LAVANYA RAVINDRAN

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**Professional Summary**

**TOTAL WORK EXPERIENCE : 12 years**

**RELEVANT WORK EXPERIENCE : SALESFORCE/ CONGA CPQ – 8 years**

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| **Professional Summary** | **Projects**  | **Extensive Knowledge on** | **Company and Location** |
| Conga SME CPQ and CLM | Booking.com Product | Conga CPQ and CLM , Soap Integration , Apex Rest Services, Salesforce to third party connections, Connect API, Chatter Integration, Xauthor Templates and Conga Product/pricing and Contract Managment | Booking.com/Banglore |
| Conga SME CPQ and Build | Jacob Douvwe Egberts | Conga CPQ, CLM , OM , Billing , CPQ Approvals ,Contracted Pricing , Deal Management / Maximiser, CLM Document Generation , LWC Customisations based on customer requirements in frontend, Apex, and Salesforce Configurations and Customisations | Accenture |
| Salesforce Conga CPQ | Spark NewZealand | Quote to Cash Flow , Price List, Matrix, Callbacks Optimisation ,Dimension,Constraint Rules, Product Attribute Rules , Validation Rules, X-Author Templates | Spark NewZealand(Auckland) |
| Salesforce CRM | Mobistar,British Telecom,MARS Chocolate/PetCare | Apex, VisualForce,Components Triggers,Test ClassesConfiguration and Custom Settings/Labels, VisualStrap, DataLoaderMigration,workflow and Approvals,Sales and Sevice Flow, Validation Rules, Reports and Dashboards | Tech Mahindra (Chennai) |
| Finacle | Axis Bank, Islamic Banking | HTML,CSS, SQL, Javascript, Finacle Scripting | Infosys Limited (Chennai) |

**Educational Summary**

• SSLC, HSC (Bio-Mathematics) from Balalok Matriculation Higher Secondary School,Chennai.

• SSLC (93%) and HSC (85%) state board examinations

• B.TECH(Information Technology) from MeenakshiSunderarajan Engineering College,Chennai.

• Aggregate in BTECH(79%).

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**Technical Skills**

Salesforce CRM : Apex, VisualForce, Triggers, Workflow, Approvals, Validation Rules, Reports& Dashboard, Data Loader ,

Conga CPQ ,CLM, OM , Billing : Product and Pricing , Quote to Cash Flow,Approvals , Price Rulesets, Deal maximiser, Guided Selling,Price Tiers and Ramps , Usage Based Pricing, PriceLists, Dimension, Matrix, Constraint Rules, Agreement, X-Author Templates, X-Author for Excel , Product Attribute Rules, Asset Pricing , Agreement LifeCycle Management , Order Management, Promotions and Incentive Management, Billing Management, Asset Management and Conversions , and Callback (Pricing,Adjustment,Validation, productFilter) customisations.

Designed and Developed end- to – end Quote to Cash module in LWC Customisation

**Certification**

Salesforce Developer (DEV 401),

Salesforce Administrator(ADM 201)

PD1 certified

Conga CPQ and Xauthor for Contracts Certified

**Working Experience**

**TOTAL WORK EXPERIENCE : 11 years 7 months**

Environment ​ ​ ​: ​Salesforce.com Conga CPQ,CLM

Language ​ ​ ​: ​SOAP, and Rest API Services, Connect API , Chatter, Conga CPQ and Conga CLM

Role ​ ​ ​ ​: ​Conga CPQ/CLM Build Lead

Duration ​ ​ ​: ​2023 Jan – present

Worked in Booking.com . Extensive Product and Pricing and Contract Management knowledge , and Worked in Callbacks

* Have provided complex solution for Connect API Integration, and Quote/Contracts Integration within the Booking brands like Agoda, Priceline
* Extensively used Rest and SOAP API services

**Worked in Accenture for 6 years as Team Lead and as Associate manager**

Environment ​ ​ ​: ​Salesforce.com Conga CPQ,CLM, OM

Language ​ ​ ​: ​LWC and Aura components, Price Lists , Dimensions, Matrixes, Incentives

Role ​ ​ ​ ​: ​Conga CPQ SME

Duration ​ ​ ​: ​2017 – 2023

Worked in Jacob Douwve Egberts for Conga Customisation and Build and also LWC Customisation of Replicating the Conga Cart for the Client

* Extensive Product and Pricing Knowledge, and Worked in Callbacks
* Have provided complex solution for SAP and Conga Integration
* Have worked in Conga Contract and Conga XAuthor for Excel for migration. Have created new apps using Xauthor tool for migration
* Have worked in LWC customization in JDE .

**Professional Experience:**

**Worked in GE and Tech Mahindra for below projects for 4 years**

Environment ​ ​ ​: ​Salesforce.com Conga CPQ

Language ​ ​ ​: ​Visual Force, Apex, Price Lists , Dimensions, Matrixes

Role ​ ​ ​ ​: ​Product Modeller

Duration ​ ​ ​: ​Feb 2016 – 2017

Domain ​ ​ ​: ​Sales

**Project Description:**

**Spark New Zealand** is a New Zealand-wide communications service provider, providing fixed line telephone services, a mobile network, an internet service provider, and a major ICT provider to NZ businesses. Spark is one of the largest companies by value on the [New Zealand Exchange](https://en.wikipedia.org/wiki/New_Zealand_Exchange_Ltd) (NZX). As of 2007, it was the 39th largest telecommunications company in the [OECD](https://en.wikipedia.org/wiki/OECD).[[2]](https://en.wikipedia.org/wiki/Spark_New_Zealand#cite_note-OECD-2) The company is part of [New Zealand Telecommunications Forum](https://en.wikipedia.org/wiki/New_Zealand_Telecommunications_Forum).

* Have been working as Product Modeller in Conga CPQ and Salesforce extensively in Sales Domain.
* Handled Quote to Cash Flow, Constraint Rules, Price Diensionsions and Matrix, X-Author Templates, Custom Apex Controllers.

Environment ​ ​ ​: ​Salesforce.com CRM, Conga CPQ

Language ​ ​ ​: ​Visual Force, Apex

Role ​ ​ ​ ​: ​Salesforce Developer

Duration ​ ​ ​: ​Jan 2015 – October 2015

Domain ​ ​ ​: ​Sales

**Project Description**

BT(British Telecom), is a British multinational telecommunications services company with operations in around 170

countries. Its BT Global Services division supplies telecoms services to corporate and government

customers worldwide, and its BT Consumer division supplies telephony, broadband, and subscription

television services in Great Britain. Our “Sales-360” Solution – which has now been branded as “Full-

Salesforce Certified” – impressed the BT guys, to provide us an opportunity in building a complete Sales

Platform for BT.

Primary Responsibilities:

Worked on

• VisualForcePages,StandardControllers,Custom Controllers, Test Classes to meet the Sales Flow

• Salesforce Standard Objects like Accounts, Contact, Leads, Opportunities, Quotes.

• Google API Reports,VisualForce Reports and other Standard Salesforce reporting tools

• Triggers, Validation Rules, Workflow and Approvals and Sharing Rules

• Worked on VisualStrap, HTML and Javascript

**Finacle Infosys**

**Worked in Infosys for 2+ years . Started my career in Infosys as fresher**

Environment ​ ​ ​: ​Finacle Banking CRM

Language ​ ​ ​: ​Javascript, SQL,HTML,Unix

Role ​ ​ ​ ​: ​Senior Software Developer

Domain ​ ​ ​: ​Service

Duration ​ ​ ​: ​Nov 2011 – May 2014

Project Description:

**Finacle** is a core banking product developed by Indian corporation Infosys that provides universal banking functionality to banks.Worked on Finacle Banking Solution for Axis Bank and IciciBanking.

Worked on :

* HTML, SQL, Javascript, Unix

**Personal Information:**

Name : Lavanya.R

Hobbies: Astrology , Cooking , Painting

Date of Birth : 19-Feb-1989

Nationality : Indian

Languages Known : English, Tamil.

 Regards

 Lavanya.R