



# Akilan Murugan

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To work in an esteem organization where I can prove my potentials and hence grow along with company.

## PROFESSIONAL EXPERIENCE

### Zoom Info

#### Client 3 (May 2022 – Present)

- Worked with native Salesforce quote to cash functionality to design quotes.
- Coordinated with Business Users and Pricing team to gather requirements for CPQ implementation.
- Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.
- Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, calculator plugins, filter rules, system and user discounts.
- Performed administrative tasks such as creating users, roles, profiles, sharing rules, email alerts and business processes.
- Configured Pricing factors like variance pricing, volume-based pricing, and attribute-based pricing.
- Developed other supporting documentation such as source-to-target mapping documents, use cases, business logic flows, process flows and documenting training sessions.
- Performed Quality assurance by creating test scenarios, conducting unit testing, smoke testing etc.
- Worked with advances approval rules, approval conditions, and variables to match business requirements.
- Build a Custom UI for CPQ using Salesforce Lightning Web Components.

#### Accenture Solutions Pvt, Ltd-Application Development Associate

##### Client 2 (April 2021- April 2022)

- Designed various custom objects, custom fields, relationships and list views for objects as per the Business requirement.
- Automated processes using Salesforce automation tools, such as Process Builder, Workflows, and Flows.
- Implemented security and sharing rules at object, field and record level for different users at different levels of organization.
- Created and maintained reports and dashboards to provide fast access to key business metrics.

- Worked on Apex classes, triggers, and batch apex to fulfil the business logic.
- Experience in implementing AURA components.
- Worked on test class code coverage.
- Worked on Copado tool Automation using Flows and Platform Events.

#### **Accenture Solutions Pvt, Ltd-Application Development Associate**

##### **Client 1(Nov 2019-March 2021)**

- Gained experience in Salesforce CPQ functionalities.
- Implemented security and sharing rules at object, field and record level for different users at different levels of organization.
- Designed custom objects, custom fields, page layouts, list views, custom reports and dashboards.
- Creating validation rules and Approval processes based on the business requirement.
- Worked on CPQ features- Product Bundles, Product Rules, Pricing Methods and Discount schedules, Billing features – Invoice, Credit Notes.
- Developed workflow rules and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
- Performed testing and customization of objects, fields, record types, page layouts, workflows and validation rules.

#### **TECHNICAL SKILLS SET**

- CRM Tools: Salesforce.com
- Deployment Tools: Copado, GitHub
- Salesforce Technologies: Lightning Pages, Triggers, Custom Objects, Validation Rules & Dashboards, Workflow, Reports, Approval Process, Flows, Platform Event.
- Languages: JAVA, Apex, Javascript, HTML, Aura

## **CERTIFICATIONS**

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform App Builder

## **EDUCATION**

**Jeppiaar Engineering College, Chennai**

Bachelor of Engineering, Electrical and Electronics

Engineering (2015-2019) CGPA-8.5

## **DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge.

**(Akilan)**