SANKARSANMUGAM.N

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**SALESFORCE.COM CRM – Sales Cloud & CPQ functional**

An accomplished software engineer specialized in customization, configuration in SFDC and has the ability to create business processes; seeking to work for a software organization where I can execute my skills and experience to develop my candidature and can benefit the concerned organization

**PROFESSIONAL PORTFOLIO**

 **Technical Expertise:**

* Around 3.6 Years of experience in IT industry includes experience in Salesforce.com CRM Platform.
* Experienced in SFDC Administrative tasks like creating profiles, roles, users, page layouts, validation rules, approvals, workflows, reports, dashboards, Deployments and basic developments.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the role hierarchy.
* Skilled in generating Reports, Dashboards, customized reports and analyzing the data in SalesForce.
* Experienced in Data Migration from Traditional Applications to Sales Force Using Data Loader.
* Worked on Salesforce CPQ bundle/data migration using CPQ tool and data loader.
* Provide end user support and assist with best practices to enhance and increase user and frontline knowledge of SFDC.
* Good Interpersonal skills, commitment, result oriented, hard working with a quest and zeal to learn new technologies.

**PROFESSIONAL EXPERIENCE**

**Currrent experience:**

Organization: L&T infotech

 Period : AUG 2019 to till

 Designation : Associate Consultant

**Previous experience:**

Organization : Cognizant Technology Solutions

 Period : DEC 2016 to July2019

Designation : Sr.Systems Engineer

**Certifications:**

 Salesforce Certified Administrator (ADM 201) Id: 20724051

 Salesforce Certified CPQ Specialist Id:20940467

**TECHNICAL EXPERTISE**

CRM : Sales force CRM

Databases : SOQL, SOSL, SQL

Tools : Workbench, Apex DataLoader

Operating System : Windows

**Project1: Lafarge Holcim**

Implementing a Proposal generation system for a Global Major in Building material segment, Lafarge Holcim..

Roles & Responsibilities:

* + Requirement gathering sessions with business stakeholders to discuss the requirements.
	+ Configure software to match business requirements.
	+ Working as a functional consultant to understand and map the business process in SFDC CPQ.
	+ As a functional team member, involved in developing the POC based on the Client Specific.
	+ Involved in Business blueprinting documentation to capture the business process mapping and gap analysis.
	+ SFDC CPQ standard and custom configurations such as product setup, master data setup, pricing setup, various other specific business requirements such as cross sell and up sell, different quote versions, workflows and approvals, integration with Docomotion, UI/UX improvements.
	+ Monitoring daily team activities and ensuring timely delivery.
	+ Successfully completed and demoed the POC to the Leadership team

**Project2:Terex**

Creating Proof of Concept for proposal generation process for a Global Major in lifting and material handling systems, TEREX corp(Genie) and also implemented the Cpq for US Market.

Roles & Responsibilities

* + Created quote input process for guided selling process and implemented the guided selling based on the use case.
	+ Implemented new set of product rules which will set users an alert if they didn’t filled the details for Special product while configurating the products.
	+ Worked on line item drawer and field sets to populate the details in the product column
	+ Created Workflow rules/Process builder for automating the approval process
	+ Created custom quote templates/Email templates based on the use cases
	+ Requirement gathering sessions with business stakeholders to discuss the requirements.
	+ Created Multiple quotes on single Opportunity based on user specific and implememted with Owd settings and automated the status update with the process builder

KEY PROJECTS HANDLED (pervious experience)

**1: Unit4**

Unit4, headquartered in Netherlands is a software company that provides enterprise software, ERP applications, and related professional services to organizations in professional services, education, public services, not-for-profit, real estate, wholesale, and financial services.

**Unit4 Support: (Sales and Service)**

 **SFDC development with CPQ:**

* + Experience in Development, Configuration and Implementation and in Support of Salesforce applications
	+ Done Enhancements Apex Classes,Triggers as per requirements and functionality
	+ Created and configured products(Options, features), Bundles as per requirement
	+ Worked on product rules by creating and implementing in Steelbrick cpq
	+ Created quotes,quote lines based on customer requirement
	+ Worked on quote templates, template sections and approval process
	+ Created prices and injected new block price,list price for the products
	+ Experience working in Agile Methodology
	+ Deployed code from Sandbox to production using Changesets.
	+ Basic knowledge in Git,Jenkins devops tool for deployment
	+ Daily Interaction with Business and clients on requirements analysis
	+ Worked in Role hierarchy clean up activities on Salecloud users within the Organization
	+ Implemented Account Merge & Contact Merge using dedup applications.
	+ Involved in Lightning Migration and having experience in handling user issues post migration in admin level

**EDUCATION DETAILS**

* Bachelor of Engineering(Electricals and Electronics Engineering) in KPR institute of Engineering and Technology Coimbatore.

**DECLARATION**

I hereby declare that all the information provided in this document is true to the best of my knowledge.

Date:

Place: Bangalore (Sankarsanmugam N)