Technical Developer/Architect**

Apr 2009 – Aug 2009

**Technologies:** Apache, jQuery, nginx server, MySQL, Ruby on Rails

Lead Developer and Platform Architect in developing and implementing and implemented high Traffic Event Aggregation Portals for San Francisco and Boston Metro Areas (www.sfbayeventslist.com, www.bostoneventslist.com)

**Customer : Gap Inc. – San Francisco, CA (Multiple Projects)**

**Strategic Inventory Initiative Integration Project**

Oct 2001 – Apr 2009

**Technologies:** FORTE TOOL, Java, J2EE, DB2, Informix, Oracle, WebServices, Websphere

Developed and customized the Endpoints and WebServices for Supply chain Tracking and SII using Java, J2EE, WebServices and Oracle.

**Vendor E-Commerce Certification Tool**

**Role: Lead Developer, Architect**

Lead developer in creating Java/J2EE based E-Commerce Tool which helps to certify the Gap Inc Manufacturing Vendors to be compliant on Shipping Label Standards. The tool interfaces with the Legacy applications through WebServices.

**Vendor Quality Assurance Application**

**Role: Lead Developer, Architect**

The objective of Vendor Quality Assurance Application is to track the Product audit details. The Application provides facility to record the audits; search based customized queries and generates various reports. The application is developed using J2EE technologies as the front end and Oracle backend and Interface to DB2/COBOL based mainframe systems.

**Scan Analysis – Technology Migration Project**

**Role: Lead Developer, Architect**

Lead Developer and Architect in Technology evaluation to assist with the strategic direction for migrating some of the Legacy based application. The Pilot Application was developed in Ruby on Rails with MySQL as the backend.

**Scan Maintenance and Enhancement Project**

**Role: Lead Developer, Architect**

Lead Developer in the maintenance and enhancement of Supply Chain Navigator application. Developed new Business Use Cases, new Interfaces and End points to On-Premise and Custom Enterprise Applications such as: Order Management , Inventory, SOX Financial Reporting, E-Commerce , Revenue Accounting and various other applications. Took key role in fine tuning the Trade Route Calculation Logic and algorithms. The solution is developed using a combination FORTE Object-oriented Tool, Java, Informix, DB2

**Vendor Profile Project**

**Role: Lead Developer, Architect**

Lead developer and Architect and in the interface development and Testing for the Vendor Profile hosted solution (from i2 Technologies). Developed the modules for the Data Interfaces.

**RETEK-PFI Project**

**Role: Lead Developer, Architect**

Lead Developer and Architect the Testing, Data Migration and Interface development conversion activities

**Vendor Chargeback Application Project**

**Role: Lead Developer**

Lead Developer in the design, development and Implementation of Vendor Chargeback Application. The objective of the application is to track the Vendor Audit and Chargeback details. Major role in the development of the solution using combination of Forte TOOL, Java, DB2

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| EDUCATION |  |

**MBA, Finance**

California State University, Hayward, CA

**Master of Computer Applications**

Alagappa University, India

**Bachelor of Science, Physics,**

Manonmaniam Sundaranar University, India

**Key Training Attended**

• Conga(Apttus) – CPQ -201 – Certification Training

• Salesforce CPQ (Steelbrick) Training

• Salesforce and APEX Training

• Training on Bigdata Technologies such as Hadoop, MapReduce, Pig, Hive on Cloudera Platform