**OVERVIEW**

* Working for about 3+ years on the Salesforce Enterprise Platform entailing Sales Cloud, Service Cloud, Salesforce CPQ and Force.com platform
* Worked as part of foundation, development, support, and data migration teams
* Well versed with the salesforce platform configurations around Security Setup (Profiles, User Setup, Permission Sets, Roles and OWD)
* Familiar with configuration such as customizing standard objects, creating custom objects, fields, validation rules, and business process automation such as process builder, automated flows, data management (uploads), email templates, folder management, and public groups, as well as other configuration items etc.
* Good interpersonal skills, committed, result oriented, hard working with a zeal to learn new technologies.
* Very familiar with Salesforce CPQ Configuration end to end and hands on in setting up Renewal and Amendments, flows as well.
* Familiar with LWC and Apex development and have delivered multiple projects on the platform.
* Familiar with Agile methodology of project execution and knowledgeable of the end-to-end IT projects SDLC
* Worked as part of foundation, development, support and data migration teams
* Hands on in configuring products, features, bundles, product rules to handle dynamic scenarios of prod configuration
* Setting up price waterfall for quotation, custom pricing calculation via price rules etc.

EDUCATION

**Bachelor of Engineering** from **National Institute of Technology DURGAPUR**

EXPERIENCE

**J.D. Power**

**Role: Salesforce CPQ Developer Developer (**Duration: ~ 9 months)

J.D. Poweris a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modelling capabilities to understand consumer behaviour, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

**Responsibilities**:

* Handle service tickets. Resolve daily generated user’s errors like quote template document do not render related link to record when quote is submitted for approval, User unable to generate contract on order for certain product.
* Move depreciating automation processes to latest one. Convert previous automation like Workflow rules, Process builder to Flow builder.
* Automation to handle sunset of product. When certain product is deprecated and no longer to be sold by business those products will be visible for quotation.
* Address associated to Account deduplication. Redesign the Account associated address and their master address to prevent duplication of address.

**J.D. Power**

**Role: Senior Developer (**Duration: ~ 8 months)

J.D. Poweris a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modelling capabilities to understand consumer behaviour, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

**Responsibilities**:

It’s a maintenance project in which we changed the product configuration with the changing parameters. Classified products based on different regions, pricing in different currencies, approval process and integration with billing system. And account deduplication using different tools like ring lead cloudingo.

* Build LWC. Create custom Submit for approval feature to capture future validation and display refined user-friendly error message.
* Trigger Framework setup. Transform current deployed trigger to trigger framework.
* Redesign Visualforce component to LWC. Transform existing all lightning component to lightning web components.

**ISUZU Motors Ltd.**

**Role: Salesforce Developer** (Duration: 5 Months)

Isuzu Motors Limited, Japan - headquartered in Tokyo, is a global manufacturer of light, medium and heavy commercial vehicles, utility vehicles, and diesel engines. The company has operations in over 25 countries, selling in more than 100 countries worldwide. The company currently sells its feature-loaded SUV in the country - the MU-X. The company has also built the country’s first adventure utility vehicle, the D-Max V-Cross.

**Responsibilities:**

* Worked on the Sales Cloud implementation in configuring Opportunity, Account, Contact, Pipeline management etc
* Worked on product analysis and setting up bundles etc for the products and custom pricing functionality
* Participated in sprint planning and grooming sessions in the agile methodology
* Been part of gathering requirements for security and prepared security matrix
* Worked on configuration workbook for products and price books in salesforce CPQ
* Created Price rules to achieve custom functionality of pricing as required to achieve dealer and retail sales.
* Created Quote template with the template Content and sections to generate Quote Document on the quote.
* Worked on quote document generation using out of box functionality

**Bambu**  
**Role: Salesforce Developer** (Duration: ~ 6 months)

Bambu is a leading global digital wealth technology provider for financial institutions. As part of the Salesforce implementation Bambu, integrations were done with their financial system. Majorly the project was around REST API integrations.

**Responsibilities:**

* Understanding the customer sales process, conducting requirement workshops with the team, and understanding pain points
* Worked with the Technical Architect to understand the requirement and worked alongside to implement the solution and do POC where needed
* Worked with customers in designing and implementing 4 REST API integrations around customer requests to Bambu endpoint
* Creating Aura and Lightning Web Component (LWC) for the UI to showcase the customer REST options that can be sent to Bambu backend systems
* Systematically show user elegant messages for error handling
* Follow Salesforce best practices and implement trigger framework as well.
* Wrote Test classes as per the best practices and coding standards to cover more than 95% of coverage and perform deployment to various environments using change management tools.
* Designed the LWC UI Components and the REST Class callouts from the UI component on demand.

**ATCO Project**

**Role: Salesforce Developer**  (Duration: 3 Months)

ATCO is a Canadian Business providing services in both commodity and non-commodity services. The current project is Sales Cloud, Service Cloud and CPQ + Billing Implementation of ATCO Rumi, a new consumer-based services for individuals and family homes that is being introduced by ATCO.

**Responsibilities:**

* Setup **Web to Case** form for ATCO Rumi services such as home cleaning, plumbing etc.to enable the customer service team to handle client requests
* Setup Case object **Record Types** for each type of Rumi Service Request that came in through website
* Setup Page Layouts, Case Queues for each type of RUMI Services so the case is redirected to the right team
* Automatically assigning the Case Owner to the right Team (Queues) via process automation
* Solutioning of entirely new non-commodity products and SMB products on CPQ
* Configuring each product around 500+ in Salesforce along with price books and bundling structures etc.
* Designed the Financing Model/Amortization modeling for bigger ticket home goods/products such as laptops, solar heaters, refrigerators etc.
* Setup the entire Quoting process in Salesforce CPQ based on custom pricing based on the validity of Quote Start Date and amortization schedule.

**KGO Group, ON, Canada**

**Role: Sales Cloud + CPQ Developer** (Duration: ~ 8 months)

KGO Group Ltd. is an experienced developer and distributor of unique, high-quality engineered equipment, fabricated systems, and controls for industrial and municipal applications. We offer a complete range of chemical metering, blending, mixing, pump, and filtration systems – all backed by the highest levels of technical service and support.

**Responsibilities:**

* Understanding the customer sales process, conducting requirement workshop with the team and understanding pain points
* Setup the entire Lead Management end to end from customizing the Lead Stages, setting up auto-response rules to send out a mail to the customer that the lead is captured
* Preparing reports on Lead conversion per Sales Rep, leads by region etc. and created a dashboard for the Sales Reps to go through in their daily morning sales call
* Understand their Opportunity Management and customize the opportunity stages with probability
* Create an escalation path of the Opportunity is not closed by the close date and keep the Sales Manager posted via email notification that the team missed some deal closure.
* Help Sales Reps be on track while closing the Opportunities by enabling them to setup reminder tasks etc.
* Created Pipeline management dashboard for the Sales Team (including manager, sales reps) to keep track of high value deals and plan selling strategy
* Implemented end to end CPQ process from product configuration, bundling, pricing and volumetric discounts etc.
* Implemented quote document generation and discount approvals for additional discounting
* Post Quote Document generation customer acceptance and automated Order generation and contract generation via process automation
* Enabled automatic renewal process with uplift using process automations
* Looked into any platform issues like governor limits and designed an application that is clean and bug free.

ADDITIONAL

**Certifications:**

* Salesforce CPQ Certified Consultant
* Salesforce Associate Certified