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IT Professional with **5.2** Years Total Experience along with SFDC. Relevant experience in Apttus CPQ is **3.2** Years. I had worked Functional Tester on my initial IT Career and gradually improvement leads in current position. My greatest strength is Business awareness, which enables me to provide the good streamline on Application.

#### **PROFESSIONALEXPRIENCE:**

- Currently working as **Technology Consultant – Salesforce/Apttus** in **Epicor Software** from **May 2019** to **till date** for Epicor own product. Project is for Apttus CPQ implementation using Salesforce and Apttus Version Upgrade with Lightning enablement in Epicor and role as Techno-Functional in CPQ implementation in ERP module.
- Worked as **Associate Consultant** in **Wipro Technologies**, Bangalore from **June 2018** to **May 2019**. I am working in renowned Health Care industry (Philips). Technology I am working in Salesforce/SFDC and role is testing as well as configuration changes. I got an opportunity to work from Offshore Philips Client Location and this project is for Apttus CPQ/CLM in Market to Order implementation. I am having functional knowledge of Apttus CPQ/CLM.
- Worked as **Application Development Analyst** in **Accenture Solutions Pvt Ltd.** Bangalore, from **June 2016 – June 2018**. I am currently working in renowned Pharma Industry (Life Science Project) in my current Organization and my technology is Salesforce and working in CRM Application. I have worked in many short span projects within a year in organization.
- Worked as a **Trainee** in **MindTeck** from **December 2015** to **March 2016**.

#### **PROFESSIONAL SUMMARY:**

- Extensive knowledge of Functional and Technical in **Apttus CPQ process, Pricing, Apttus Asset migration, Attribute Rules, Custom Objects, Approval Process, Custom Settings, QTC process and Fields, Template Creating via XAE, Apttus CPQ Product Setup, Order, Assets, testing, Data Loading, Pricing Call-Back class, Code debugging** etc.
- Functional knowledge and hands on experience on SFDC **Sales Cloud, Service Cloud**, basics of Marketing Cloud.
- Working on SFDC Admin works related **Field, Deployment, Validation Rule, Custom Settings changes, Roll Up Summary fields, Salesforce Data Migration using APEX Data Loader, Salesforce Configuration, Roles, Triggers, Profiles, Objects, Process Builder, Workflow** etc.
- Sound knowledge in **Salesforce CPQ** and hands-On.
- Handling **Cases** as per customer's feedback and solving with proper resolution.
- Handling International Team from Business perspective and implementing it.
- Good knowledge in **SDLC & STLC** concepts.
- Experience in System Testing, Functional Testing, Regression Testing, Smoke, Sanity testing.
- Working as per Business module to clear understanding of requirements.
- Interacting with Business to get the requirements and turned in to User Story.
- Sound knowledge of **Salesforce Lightning** as testing perspective.
- Good experience in Azure-DevOps, which is using for User Story tracking as well as defect tracking.
- Experience in writing and Executing Test Cases.
- Performed **Unit Testing** as Developer.
- Understanding in **Life Science** and **HealthCare Industry**.
- Good knowledge over Agile Methodology as **Scrum**.

## TECHNICAL SKILLS:

Skills	: Salesforce Configuration, Lightning, Salesforce Testing, Functional Testing, Regression, Smoke Testing, Apttus CPQ, Sales Cloud CPQ Pricing, ABO, QTC Process.
SFDC Tool	: Apex Data Loader, Import Wizard, Data Export/Import SF Inspector
Defect Tracking Tool	: Rally, JIRA, Azure DevOps
Programming Skills	: Apex, HTML, JS
Testing Experience	: Manual, Automation, Selenium
Database	: SOQL
Deployment Tools	: GEARSET, Force.com IDE
Test Methodology	: Agile, Scrum, Waterfall model
Office Tool	: Outlook, Word, Excel, PowerPoint

## ACADEMIC EXPERIENCE:

- MCA from **Acharya Institute of Technology (VTU), Bangalore** in **2015** with 76%
- BCA from **Burdwan University, West Bengal** in **2012** with 68%
- Secondary (10th) from WBBSE in **2007** with 62% and Higher Secondary (12th) from **WBCHSE** in **2009** with 64%.

## PROJECTS:

### Project 1

**Title** : Uplift Percentage in Pricing  
**Role** : Techno- Functional in SFDC/Apttus CPQ  
**Duration** : Nov 2020 to till date  
**Client** : **Epicor (Product Based)**

#### Roles and Responsibilities:

- Involving in the requirement gathering with Business and involving in the estimation
- Build and analyze the Business logic.
- Working on Pricing Call-Back class.

### Project 2

**Title** : CPQ Implementation for Epicor Product  
**Role** : Techno- Functional in SFDC/Apttus CPQ  
**Duration** : May 2019 to Oct 2020  
**Client** : **Epicor (Product Based)**

#### Roles and Responsibilities:

- Involving in the requirement gathering with Business and involving in the estimation
- Involving on the configuration on the Apttus CPQ product, Data migration, XAE App.
- Implemented multicurrency, Customized the Cart through pricing call back, validation call back.
- Configure the Price Rule set, price Matrix, PLI, Pricelists, Categories, Attribute Rules, X- Author for Excel, Expressions.
- Involvement on Deployment through Change set
- Meet the business requirement by Using Out of Box API of the Apttus CPQ.
- Responsible to resolve Salesforce Cases with proper resolution, product setup, pricing, QTC process of Apttus.
- Interacted with Business & get clarify the requirements and turned into User Stories with Acceptance Criteria.
- Assist CPQ data imports and maintain integration with other application.
- Responsible of solution design for CPQ new feature.
- Responsible for generating Apttus CPQ reports bi-weekly to business.

### Project 3

**Title** : Apttus CPQ/CLM Market to Order implementation and planning

**Role** : Techno-Functional

**Duration** : June 2018 – May 2019

**Client** : PHILIPS (Working from Offshore Client location)

#### Roles and Responsibilities:

- Responsible for Test Case creation using feature in Rally tool & Azure DevOps.
- Responsible for performing Functional Testing/Manual Testing/Validation Testing for Apttus CPQ applications on Force.com platform.
- Performed Functional, Negative, Positive, Integration, Regression and End To End User Acceptance Testing.
- Understand the Functional aspects of the project using Features.
- Understand CPQ/CLM functionality.
- Understand the Sales Cloud functionality over CPQ/CLM.
- Client interaction for changes and retest.
- Defect Tracking using Rally tool.
- Involved in preparing Operational Qualification (OQ) document for validated applications.
- Involved in SIT Sign Off and Defect Report activity.
- Retest the defects and make sure to close the same.
- Working in Agile Methodology to make the release smooth.
- Application integration with SAP verification from interface side.
- Worked with Developers, BA's and Test Lead to verify test cases.
- Working closely with Developers to close Defects.
- Responsible for Quote creation.
- Responsible to handle my scrum team to demonstrate User Stories to my subordinates.
- Providing KT to new joiners in all scrum team members whenever required.

### Project 4

**Title** : Sandoz Package Solution

**Team Role** : SFDC QA

**Duration** : July 2017 – May 2018

**Client** : NOVARTIS

#### Roles and Responsibilities:

- Responsible for Load data in all sandboxes using Apex Data Loader.
- Understand Salesforce Veeva functionality.
- Verification and validation all the data before load and after load.
- Ensure all data to be loaded perfectly.
- Client interaction regarding the changes and data load.
- Understanding development functionalities.
- Ability to handle multiple release data load simultaneously.

### Project 5

**Title** : CRM Planning for Release 2.4 & 2.5 for Customer Service & Technical Service

**Role** : SFDC QA

**Duration** : January 2017 – June 2017

**Client** : NOVARTIS

#### Roles and Responsibilities:

- Going through Functional Study of Application.

- Salesforce Administrator part. Such as User Creation, Territory assign, assign Permission sets.
- Assigning Roles for User.
- Creating Profiles for User based on the requirement.
- Client interaction daily to convey the update on the requirement.
- Work on the defects based on Tester's comment.

## Project 6

**Title** : Sandoz NBO (New Business Opportunity)

**Role** : Functional Tester

**Duration** : December 2016 – March 2017

**Client** : NOVARTIS

### Roles and Responsibilities:

- Going through Functional Study of Application.
- Writing the Test Cases based on the requirement.
- Involved in Executing Test Cases and finding bugs.
- Defect creation and follow till closure
- Conducted Ad-hoc testing for enhancement in same release.
- End to End manual testing for whole application.

### ACHEIVEMENTS and CERTIFICATIONS:

- Got Certified in **Salesforce Admin 201** and **Sales Cloud Consultant**.
- Got Certified in **Apttus CPQ Product 201** and **Conga Sign**.
- Got Certified in Copado Admin.
- Received appreciation from client side/Onshore for extremely well tested and well understanding of application within a short period.
- Delivered deliverable at before the committed deadline.

### PERSONAL DETAILS:

**Date of Birth** : 22<sup>nd</sup> September 1991  
**Father's Name** : Biswajit Banerjee  
**Current Location** : Bangalore  
**Permanent Location** : Kolkata  
**Nationality** : Indian  
**Languages Known** : English, Bengali and Hindi  
**Passport No** : S3333249

### DECLARATION:

I hereby declare that the above information is true to the best of my knowledge and belief.

(Prasenjit Banerjee)