

PRABHAKAR MUNAGALA

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Key Technical Skills & Knowledge

- Salesforce CPQ
- Sales cloud, service cloud

Profile Summary

I have 6.2 years of overall experience and 4.2 years of applicable Salesforce CRM/CPQ experience. Capable of operating in a variety of challenging professional settings. I am looking forward to a challenging career or assignment in a growing software development firm.

TECHNICAL SKILLS

CRM	Salesforce.com
	Configure: Product Bundles, Product Options, Product Features, Configuration Attributes, Option Constraints, Product Rules, Guided Selling, Lookup Tables, Amendments, Renewals and Advanced Approvals. Price: Price rules, Block Pricing, Cost and Markup price Contracted Price, Discount Schedule, Plugins and Lookup pricing.
Salesforce CPQ	
	Configuration: Billing Rules, Tax Rules, Revenue Recognition Rules, Finance Periods, Revenue Distribution Methods, Invoice Schedulers, Legal Entities. Billing: Orders & Invoices.
Salesforce Billing	

Work Experience

- Working with Capgemini as a Consultant from March 2022 to August 2022.
- USG IT SOLUTIONS FROM 2018-2022.
- TECH MAHINDRA 2016-2017.

SYNOPSIS

- Good understanding of Salesforce.com and its Development Life Cycle on Agile methodology as well as in SDLC.
- Good experience over creating workflows, approval processes, validation rules and sharing & security rules.
- Working knowledge in generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.
- Experienced in Client handling, handling the Customers and End users effectively.
- Consistently exceeded organizational expectations with exceptional planning, and analytical skills and the ability to work in cross-cultural and multi-ethnic environments.
- Good Experienced in implementing **Salesforce Best Practices and Salesforce CPQ**

Assignments:

Project#1

Environment:	Force.com platform and Salesforce CPQ Package
Role:	Application Developer

Project Description:

ACI Worldwide — the leader in real-time payments — delivers the mission-critical real-time payments software solutions that enable corporations to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk.

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Roles and Responsibilities:

- Analysis, Design, Data Modeling, Development.
- Daily meeting with Stake holders and BAs for the requirement gathering.
- Implemented Product set up across various objects like Products, Product options, Features.
- Configured configuration attributes as per the business requirement.
- Pricing structure stored in custom object as a lookup data and used lookup query price rule to get the price for quote lines in QLE.
- Implemented Guided selling for choosing right product.
- Defined various types of product rules like Selection, Validation, and alert.
- Created different fields sets for users to have the different attributes in Product feature level during configuration.
- Displayed custom actions in QLE dynamically.
- Automated Price rules for calculating different financial fields like Gross revenue, Net revenue, Total cost etc.
- Introduced MDQ Products to track the gross revenue and other financials yearly based on the quote contract term.
- Made CPQ data migration simple from one sandbox to another sandbox using SFXorgdata.
- Quote calculator plugin is being used to roll up the child's gross revenue to the par Level and used QCP to make fields read-only on the QLE.

Project#2

Environment:	Force.com platform and Salesforce CPQ Package
Role:	Salesforce CPQ Developer

Project Description:

Athena is an Omnitracs Project. Produce the Omnitracs satellite communications system for trucking companies. Its intuitive technologies, including solutions for safety and compliance, fuel efficiency, driver retention, fleet productivity, GPS fleet tracking, route planning, scheduling, and fleet maintenance, enable customers to solve common fleet problems and achieve their business objectives. Omnitracs subsidiaries include Roadnet Technologies, Sylectus, and Omnitracs Analytics.

Roles and Responsibilities:

- Worked as salesforce CPQ developer for both configuration and customization Able to suggest suitable and effective data model for the application.
- Participated in business Requirement meetings.
- Implemented Product set up across various objects like Products, Product options, Features.

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- Implemented Guided selling for easy product selection.
- Interacted with various business user groups for gathering requirements during project work.
- Worked on Contract management including Amendments, Renewals, and other functionalities.
- Achieved few CPQ requirements with salesforce automation tools like workflows and process builders.
- Implemented Advanced approval functionality to trigger approvals based on conditions.
- Worked on creating profiles, assigning profiles to appropriate users and Security setup within the organization.
- Involved in end-to-end testing and gathering feedback from business users
- Implemented trigger to achieve the custom functionality which is not possible with the Price rules/Standard CPQ.

Project#3

Environment:	Force.com platform and Salesforce CPQ Package
Role:	CPQ Developer

Project Description

Bio Reliance (A Subsidiary of Merck) (Bio Reliance provides testing and manufacturing services to pharmaceutical and biopharmaceutical companies that span the product cycle from early pre-clinical development to licensed production.)

Bio Reliance has been using Salesforce as their CRM for a quite a few years. Sales team at Bio Reliance currently uses Opportunity extensively to generate quote and proposal documents for prospects and customers. There is no systematic approach to help guide an Account Manager to the most appropriate testing package based on inputs gathered from customer/prospect. This limitation enforces an Account Manager to send a request to technical reviewer so that assays (even the standards based on opportunity data) may be added in an opportunity. The turnaround time for a quote or proposal document to get to a customer is high.

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- Analyze project requirements based on internal client requirements.
- Setting-up Product configuration and Pricing.
- Setting-up Option Constraints and Configuration Attributes.
- Setting-up Product rules and price rules.
- Look-up Object creation for multiple product rules configuration.
- Setting-up Template Creation.
- Working extensively in areas of implementation, customization, and Configuration and Developed data model includes objects, fields, and relationships.
- Developed Validation rules, Rollup Summary fields, and Cross Reference fields to meet business rules.
- Used Apex Triggers, Workflow Rules, Process Builder and Approval Process.
- Involved in Setting up Roles, users, Profiles, and Security Settings.
- Migrating code to production and Sandbox using Change Sets.

I hereby declare that all the information provided is true to the best of my knowledge
Prabhakar Munagala