RADHE SHYAM

Salesforce Technical Lead/SF CPQ /Apttus CPQ, CLM Consultant

Email ID: radhe636@gmail.com

Mob: +91 8574715370

PROFESSIONAL SUMMARY (5.5 Years' Experience)

"Greeting of the Day!!!
I am serving Kloudrac Software as a Tech Tem Lead. In last 5.0 Years' time span I have gone through 2 Communities, 1 SF CPQ and 4 Major Apttus CPQ implementations, 10+ Salesforce implementations, 5+ Quick POCs on SFDC."

- Strong experience on Salesforce Sales and service cloud with service console implementation.
- Hands on Experience on Salesforce CPQ (Steel Brick CPQ)
- Implementation Knowledge of CPQ projects.
- Good Experience on Apttus CLM, Apttus CPQ implementations for different clients
- Strong Implementation Knowledge of Salesforce Communities, Portals for End Customers and Partners.
- Good Experience of Apttus Billing, Apttus Revenue Recognition, Apttus Advance Workflows
- Strong knowledge of Sales Cloud, Service Cloud and Working knowledge of Salesforce Communities and Portals.
- Working experience on Salesforce Lightening as well, working on Lighting Communities.
- Hands on Experience on Salesforce/Apttus End to End implementations.
- Hands on experience on SFDC Development –Apex, Visual force, triggers, custom logics, Apttus Custom Callbacks
- Hands on Experience to Develop the Application for AppExchange
- Hands on experience on Integrations with 3rd party system, REST, SOAP, Tooling API, Metadata APIs.
- Hands on experience on Salesforce Administrative part – Configuration, Securities, and Data Migrations etc.
- Good Knowledge of SDLC, Agile Methodologies of project implementations, worked on JIRA for project progress tracking.
- Articulate APTTUS core CPQ capabilities, Foundation concepts of Products, Pricing, Categories, Advanced concepts of product selection and pricing scenarios, also categories, Price List, Products and Selection, Bundles, Options and Option Groups, Product Selection using Constraint Rules, Deal Guidance (Installing, Deal Guidance Rules, Deal Guidance Dimensions, Deal Guidance Dimensions Sets) and Attributes and Pricing Extensions (Price Dimensions, Price Matrices and Price Rule sets).
- Strong in Apttus managed package configuration and administration, like Apttus Quote to Cash, Sales Cloud and Force.com, and mostly with CPQ part and good understanding with CLM, X-Author.
- Expert in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
- Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricing functionality using Workflow ,APTTUS Approval Process, APEX, Visual Force and APTTUS Pricing Callback Class.
- Configure Products (Standalone/Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, and Attributes.
- Developed Quote Documents using X-AUTHOR for Word, also developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API's, APEX, Visual Force and Trigger.
- Good with Apex, SOQL, XML, JSON, JavaScript, Apex Classes, Controllers, Triggers, Visual force. Migration Tool, Web Services (REST/WSDL/XML), Data Loader, Excel Connector, Demand Tools, Force.com IDE Eclipse, managed, unmanaged packages, Conga Composer.

TECHNICAL SKILLSET

SFDC Lightening:

Lightning Events, Components, Home Page Components, lightning tables components for community, Bundle, Apps, Helper, Controller, Client side and server side controller functionalities, lightning Web Components.

Salesforce CPQ: Product, Pricing, Discount Rules, Discount Schedules, Templates.

Apttus (Quote to Cash): CPQ, CLM, Billing, Revenue Recognition, Deal Maximization, Advance Workflows

SFDC Development:

Apps for AppExchange, Develop, Migration, Packaging, Integrations, Apex classes, controllers and extensions, Apex Triggers, Visual Force Pages, SOQL, SOSL, Workflows and Approvals, Case management Automation, Batch Classes, Asynchronous Apex, REST API.

SFDC Admin:

Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions, Record Type, Email Administration, Formulas, AppExchange

SFDC Tools and Apps:

HubSpot, Conga Composer, DocuSign, Apttus X-Author Contract, Data Loader, Workbench, Force.com IDE(Eclipse), Jitter Bit Data loader, Atlassian JIRA and Confluence, Good in Outlook, Excel formula based sheets, Word Documentation, Power Point Presentations

EDUCATION

Full Time M.C.A. from Harcourt Butler Technological Institute – Kanpur (June 2014)

PORTFOLIO(s) and ACTIVITIES (Click on Icons)

APTTUS CPQ	Active blogger on Apttus Content, providing the technical details in blogs so that others can learn. (Let's Apttus)	in	www
salesforce SATURDAY	Active member of #SalesforceSaturday event. Delivered couple of sessions on Apttus CPQ.	▶	🐦

CERTIFICATION
Salesforce Platform Developer 1 – Expired
Salesforce Administrator - Active
Apttus Quote-to-Cash online certificate

PROFESSIONAL EXPERIENCE

Kloudrac Softwares Pvt. Ltd. (Noida – India)   Nov-2014 – Till Date

Current Project 5: Communities for Salesforce CPQ
Role: Technical Consultant and Lightning Developer
(Sr. Salesforce Developer)
Project: USA Client – Salesforce Partner Community for Quoting Process.
Description:

This client have the different end customer and partners with whom client want to build a platform where the business can be done without giving the SFDC license.

All the processing of quotes will be done on Community only. Community users are partners and customers.
They have Resellers and Partners which would need Apttus Access and would need Partner Community Licenses.

So we are working on Partner and Customer communities to enable the Apttus for all end customer and partners

Responsibilities
- Leading the team working on Lightning.
- Responsible for attending daily scrum meetings and preparing understanding documents as per requirements.
- Performing the roles for Salesforce.com on Admin, Development, Deployment and Testing in the organization.
- Looking all the Apttus functionalities to be enabled on Community
- Designing the different lightning components for SFDC lightning community.
- Building the schema and data modeling for full end to end implementation.
- Managing the Accounts, Contacts, Opportunity, Quote/Proposals, Orders, Case and other objects data on Community for Business Partners and Resellers.

Project 4: Apttus Implementation for Top MNC (For its Customer and Partners – Lightning Communities)
Role: Technical Consultant (Sr. Apttus/Salesforce Developer)
Client: USA Client dealing in Selling Services via their Partners.
Description:

This client's data is coming from a website where customer place the order. This order get captured in Salesforce to create the quotes. This quoting process is done through Apttus CPQ Tool. Before finalizing the quotation, Apttus Agreement also need to be signed, then only customer will get the service.
The Billing Location is different from the Shipping location where service need to be delivered. This client is dealing with different geo-location based customer all over the globe. So here all things managed using the multicurrency feature of Salesforce and by defining the pricing in different currencies.

Responsibilities:
- Responsible for attending daily scrum meetings and preparing understanding documents as per requirements.
- Performing the roles for Salesforce.com on Admin, Development, Deployment and Testing in the organization.
- Created multiple sand boxes for project implementation and manage the deployments for different environments.
- Setup all configuration in Apttus CPQ, CLM
- Involving for Accounts, Contacts, Opportunities, and Products, Price books, Cases, Leads, Campaigns, Forecasting, Reports, Dashboards and SOQL/SOSL queries.
- Working in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
- To do Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricing functionality using Workflow, APEX, Visual Force and APTTUS Pricing Callback Class.
- Configure Products (Standalone/Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, and Attributes.
- Deal Guidance (Installing, Deal Guidance Rules, Deal Guidance Dimensions, Deal Guidance Dimensions Sets)
- Developed Quote Documents using X-AUTHOR for Word, also developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API's, APEX, Visual Force and Trigger.

- Support Salesforce.com with APEX API, APEX Triggers and solid understanding of Apex classes.
- Maintain user accounts, roles, and profiles in the Salesforce.com application, also clean and current data in the Salesforce.com application. Customize Salesforce.com fields, page layouts, record types, profiles, and roles. Formatting and scrubbing of raw data and uploading into Salesforce.com.

Project 3: Apttus implementation for USA Leading Real Estate investment Trust.
Role: Technical Consultant (Sr. Apttus/Salesforce Developer)
Description:

This is a project where client sell out their data centers to different customers like Facebook, Google. Client used to create a quotation for their product and service and use to send its customer. All these activities are being performed in standard Salesforce quote which is not handle to complex price calculation. So, client now moving on Apttus CPQ tool which is mastered to perform all such kind of activities like create quote, apply discounts and other price calculation. We are developing and migrating the Salesforce quote process to Apttus CPQ.

After implementation of CPQ, we have gone through the implementation of Billing and Revenue Recognition, on Apttus Intelligent Cloud, powered by Salesforce.

Responsibilities
- Involved in Architecture level design
- Setup all configuration in Apttus CPQ, CLM, Billing and Revenue Recognition
- Developed the templates using X-Author
- Bulk Data migration from one org to another
- Working in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
- To do Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricing functionality using Workflow ,APTTUS Approval Process, APEX, Visual Force and APTTUS Pricing Callback Class.
- Configure Products (Standalone/Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, and Attributes.
- Developed Quote Documents using X-AUTHOR for Word, also developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API's, APEX, Visual Force and Trigger.

Project - 2: Apttus implementation for Cyber Security Provider.
Client: A Leading Antivirus and Cyber Security Solution Provider (USA)
Role: Apttus/Salesforce Developer
Description:

This client provides cyber security solutions for both businesses and consumers. It helps businesses orchestrate cyber environments that are truly integrated, where protection, detection, and correction of security threats happen simultaneously and collaboratively.

This client is now using Apttus for its quotation and billing collection.
During Apttus implementation for them, here are the different implementation which I did:
- Apttus Product Setup
- Apttus Pricing setup with Price dimension, price matrix.
- Numerical Expression to calculate the conditional Values
- Rebates and Incentives(Promotions and Coupons)
- Apttus Constraints Rules
- Cart and Categories Setup
- Custom Callback classes
- Designed the templates using X-Author
- Involved in creating validation rules
- Defined Attributes based Configuration
- Enables the Billing Module for Invoicing and Collections
- All kind of customization related to Trigger, VF and apex classes.
- Worked on Apttus X Author Excel to migrate the data between orgs.

Project 1: Scale Business Implementation
Client: USA Based
Role: Technical Consultant (Apttus/Salesforce Developer)
Responsibilities
- Doing all Apttus level configuration like product/price setup, constraints rules, Numerical Expressions, Attribute Groups, price rule set, Products filters and maintain the cart flow and other stuff, complete flow for CPQ.
- Created Profiles and Roles based on Organizational role hierarchy, Queues, OWD's Sharing rules, implemented Record level and Field level security and configured their sharing settings.

- Experience working on Standard objects and custom objects creation
- Created Custom formulas, Validation rules, Approval processes, Workflows, Custom Report, Page layouts.
- Support knowledge in Apex classes, Triggers and Scheduled jobs
- Migrated of data from one sandbox to other sandboxes and into Production through Change sets.
- Created various custom Reports and Dashboards as per the Business/customer requirements.
- Worked with functional, business leads to transform and develop new requirements into design and implementation of Community portal and Visual force pages
- Worked with Salesforce.com support and handled the support cases with the support team.

Other Salesforce Implementations
1. Salesforce Customer Portal implementation
2. Email Services based SR Application
3. PS Project –Mapping of Smartsheet to Salesforce
4. Salesforce to SMS integration
5. Salesforce to Salesforce Integration
6. Salesforce to Netsuite Integration
7. Salesforce to Dell Boomi Integration
8. Salesforce to Hubspot Integration
9. Interview Application
10. 360* PrintView Application – Live on AppExchange
11. Chatter Auto Follow Application – Managed Application
12. Partner Registration and Approvals from Client's commercial website – Site.com Implementation
13. Custom Setup audit Trail Application – Live on AppExchange

Environment: Salesforce