**Ravikant Pandey**

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**SUMMARY:**

Seasoned System Administrator, Product Owner, Business Analyst and DevOps with experience in different Salesforce Platform Implementation such as Sales Cloud, Service Cloud, Salesforce CPQ and Community Cloud. Excellent Knowledge of Salesforce Integration with SAP, Vendavo, Vistex Systems.

**CERTIFICATIONS:**

**201 Salesforce Certified Admin** **(Active)** [**https://trailblazer.me/id/ravipandey01**](https://trailblazer.me/id/ravipandey01)

**ASQ Six Sigma Green Belt (Active)**: ***License No: 15603***

**3M: AUSTIN, TX**

Product Owner, System Admin and Configuration Spc’l Nov 2019 – Current

**Salesforce CPQ Admin and Config Spc’l**

* Lead Project Management and Business Analysis for **Salesforce CPQ** projects and conducted system analysis for integration components.
* Used Atlassian Jira to create and manage **Product Backlo**g, prioritize based on Value addition and created **Sprint backlog for development and delivery**.
* Created Profiles and Permission Sets for the Salesforce CPQ Users. Added new users to Salesforce and assigned required profile, permission sets, record types, page layouts, licenses to the users.
* Documented **CPQ process flows** and system diagrams, managed user permissions, configure product and pricing rules, approvals, quoting templates, digital signatures, workflows, validation rules, changes to user interface.
* Worked with business on creating the **Configuring bundles** (features, options, option constraints, configuration attributes)
* Worked with different business process owners on creating and documenting different **pricing rules** such as List Price, Volume Discounts, Tier Discount, Contract Pricing etc. utilized formula expressions for price rules, validation rules and approval rules
* Created **Product rules** and **configuration rules** in Salesforce CPQ by creating **error conditions, actions and product options**.
* Created Summary Variables, Lookup query objects in Salesforce CPQ and added custom objects to the Salesforce CPQ.
* Collaborated with the Delivery team, Scrum Master, Sales teams and Program Management Office for **Incremental Delivery of application integration components**, creating reports on project status and program execution.
* Managed Epics and User Stories in **Jira**, responsible for documenting story description, Acceptance Criteria, Story Size, Dependencies and label for Planned Release work items.
* Participated in **quarterly PI Planning** for the Story mapping, story grooming, scope acceptance, dependencies and finalizing the final scope of Features and User Stories for the next quarter.
* Created various test scripts in ALMQC and wrote Test scenarios to be tested in different Salesforce Sandboxes as well as in Production environments.

Environment: Salesforce **CPQ, Service Cloud,**, 3M Data Models, Atlassian Jira, Office365, MS Visio,, HPSM

**CENTURYLINK: DENVER**

Product Owner, System Admin and Configuration Spc’l Feb 2019 – Nov 2019

**Product Owner/Config Specialist/ System Admin - Taskfeed** and **Salesforce Community Integration** and setup for **Concierge Project Management Team**

* Subject Matter Expert on **Community Cloud** and coordinated with the Salesforce Development lead, Platform Integration team, CenturyLink CRM and Product Management to define scope and Taskfeed for the application delivery.
* Setup **Multiple users** in Salesforce for Concierge Community Project and assigned users with right Profile, Permission Sets, Apps permission etc.
* Created **Custom Profiles** and **permission sets** and **sharing rules** specific for the concierge community project.
* Created **Partner Central Community** in Salesforce Community, performed configuration, user security and managed Taskfeed licensing with requirements Scope and clarifications to Change Management.
* Managed Salesforce Platform Integration, managed User Story Planning, Iteration Planning, coordinated with Scrum team and lead daily Scrum, Iteration Reviews and Retrospective sessions.
* Responsibilities included leading business requirement definition, translation of business requirements into SFDC terminology, and **Service Cloud** solution design review to ensure business requirement fulfillment

**End to End Community Setup:**

* Customized and created the **Knowledge base** for the Concierge project which included creating articles for both internal users and external customers. Enabled **topics for objects** in Salesforce to enable the **Knowledge objects**.
* Added Knowledge articles to the **concierge customer community** in **service setup** using **Community workspace** and **content management** features.
* Converted **Business Accounts** to **Partner Portal Accounts** and converted **business** **Contacts to Partner Portal Customers**.
* Created **auto rules, escalation rules, assignment rules** for the concierge project users. Created queues and assigned users to the queue, created **email templates** and enabled email to case, web to case functionality in **service cloud.**
* Worked with the Taskfeed team on creating the **Lightning Web Components** and added the Taskfeed components to the Concierge Community. Helped the Taskfeed team on requirement understanding.
* Added CMS Content to the community using **CMS Connect HTML** and **CMS Connect JSON**.
* Added **Community Components**, **Salesforce Objects**, **Articles**, **Visualforce Components**, **Dashboard Reports** to the Community Home Page and Tabs and delivered User Training to both internal and external customers.

**Product Owner Taskfeed Integration with Salesforce and Community.**

* Worked as a product owner for the Concierge Community project. Worked with Taskfeed team, Developers and project sponsorship on Requirement gathering, Feature and User Story creation.
* Participated in **Quarterly PI Planning** and worked with different stakeholders on Scope acceptance and sprint planning.
* Created Features and User Stories for the Development work. Worked directly with the Taskfeed Owner, Project champions, Architects and QA leads on User Story Mapping and Grooming sessions.
* Created **Training Documents** and participated in **live demos** for the Concierge Project and invited different business Stakeholders for the testing for the new project.
* Setup **users and customers** to the **Sandbox** and set up the data in the testing sandbox.
* Worked with the **migration team** on moving the codes from Sandbox to Sandbox and to the production environment.

**3M: AUSTIN, TX**

Product Owner - Salesforce Integration with SAP, Vendavo Feb 2017 – Feb 2019

**Responsibilities:**

**Scrum Master**

* Lead Daily **cross functional Scrum teams** (30 Mins) (Salesforce Scrum, SAP Scrum, Vendavo Scrum, Vistex Scrum Team). Invited all the critical stakeholders from all 4 different scrum teams to my cross functional scrum meeting for the **integration project**, **defect resolution** and **story mapping session**. Conducted Scrum and Forecast review meetings.
* **Lead Daily, weekly and monthly meetings** with global business Leaders to work on Project Requirement gathering, Stories confirmation and prioritization and approval of Features and Stories.
* Lead Agile teams by **effective planning, scope management, conducted resource ramps**, drafted and reviewed project estimates and managed project team deliverables with shifting priorities.
* Assisted product management in Scope definition, plan for Product Roadmap, feature enhancements, pilot testing, standup of new servers for MVP and coordinated release efforts.
* Managed and lead weekly Business Forecaster Review meetings to discuss the new requirements, defects, enhancements with Business owner, stakeholders and prioritized requirements.

**Product Owner - Price Lookup Tool integration Project: Salesforce integration with SAP ERP and Vendavo**

* Responsible for requirements prioritization on **Salesforce integration with SAP, Vendavo and Vistex,** documented Changes in Jira and **conducted design reviews and approval**s for the development.
* Conducted a detailed and comprehensive business data analysis by working with the business user, SME and technical team to identify system requirements and improvements for 3M – Vendavo, Pricing, Sales, Marketing and Salesforce implementation with data integration.
* Responsible for the implementation of Salesforce CRM integration for Salesforce **price look-up tool,** brainstorm end-users like Sales Reps, Sales Manager, Sales and Marketing leaders and Pricing Ops team across globe on **material catalogue info, pricing info, Deal Explosion, Chargeback explosion and process workflows**.
* Responsible for deployment and training of **Price Lookup tool** (Built on Salesforce) to Americas, Europe, Asia Pacific, Australia.
* Allocated resources in Jira for the design and field mapping of Salesforce fields to SAP (Material Master, Customer Master, and Pricing Conditions), Vistex and Vendavo (Deal Manager Tool).
* Reviewed integration defects in HP ALM, participated in weekly defect triage meetings, worked with Dev and QA teams to resolve defects, re-test and deploy fixes into release branch code.
* Responsible for prioritizing Tier 3 level Tickets (ITSM, HPSM, SAP Run) for Salesforce Price Lookup, SAP S&D pricing and Vendavo Deal Manager.
* Maintaining and customizing Sales Cloud and Service Cloud applications to facilitate business needs and processes, including mitigating risks associated with solutions which have high technical complexity
* Responsible for creating Change Request, Emergency Change Requests using ITSM, SAP Run for Defects and Enhancements and provided Technical Feasibility, Estimates, review description of issue/defect for approval.
* Managed and lead weekly Business Forecaster Review meetings to discuss the new requirements, defects, enhancements with Business owner, stakeholders and prioritized requirements.
* Contributed to the creation of Epics and Issues in Atlassian JIRA, reviewed work efforts, work estimates, story sizing and acceptance criteria for API consumption by front-end applications.
* Reviewed Functional Documents including Business Requirement Document (BRD), Functional Specification Document (FSD), Requirement Traceability Matrix (RTM), and maintained relationship with 3rd party vendors.
* Responsible for implementing Platform enhancements with design changes to APIs and web services layer.
* Subject Matter Expert and coordinated with Technical Architects and Integration Analysts to understand Pricing Information tools for Material details, Plant details, UOM Conversion etc., for the data flow into data warehouse.
* Worked with different teams to Create end-to-end user security for Price Lookup Project for Sales Reps, Marketers, Pricing Ops, Sales & Marketing Leaders in SAP ECC, DMr, Layer 7, Middle Layer, Salesforce and Vendavo
* Created and maintained **Training Documents, TIP sheets** for Price Lookup Tool and created Workflow and Case details for user-security in SAP and Salesforce.
* Conducted training sessions to QA and Testing leads throughout the globe, **trained SAP Workflow maintenance team** across the globe from 3M business partners.
* Trained Marketers, Sales Reps, Marketing & Sales Leaders, Pricing Ops, CRM Team, Sales Productivity Team, Inside Sales Reps Team, Top Management for **new Price Lookup Tool**
* Worked closely with CRM teams at the time of **Go-Live, managed production releases**.

**System Administrator**

* Managed record level security using the Org wide default settings, Role Hierarchy, Sharing Rules and Manual Sharing settings across 3M Sales and Marketing divisions.
* Created different sharing rules for Opportunities, Accounts, Cases and Communities based on the business requirements.
* Created **case assignment rules, Case escalation rules, Auto Lead Assignment rules** for Sales Ops Service team based on different user cases.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created **users, roles, territories, public groups and implemented role hierarchies, sharing rules** and record level permissions to provide shared access among different Sales Users, Sales & Marketing Leaders, Marketing Leaders users.
* Designed, and deployed the **Custom objects**, **Entity-Relationship data model**, **validation rules** on the objects and tabs. Created and Managed **Page layouts**, **Custom tabs**, Components to suit the needs of the business.
* Created **Rollup Summary** for the **Master Details Relationship** Objects on Currency, Number and Percentage Fields on **Standard and Custom Objects**. Used **Various Formula** Fields on different Objects as per the business requirements.
* Created and Managed **Picklist Values** and **Global Picklist** values on different Objects. Maintained the **Controlling and Dependent fields** as per the business requirements and used the **Formula** for the **default picklist value** selection.
* Created **business process**, **picklist values** and **record types** for different business divisions across **Americas, APAC,EMEA regions**.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Created various **Report using Report Builder** (Summary, Matrix, Tabular, Joined) and created & managed various Dashboards. Provided the visibility of Reports and Dashboards using role hierarchy, public groups, roles basis etc. on Reports & Dashboards folders to various Sales, Support team members. Used **Cross Object Filters, Bucket Lists and Filter Logic** on the Reports.

Environment**:** Vendavo, Salesforce CRM, Sales, Marketing, ITSM, HPSM, SAP Run, Material Management, Deal Management, Price Look-p, Office365, HP ALM/Quality Center, XSD, XML, JSON, ESB, UML, RUP, Agile, Atlassian JIRA, Confluence, PL/SQL, Oracle, SharePoint.

**ERICSSON: DALLAS, TX**

System Admin - Salesforce Aug 2016– Jan 2017

**Responsibilities**:

* Involved in End to end implementation of Salesforce projects including **high level Requirement, Functional specific requirements, Analysis, Design, Configuratio**n, Customization, User testing, Implementation and Administrative support.
* Created **Users, Profiles, Roles, Public groups** to provide access among and implemented Role hierarchies, sharing rules and Record level permissions to provide shared access among different users.
* Worked on **Record types** to fine tune pick list values and also display different page layouts, Mini page layouts, field dependencies, list views to display only necessary fields and queues.
* Worked on **Custom Object, Fields and customized Standard Objects** in Sales Cloud like Accounts, Contacts, Opportunities, Forecasts. Also implemented pick lists, Lookups, Junction objects, Master detail relationships.
* Created **workflow actions** for **related tasks, time-triggered tasks, Email alerts, Field updates** to implement business logic for Accounts, leads, opportunities and custom objects.
* Maintained **data cleanliness and accuracy** by adding custom validation rules, custom formulas, reports and dashboards.
* Extensively uploaded data using **APEX data loader** for Accounts, Contacts and other custom objects. Worked with Apex Data Loader tool to perform DML operation using CSV files.
* Designed various types of **Email templates in HTML** for auto response to customers and also worked on assignment rules, auto-response rules.
* Created **Features** and **User Stories** for the Developers for the Visual Page, Aura component development.
* Created **test scenarios** on Sandbox, created & migrated packages and between Sandboxes and Production environments to place **final implementations**.
* Extensively performed **unit, Integration, Regression, End-to-End**, **User acceptance testing (UAT), Go-Live and post go-live testing**.

**RELIANCE INFRASTRUCTURE LIMITED: MUMBAI, IN**

SAP Business Analyst Aug 2009 – Jan 2015

Reliance Infrastructure Limited is a Energy, Infrastructure, Power and Communications company with more than 10 power plants, 100 + electricity distribution centers, 3+ airport development projects, 50+ power distribution centers across India. I was working as the Business Analyst for their Energy and power domain and created US and Epics for the **SAP MM Procurement and Inventory Management Modules.**

**Responsibilities**

**SAP Business Analyst**

* Used Atlassian Jira to document Epics and User Stories and manage product backlog for SAP MM Procurement modeling framework, design and setting up of the SAP Procurement Modules at different power plant locations.
* Worked on **Inventory Management tool**, documented system workflows in User Stories and executed UAT test plans to ensure that system has no impact on feature deliverables.
* Created **process flow diagrams, data flow diagrams and UML models** using MS Vision and shared with project teams, conducted review sessions and used to elicit requirements for application modeling.
* Managed product backlog and spring backlog in Atlassian Jira, created Epics, documented User Stories, conducted backlog grooming sessions to gather estimates for Agile development.
* Coordinated with Scrum Product Owner and Scrum Master, worked on requirements prioritization, reviewed with PO and applied business estimates to User Stories, fit them into Sprints.
* Worked with **PO for Sprint Planning, documented User Stories** with summary, description and Acceptance Criteria and reviewed with delivery teams for Scope and estimates.
* Responsible for **Change Control Board meetings**, conducted **weekly CCB and business priorities on Change Requests**, documented User Stories and adjusted into sprints for development and testing.
* Reported on **track progress to senior management**, setup test environment and test data for **UAT**, worked with **QA teams to write Test Plans** from Use Cases and user journeys and workflow analysis.
* Worked with **SAP ABAP** team to build and deploy application code, manage hotfix release deployments, shared release notes and worked with the team to improve decision support.
* Prepared a strategy for mapping legacy accounts to SAP/GL, coordinated with SAP user groups on all charts of accounts mapping activities and delivered requirements changes to the web services team.
* Worked with Business and IT on setting up **Customer Master, Vendor Master, and Material Master, Pricing, Purchasing, Goods Movement and Invoice verification** and helped in the configuration of material listings and exclusions.
* **Reported to senior management on** project scope, product backlog status and burndown reports at every sprint review meetings, documented Change and managed updates to release plan.

Environment: SAP/R3, SAP MM MS Visio, UML, Office365, SharePoint, Atlassian Jira, Confluence, SQL, Oracle, JDE, Iterative Model, IT ServiceNow, Service Desk, Material Management.

**EDUCATION:**

Master’s in Information Systems –Campbellsville University - 2020 to 2022

Master’s in Management Systems – The University of Texas at Dallas - 2015 to 2017

Bachelor of Engineering in Electrical Engineering – Nagpur University - 2005 to 2009