**VIRENDRA SINGH**

**E-Mail:** virendrasingh061@gmail.com

**Contact:** +919637528611/8887751940


# AN ACCOMPLISHED CPQ Solution Specialist

**Vlocity VIP Masters Program Member, 3x Vlocity Certified**

**A result-oriented professional, seeking challenging assignments in**

**Solution Architecture / Technical Architecture / Tech Lead / Process Automation with an organization of repute Industry**

## PROFILE SUMMARY

**Vlocity VIP Masters Program Member, 3x Vlocity Certified, 1 X Salesforce CPQ, Salesforce Vlocity, Oracle CPQ Professional** with **7 years+** of experience in **Solution Architecture, Technical Solution, Tech Lead, and Team Management.** Expertise in solutions and Designing & automating business processes from Quote to Billing (Pre-sales to Post-sales automation) in telecom/Retails domain. Efficiently served as a Solution Designer, Business Analyst, Project Leader, and Team Lead; extensive client interfacing experience. Acted as a single point contact located at the client-side to manage all their requirements/solutions and liaising with the IT team for timely project rollout. Working on a key strategic project in Tech Mahindra like Tet, Colt, Vodafone, and TCL like ILL Zero Touch, Partner Enabled portal for the end customer and helping to set new corporate customer experience benchmark.

Proficient knowledge in Telecom/Retail domain which includes processes like Salesforce, Salesforce velocity CPQ, Oracle CPQ (Configure, Price, and Quote), Vlocity Order management system, and an end-to-end implementation of Quote to Bill process and interaction between multiple systems. Worked for multiple telecom/retail operator projects like Tet, Vodafone, Colt, Tata Communications.

Skilled in carrying out requirement analysis, development of business plans, process flow, measuring performance, designing, programming, and troubleshooting skills. Gained significant knowledge of Salesforce, Salesforce Vlocity CPQ, Oracle CPQ (Configure Price and Quote)/Cloud Computing, Vlocity Order Management system, and Java.



**AREAS OF EXPERTISE**

**~Software Development ~ Solution Architecture ~ Technical Architecture ~ Team Management~ ~ Salesforce ~ Salesforce Vlocity ~ CPQ System (Oracle CPQ) ~ Vlocity Order Management ~ EPC (Product Modelling) ~ Business Development ~ Organized & Strong Analytical Abilities ~ Quick Problem Resolution & Decision Making ~ Cloud Computing Solutioning ~ Client Relationship Management ~ Team Building ~ Training & Development**

## ORGANIZATIONAL EXPERIENCE

**From Sept’20 to till now; Capgemini, Solution Architect**

**From Feb’18 to June 20; Tech Mahindra, Solution Architecture & Technical Lead**

**July’17 to Feb’18; Tata Communications, Pune as Technical Lead & Manager**

**Feb’16 to July’17; Tech Mahindra, Pune as Technical Architecture & Technical Lead**

**March’14 to Feb ’16; Tata Communications (Mastercom payroll), Pune as Technical Lead & Module Lead & Senior Developer**

##  Professional Experience

###  ❖ Project 1

 **Project : Tet Digital transformations**

 **Environment : Salesforce Vlocity**

 **Role : Solution & Technical Architect (Vlocity E2E)**

 **Duration : March 2019 – May 2020**

 **Domains : EPC (Product Modeling), Order Management, Customer Management and CPQ**

 **Descriptions:**

 This is Order fulfillment, Network Bandwidth allocating, Inventory Management, Account Manager as well as Product Manager Software for Tet. Order management process is responsible for receiving the orders from the sales department

and making the service available to the customer by addressing the operational requirements of the customer.

 The scope of order fulfillment includes receiving inquiries from the sales department, confirming the feasibility of circuit requirements, generating order forms, completing order processing stages, and commissioning the circuit. For communication with the customer, letters are generated through the system depending upon customer priority. The schedules are sent as a notification to different departments/branches while stages are to track the provision of the services.

### ❖ Project 2

 **Project : HTCL Digital transformations**

 **Environment : Salesforce Vlocity**

 **Role : Solution & Technical Architect (Vlocity E2E)**

 **Duration : Feb 2018 – March 2019**

 **Domains : EPC (Product Modeling), Order Management and CPQ**

 **Descriptions:**

 The objective of the HTCL “Digital transformation” is to build a new age platform, which will provide the highest data quality with improved data access and operational efficiency.

The CRM aspects of the Phase-1 scope concerning the MO brand-related offers. However, the solution approach documented over here will serve as the main foundation and shall be extended to other offer related scenarios as well – for both MO and the Home brands, in the subsequent phases.

MO or Mobile Online is the second brand for Hutchison Telecommunications Ltd., Hong Kong, and caters to the pre-pay Customers.

### ❖ Project 3

 **Project : Colt Digital transformations**

 **Environment : Oracle CPQ**

 **Role : E2E Architect**

 **Duration : Jan 2017 – July 2017**

 **Domains : Product Modeling And COM**

 **Descriptions:**

 This is Order fulfillment, provide telco service to the customer, product/sales team need to create the Opportunity in C4C, Quote & COF in Oracle CPQ and get the customer approval offline on the proposal post to which OVT will vet the COF and assign it to the users to proceed with order creation and further manual provisioning. As part of automating the Colt ordering process, the customer will log in to the C4C and create the order themselves and process the order automatically.

### ❖ Project 4

**Project : VGE**

**Environment : Oracle CPQ**

**Role : Architect & Delivery Lead**

**Duration : Feb 2016 – Dec 2016**

**Domains : Product Modeling And COM**

**Description:**

VGE is a global market project which is a deal in all worlds for Vodafone. Vodafone has one global team which is dealing with big revenue quotes. So they are using CPQ. In this system, they are accessing all the UK market and Spain market functionality.

**Project Description:**

In VGE markets, Vodafone has to sell mobile products and mobile broadband. Quote has been creating in oracle CPQ and the input system is 1SF (salesforce). Project and so many tariffs for Vodafone and Global Sales team can select all tariffs in a single configuration. We are using all array attribute to develop this project. One best part of this project, it will generate all profit

 And loss statement for hole quotes. And have a single level approval structure.

**ROLES AND RESPOSIBILITIES:**

* Collecting all the required information
* Created an LLD and TREQ (Technical) document
* Created a project design.
* Lead the project

### ❖ Project 5

**Project : SME/UK large**

**Environment : Oracle CPQ**

**Role : Architect & Delivery Lead**

**Duration : Feb 2016 – Dec 2016**

**Domains : Product Modeling And COM**

**Description:**

UK market has 2 markets (Small/Large). SME is targeting Small Market which have different confighasion and price and UK large is targeting la arge market.

**Project Description:**

In SME/Large markets, Vodafone has to selling mobile products and mobile broadband. Quote has been creating in oracle CPQ andthe input system is 1SF (salesforce). Project and so many tariffs for Vodafone a user can select all tariff in a single configuration. We are using all array attribute to develop this project. One best part of this project, it will generate all profit

 And loss statement for hole quotes. And have single level approval structure.

**ROLES AND RESPOSIBILITIES:**

* Collecting all required information
* Developing the Project and Lead the project

### ❖ Project 6

**Project : ILL Automations**

**Environment : Oracle CPQ**

**Role : Lead & Developer**

**Duration : Mar 2014 – Feb 2016**

**Domains : Product Modeling And COM**

**Description:**

ILL automation project, we have developed the fully automated Billing system for Tata Communications.

**Project Description:**

 Provide IAS service to the customer, product/sales team need to create the Opportunity in SFDC, Quote & COF in Big Machine and get the customer approval offline on the proposal post to which OVT will vet the COF and assign it to the OET users to proceed with order creation and further manual provisioning. As part of automating the IAS ordering process, customer will login to the portal and create the order themselves and process the order automatically.

### ❖ Project 7

**Project :WEBEX, INSTACC, UCAAS**

**Environment : Oracle CPQ**

**Role : Lead & Developer**

**Duration : Mar 2014 – Feb 2016**

**Domains : Product Modeling And COM**

**Description:**

WebEx, Instacc project, we have developed the system which is connected to the S-Docs for Tata Communications.

**Project Description:**

IN WebEx, Instacc, sales parson can configure the quote in BM and finalize or approved the quote. Once he/she finalize the quote. BM will trigger the integration and send all the configuration detail with the charges back to SFDC by the backup integration file. Once the SFDC get all the information which is require for customer order form generate in S-Docs. After S-docs will generate the Customer order form and given to the customer.

**ROLES AND RESPOSIBILITIES:**

* Collecting all required information
* Developing the Project and Lead the project

### ❖ Project 8

 **Project : IZO Hybrid**

**Environment : Oracle CPQ**

**Role : Architect & Lead**

**Duration : April 2015 – Feb 2016**

**Domains : Product Modeling And COM**

**Description:**

IZO hybrid project, we are developing the system where multiple product come under one quote.

**Project Description:**

In IZO Hybrid Project. We are developing the system where multiple product coming under one quote. And when the quote will go for approval process. It will go different- different users those are the product owner. Example. If in quote there is two product MPLS, IAS. So MPLS model will go for MPLS approver. And IAS model will go for IAS approver. And once quote has approved. BM will send the Back update to the S-Docs for Customer order form generation.

**ROLES AND RESPOSIBILITIES:**

* Collecting all required information
* Developing the Project and Lead the project

## CERTIFICATE / TRAININGS ATTENDED

### Salesforce Vlocity EPC/CPQ Essentials (certified)

### Salesforce Vlocity Developer Essentials (certified)

### Salesforce Vlocity Order Management (certified)

### Salesforce CPQ Specialist (certified)

### ❖ Salesforce Vlocity CPQ

o Configuration Pricing Quote System

### ❖ Oracle CPQ

 o Configuration Pricing Quote System

## EDUCATION

* **BCA** from Sikkim Manipal University in 2010
* **12th** from U.P Board in 2007
* **10th** from U.P Board in 2005

## Personality Profile

* Enthusiastic team leader. Passion to learn new technology and work in discipline.
* Excellent technical, management and negotiation skills.
* Strong analytical, communications and inter-personal skills.
* Expertise in Solution Architecture/ technical expertise and managerial skills to have productive results.
* Quick learner adapting to available tools to accomplish tasks successfully.
* Skilled in Man management, motivate teams for higher productivity and keeping high morale of the team.

## PERSONAL DETAILS

|  |  |
| --- | --- |
|   |  |
| **Date of Birth**  | 5th June 1990  |
| **Passport Number**:  | N9171700, Place of Issue: Lucknow  |
| **Nationality:**  | Indian  |
| **Current Address**:  | B1202- Sat Swarup CHS, Tilak Nagar, Chambur Mumbai – MH - 400089 |
|  |  |