**Pradeep Kumar**

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**SUMMARY:**

* **9+** **years** of professional IT experience and over **7+** **years** of strong experience in **Salesforce.com (SFDC)** as **Administrator/Developer** with **Salesforce** **University** **3x Certified professional**.
* Working on various phases of **Software development life cycle (SDLC)** including **Requirement** **gathering** and **Analysis**, **Development**, **Implementation**, **Deployment**, **Maintenance**.
* Worked on projects implementation using software development methodologies like **Agile** and **Scrum** **Methodologies**.
* Professional Experienced in **administration**, **development**, **configuration**, and **Implementation** of Salesforce.
* Experience with Salesforce **Sales Cloud**, **Service Cloud**, **Community Cloud,** and **Insurance** for **Financial** **Service Cloud**.
* Extensive experience in **Salesforce CPQ** with strong emphasis on configurators, product rules, pricing rules and advanced approvals.
* Extensive experience in working with **CPQ** objects like **Quote, Quoteline, Order, Order Product, Subscription**, **Asset, Contract** etc.
* Extensive experience in creating **Custom objects, Custom fields, Page layouts, Validation Rules, Custom Tabs, Report folders**, Report extractions to various formats and Email Generation as per the project requirements.
* Strong experience in generating **Salesforce Reports and Dashboards.**
* Experience in implementing **the Many-to-many, Look-up, Master-Detail relationships** and automating the business Processes using **Approval Process, Workflows, Process Builder, Lightning Flow Builder, Escalation Rules and Auto-Response Rules.**
* Strong hands-on experience with Salesforce Security setup using **Profiles, Permission Sets, Role Hierarchy and Sharing Rules.**
* Proficient in Data Migration from Traditional Applications to Salesforce Using **Data Loader, Import Wizard, Workbench, etc.**
* Experience in managing **Sandbox and Production** environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using **ANT migration Tool and Change set.**

**Technical Skills:**

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| **CRM** | Salesforce.com |
| **Salesforce Technologies** | Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, Aura Framework, Lightning pages (Pages, Component & Controllers), Lightning Web Components (LWC), Workflow & Approvals, Dashboards, Case Management Automation, Custom Objects, Sandbox development and Testing. |
| **Salesforce Tools** | Apex Data loader, GitHub, Eclipse IDE Plug-in, Force.com, Eclipse, Apex Explorer, Offline Edition, App Exchange SSO, Command Line Data Loader, Lightning Controllers, Force.com Platform (Sandbox, and Production). |
| **Languages**  | Apex, Java |
| **Web Technologies** | HTML, CSS, Java Script |
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| **SDLC** | Agile methodology / Scrum, Waterfall methodology |
| **Operating Systems** | Windows 10/8/Vista/7/XP, LINUX, Mac OS |

**Education:**

**Master’s** – University of Central Missouri, Kansas, Missouri

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified CPQ Specialist

**Professional Experience:**

**Zscaler, CA July 2022 – Present
Salesforce CPQ Solution Architect**

**Responsibilities:**

* Supported relevant documentation: business requirement document (BRD), functional requirements document (FRD), UML diagrams - use cases, sequence diagrams, process flow charts, and prototypes
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Wrote several complex SOQL, SOSL queries across multiple objects within the SFDC Database.
* Performed CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Built CPQ Quoting & Product Configuration and pricing for Cox Auto Media Sales. Cox Auto has a large family of products with many dependent components and added products at individual SKU level.
* Built several price rules to build the discounting logic and reduce the complexity of the existing process.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Worked on various Salesforce objects link Accounts, Contacts, Opportunities, Cases, Quote Line, Quote, Product, Subscription, Order, Order Product etc.
* Designed and developed several triggers as part of application development.
* Migrated applications from Sandbox to various other environments including production using Copado.
* Created and maintained of reports to support the business in both SalesForce and CPQ

**Environment:** Saleforce.com platform, Apex, Lightning Application, Visual Force, Data Loader, SOQL, SOSL, Apex Triggers, Workflow rules, Dashboards, Reports, Custom Tabs, Email Templates, HTML, Java Script, Eclipse IDE

 **Samsung, NJ July 17 – July 2022**

**Salesforce CPQ Specialist**

* Interacted with business users for requirements gathering, analysis, design and development.
* Worked on CPQ managed Package by creating Price Rules, Product Bundling, Quotes and Quote Templates.
* Good Hands-on Experience on Term based, and Master Evergreen based Renewal Contracts.
* Created Price Rules using Lookup Tables and Summary Variables.
* Created Advance Approvals, Dynamic Approvals, and Smart Approvals from Scratch.
* Used SOQL, and SOSL relationship queries to retrieve data from salesforce and following best practices to optimize data retrieval.
* Created relationships among objects using Lookup, Master-detail, and Junction Objects relationships.
* Worked on CPQ managed Package by creating Price Rules, Product Bundling, Quotes and Quote Templates.
* Hands on experience with CPQ Advance approval process that has dynamic approvers.
* Created Price Rules, Price Actions, Product rules, Custom Actions, Discount Tiers and Discount schedules.
* Hands on experience in troubleshooting the CPQ Quote to order to contract to subscription
* Created CPQ quote templates with Template Sections that contain dynamic filters.
* Worked on CPQ production support having 1500+ users
* Hands on Experience on Sales Cloud, Service Cloud and Marketing Cloud.
* **Environment:** Saleforce.com platform, Apex, Lightning Application, Visual Force, Data Loader, SOQL, SOSL, Apex Triggers, Workflow rules, Dashboards, Reports, Custom Tabs, Email Templates, HTML, Java Script, Eclipse IDE.

**Woodforest National Bank, TX August 2016 – July 2017**

**Salesforce/ Ncino Administrator**

**Responsibilities:**

* Involved and interacted with various business sales and marketing for gathering the requirements for CRM implementation and project estimation timelines on regular basis.
* Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed workflow rules for various tasks and Email alerts as per the requirement.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Customized tab worked with various standard objects like Accounts, Contacts, Leads and Opportunities.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Hands on experience in Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.

**Environment:** Saleforce.com platform, Apex, Lightning Application, Visual Force, Data Loader, SOQL, SOSL, Apex Triggers, Workflow rules, Dashboards, Reports, Custom Tabs, Email Templates, HTML, Java Script, Eclipse IDE.

**CDOT, Bangalore June 2013 – May 2015**

**Salesforce Administrator**

**Responsibilities:**

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Created different workflow rules and Approvals, Email Templates to run the Assignment rules.
* Worked on Point and Click development.
* Worked on SFDC implementation related to Sales Cloud.
* Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.
* Developed design document for data loader-based integration.
* Designed, developed and deployed Apex Classes, Triggers, and packages for various functional needs in the application.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Embedded Lightning Components in Visual force page by using new Lightning Out feature by event driven programming.
* Built reusable UI components and pages with the lightning component framework.
* Integrated the SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Developed and configured various Reports for different user profiles based on the need in the organization.

**Environment:** Force.com Platform, VS Code, Jira, GIT, Jenkins, Force.com IDE, Standard Objects, Custom Objects, Custom Fields, Lookup Relationship, Master-Detail Relationship, List Views, Sharing Rules, Profiles, Users, Public Groups, Permission Sets, SOQL, SOSL, Record Types, SOAP, REST, Page Layouts, Validation Rules, Reports, Dashboards, Apex Data Loader, Workflows and Approval process, data loader.