**RITHVIK. K**   

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***Salesforce Developer /Apttus CPQ/CLM Developer***

**PROFESSIONAL SUMMARY**

* Around 5+ years of Experience in the IT sector with 2 years of experience in **Apttus Configure Price Quote (CPQ)**, **Contract Life Cycle Management (CLM)** 2 years of experience in **SFDC platform**.
* Good experience with Configuration, Development and Testing of **Apttus Quote to Cash** Business Process.
* **Certified Apttus CPQ** Professional with extensive knowledge on CPQ, **Contract management**.
* Strong domain expertise in building and designing **CPQ** and **Quote-To-Cash solutions** in **Apttus.**
* Good Experience with **Configuration, Customization, Development and Support** experience on Salesfor.com platform.
* Expertise in Apttus Quote to Cash (CPQ, CLM) and salesforce CPQ.
* Experience to build quotes based on **product** **structures** and generate **proposals** for customers.
* Experience in creating **Custom Objects, Tabs, Fields, Formula fields, Validation Rules, Reports, Workflows, Process Builder** for automated alerts, fields updates and Email generation according to the requirements.
* Proficient in dealing with the functionalities related to the **Service cloud and Sales cloud**.
* Thorough knowledge in the **security** and **sharing model** which is used to finely control the user’s access to different data.
* Experience in developing **Apex Classes, Controller Classes, Apex Triggers** and on Force.com platform to customize application according to functional needs.
* Good knowledge in implementing various advanced fields like **Pick lists**, **Custom Formula Fields**, **Many to Many Relationships, Lookups** and **Master-Detail relationships**.
* Experience in development of **Visual Force** pages using **Force.com sites, Apex Classes, HTML, CSS** and **JavaScript.**
* Experience in implementing **Security and Sharing Rules** at object, field, and record level for different users at different levels of organization. Also created various **Profiles** and configured the **Permissions** based on the organizational hierarchy.
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Experience with **Requirement Analysis, Business Process Documentation**.
* Implemented and delivered projects under **Agile Development Environment** and Test-Driven Environments with large and small Team Projects.
* Excellent **Analytical, De-bugging and Documentation skills**.
* Capable of rapidly learning new technologies, processes and successfully apply them to projects and operations.
* Experience in providing Production Support, analyzing the cause and fixing it.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Platform** | Workflows & Approvals, Report & Dashboards, Custom Objects, Custom Tabs, Fields, Email Services, Workflow, process Builder, Security Controls Apex Language, Classes, Triggers, SOQL, SOSL, Visualforce (Pages, Components and Controllers). |
| **Salesforce Tools** | Force.com Eclipse ide Plug-in, WorkBench, Force.com Data loader, Force.com Platform (Sandbox and Production), Force.com Migration Tool. |
| **Apttus Technologies** | Apttus CPQ, CLM, X-Author For Word, X-Author for Excel, Docusign for Apttus, Adobe sign. |
| **Apttus functionalities** | IWA Approvals, Agreement rules, Query Templates, Agreement protection, Document version details, Agreement protection, Templates & Clauses, Wizard. |
| **Conga Tools** | Conga Composer, Conga Contracts. Docusign integration. |
| **Operating Systems** | Windows, Macintosh, LINUX. |
| **Languages/Web Technologies** | Apex, Java, HTML5, CSS, JavaScript, Bootstrap, JQuery, XML. |

**PROFESSIONAL CERTIFICATIONS:**

* **Certified Apttus Quote-To-Cash**
* **Certified Salesforce Administrator**
* **Certified Salesforce Platform Developer 1**
* **Certified Apttus CLM**

**WORK EXPERIENCE:**

**Everi Holdings  
Las Vegas, NV August 2019 – present**

**Salesforce/ Apttus technical Consultant**

* Involved in Implementation and configuration of **Apttus** **CLM** project on Salesforce platform.
* Implemented **Apttus** **CLM** and **IWA** **Approvals** for Internal and external voting.
* New Salesforce organization configured a Dashboard for user with different Lightning components.
* Working with product managers and business analysts to understand business needs and recommend technical approaches.
* Worked extensively on X**-author** for word and designed and migrated Templates via X-author template migration Manager.
* Configured **Custom setting, comply system properties, Comply approval system properties.**
* Worked on **Agreement** **lock** functionality and built **Admin** **tab** configuration on **Apttus** Side **Merge** **server** related inputs.
* Configure **Agreement** **Rules**, **Query** **templates**, **Agreement** **Line** **items**.
* Provide access and training on **X-author** word usage for End- user.
* Revision control, **continuous** **integration**, and repository best practices. Used **Git**, feature-branching.
* The ability to communicate clearly in written documentation about desired functionality, technical design decisions, or application features.
* Used ANT tool for migration for different Environments.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Developed and configured **Reports, Dashboards** and Report Folders for profiles based on requirement of organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Developed interest plan template and automated outbound events using **Apex Classes, Controller Classes** and **Apex Triggers** in accordance with the Governor limits for various functional needs in the application.
* Experience in working with **Salesforce.com Sandbox** and production environments.
* Interacted and communicated with sales operation team, product management team and other stakeholders to gather the requirements.

**Environment:** Salesforce.com - Sales Cloud, Service Cloud, Apex, Lightning Component, Triggers, Validation rules, Process Builder, Develop, Migration, DocuSign, Workflows & Notifications, Wizard, Templates & Clauses, Reports & Dashboards

**Coca-Cola, GA Dec 2018 – Jun 2019**

**Salesforce/CLM/ CPQ developer**

* Involved in Implementation and configuration of Apttus CLM project on Salesforce platform.
* Configured new solutions in CLM, **Advanced Approvals** and other Apttus Products.
* Created **Queues, Public Groups** and **Email Templates.**
* Designed and developed **Community Portal** for External user.
* Developed sharing criteria for Community user via sharing setting with C+ licenses.
* Implemented Apttus CLM and IWA Approvals for Internal and external voting system.
* Configured a Dashboard for user with different Lightning components.
* Implemented In customization of **Constraint Rules-Inclusion rules, Recommendation rules & Replacement** rules based on Design documentation.
* Designed and developed on complex requirements-**Dynamic Bundle discounts**, **Overlap discounts.**
* Implemented various callbacks (**Pricing callback, Validation callback, Product Filter Callback**) to meet the requirements of the customers.
* Implemented approval process for parent and child object by Creating **templates**, **approval** **processes**, **approval** **rules** and defined **approval** **actions** on them to automate the process.
* Configure Apttus CPQ (Products, Pricelist & Pricelist Items and other rules).
* Integrate with external systems to get the legacy data as well to keep both systems in sync.
* **Callbacks (Pricing Callback, Validation Callback, Action Callback)** to meet complex scenarios.
* Configure **Products**, **Pricing**, **Constraint** **rules**, **Attribute** **Rule**.
* Worked on **Quote collaboratio**n where multiple users can work on different parts of the quote simultaneously and merge the data and also finalize in a single quote. Set-up email templates for the same.
* Implemented functionalities like Cloning existing quote, Quick Quotes, Favorite configurations for bundles.
* Designed Templates using the **X-Author for word.**
* Worked on **Proposal generation** where compelling proposals from templates have been generated.

**Environment:** Salesforce.com - Sales Cloud, Service Cloud, Apex, Triggers, Validation rules, Process Builder, Develop, Migration, DocuSign, Workflows & Notifications, Wizard, Templates & Clauses, Reports & Dashboards.

**Stericycle, IL (Deloitte Contractor) August 2018 – Nov2018**

**Salesforce/CLM Consultant**

* Worked closely with business partners to realize the full capabilities of Salesforce.com CRM.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Integrating AppExchange tool Conga with salesforce. Implemented and rolled out Conga tool to production for generating business contracts.
* Build custom conga templates in word using Conga Composer. Developed these templates for email to merge fields from salesforce custom fields to word documents.
* Interacted with various business user groups, performed detailed analysis of business (BSR), user requirements (USR) and functional requirements (FSR), and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Integrated salesforce with DocuSign for secure signing of documents and created Templates, and integrating with Salesforce
* Performed data migration into salesforce application using apex data loader through CSV files.
* Developed and maintained SFDC analytical reports and dashboards for management review. Mapped these reports on to the conga builder.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also, created junction objects to establish connectivity among objects. Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic
* Experience in developing Salesforce.com custom objects and work-flow business rules.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. Developed and configured various custom reports and report folders for different user profiles.

**Environment**: Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Conga Composer, DocuSign, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls

**Cloudflare, CA (Deloitte Contractor) April 2018 - August 2018**

**Salesforce/Apttus CLM Developer**

* Involved in Implementation and configuration of Apttus CLM project on Salesforce platform.
* Responsible for package installation and setup of **Apttus CLM X- Author**, **DocuSign**, **Apttus approvals**.
* Responsible for creating different Profiles assigned users, Legal, Finance, Infrastructure, IT, Marketing, Sales.
* Configured Workflows & Notifications, Approval Process, Email Templates, Agreement rules, Agreement Protection, Agreement Document Output Format, Admin Setup, Wizard, Templates & Clauses, Reports & Dashboards, Page Layouts, Record Types, Validation Rules, Custom fields & Buttons, Validated Testcases, Inbound and Outbound Changes Sets.
* Implemented **Field Level Security** for sensitive data holder Fields.
* Created **Queues, Public Groups** and **Email Templates**.
* Configured new solutions in CLM, **Advanced Approvals** and other Apttus Products.
* Managing full life cycle of a project including the requirements gathering, feasibility study, functional consulting, estimating Level of Effort, change management and solution delivery
* Simultaneously working on different customized implementations of CLM and providing consultation on improving their existing business processes.
* Creating/ Editing **X-author templates** and **clauses** with conditions.
* Configured redlining process with **X- Author Word** for legal department.

**Environment:** Salesforce.com - Sales Cloud, Service Cloud, Apex, Triggers, Validation rules, Process Builder, Develop, Migration, DocuSign, Workflows & Notifications, Wizard, Templates & Clauses, Reports & Dashboards.

**Standav Corp- Santa Clara, CA Aug 2016 – Jan 2018**

**Salesforce/Apttus CPQ Developer**

* Responsible for maintenance of Product workbook, Pricing workbook and make sure that accurate data collected from the customer
* Responsible for configuration on **Product** and **Pricing data** into Salesforce
* Implemented **CPQ configurations** to easy sales process- fast and accurate.
* **Quote to Cash: Configure** **Bundles, Configure Attributes, Product Rules, Price Rules, Summary Variables**, Discount Schedules, Approvals process Management and Rebate Management.
* Experience in Complete Quote-to-Cash process Opportunity to DocuSign
* Implemented In customization of **Constraint Rules-Inclusion rules, Recommendation rules & Replacement** rules based on Design documentation.
* Designed and developed on complex requirements-**Dynamic Bundle discounts**, **Overlap discounts.**
* Implemented various callbacks (**Pricing callback, Validation callback, Product Filter Callback**) to meet the requirements of the customers.
* Code optimization and performance tuning with governor limits of salesforce.
* Worked on the **Apttus CPQ** (Product config and Custom pricing).
* Worked on Integration with Apttus CPQ and **DocuSign**.
* Designed and implemented multiple proposal documents for quote using **X-Author**.
* Involved in **CRM** design processes like design, develop, planning, testing and Integration of **Salesforce Cloud services**.
* Created **templates**, **approval** **processes**, **approval** **page** **layouts** and defined **approval** **actions** on them to automate the process.
* Created custom buttons using JavaScript and executed controllers to achieve the functional requirements.
* Developed different Visualforce Pages to suit the needs of the application using **Visualforce components** and **Apex.**
* **Contract lifecycle management**: Configuring Agreements, Templates, **Query Templates**, Agreements outputs formats, Agreements Protection, Agreement Rules, Configure Wizard and Approval Management.
* Worked with **Data loader** for loading the attachments into salesforce.com, related to objects like **Accounts, Contacts, Opportunities** and **Custom Objects- Agreements, Assets, Enrolments.**
* Developed Test cases for Unit Testing, and also was involved in the Integration Testing and UAT Environment.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** HTML, Java Script, Data Loader, App Exchange Tools, Salesforce Platform, Service Cloud, Apex, Visual Force Pages, DocuSign, Custom Objects, Custom Tabs, Price Rules, Price Rule Entry, Price Rule sets, Component & Controllers.

**Perceptive Software Inc., Leawood, KS Aug 2014 - Oct 2015**

**Salesforce Developer / Administrator**

* Experienced to **design, develop** and enhance custom application as per the business needs.
* Created **Custom objects** and **fields- Leads, Marketing, Campaign, Dashboard and Account** etc.
* Configured security and organizational hierarchy for sales for salesforce implementation.
* Configured **Reports for custom objects** and associated them to **Dashboard.**
* Involved in Design and development of **Workflows rules, Triggers, validation rules** and other customizations with Salesforce.
* Administered Salesforce CRM applications for **Sales, Marketing** and Support Departments. Involved in creating **multiple analytical reports**, with varying degree of complexity.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in CSV files into salesforce.com, checking for integrity of the data.
* Used **SOSL and SOQL** queries during the data migration and custom development.
* Developed Custom business logic using **Triggers, Custom buttons and Links, Visualforce Pages** for various functional needs.
* Wrote Test Classes to meet Unit testing before migrating between environments (Sandbox to Sandbox and Sandbox to Production).
* Implemented **Field Level Security** for sensitive data holder Fields.
* Created **Queues, Public Groups** and **Email Templates**.
* Analyzed the business processes for the three divisions in the organization that are using sales force.
* Provided support for ongoing Production issues.
* Set up visibility securities **like roles, profiles, field level securities**. Set up person accounts in sandbox.
* Responsible for Sandbox refresh on regular schedules.

**Environment:** Salesforce Platform, Service Cloud, Apex, Visual Force Pages, Workflow- Rules, Trigger, SOSL, SOQL Components & Controllers, Data Loaders, Reports, Cases, Custom Objects, Custom Tabs, HTML, JavaScript, CSS, Force.com Eclipse IDE, Git, Change sets.

**EDUCATION:**

* **Master’s in Computer Science** – Illinois
* **Bachelors in Electronics and Communication** – India