Lovejeet Singh

Certified Salesforce CPQ Specialist

Gurgaon, India | +91-9718074007 | lovejeet0707@gmail.com

Summary

A certified Force.com platform professional with 5+ years experience in IT industry and exposure to various Salesforce services such as Steelbrick CPQ, Sales cloud, Service cloud, Oracle EBS, Marketing Cloud and Community Cloud.

Hand on experience in managing multiple 3rd party applications like CPQ, Oracle EBS, DocuSign, Marketo, WorkIT!, Gainsight etc.

Experience in client interactions, SDLC requirement analysis and Implementation plan.

Work experience

Team Lead, CRM Management
Jan 19 - Present

Cvent India Pvt. Ltd.

- Responsible for requirement gathering from stakeholders of multiple domains viz Sales, Client Services, Finance and Technology. and architecture design, change management, release management, etc.
- Lead Steelbrick CPQ(Configure, Price, Quote) pricing projects in Cvent.
- Release Management and handling deployments bi-weekly for a production instance.
- Planning and executing Sandbox management across multiple sandboxes (the full copy, partial copy, developer pro, and dev pro sandboxes).
- Leading a team of salesforce administrators and maintain timely delivery of projects to stakeholders.
- Hire and mentor the new members of the team with Salesforce skills.
- Training Session for Salesforce Steelbrick CPQ for New Hires.

Sr. Salesforce Administrator/Asst. Team Lead, CRM Management
Oct 15 - Jan 19

Cvent India Pvt. Ltd.

- Gathering requirements, designing and implementing solutions for Steelbrick CPQ (Configure, Price, Quote)
- Support the team on other projects including ad-hoc analysis, proof of concepts and prepare presentations as required for the project.
- Establish priorities, meet deadlines and manage competing priorities. Study, Analyze and suggest the tools as per the business requirement to improve the business process.
- Make appropriate alterations to existing processes, gather and report data as necessary.
- Participate in the testing and implementation of all system upgrades and roll-out of new features; coordinate all user testing and parallel run activities.
- Well versed with customization in Salesforce and configuring Objects, Fields, Object Relationships, Record Types, Validation Rules, Workflow Rules.
- Managing the Customer Community having a user base of around 0.4 million users. Manage 3rd party apps like Steel Brick CPQ, ORACLE EBS, FinancialForce, Marketo, DocuSign, Drawloop, Conga, Informatica, Roll up Helper etc.
- Handle all kind of Production support issues for 2000+ salesforce users
- Have worked on 2 Salesforce org merger including the Configuration, Code and Data Migration.
- Working knowledge of Multi-Currency and Advanced Currency Management with more than 10 multi-currencies enabled.

Certifications

- Salesforce Certified CPQ Specialist
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant

Skills

CPQ Specialist

Implementing business requirements in Steelbrick CPQ including product configuration, setting up price rules, discounts and contracting process.

Project and Release Management

Release cycle and management, deployment using ANT, Force.com IDE or Changesets

Salesforce Configuration and Customization

Apex Trigger, Apex Classes, Security & Sharing, Workflows & Approvals, Process Builder, Role & Profile, Validation Rules etc.

Third Party Applications

Steelbrick CPQ, DocuSign, Drawloop, WorkIt, Marketo, Pardot, Conga, Rollup Helper, Field Trip, Gainsight, RingDNA

Tools

Data Loader, Workbench, DemandTools, Force.com IDE, ANT
Migration tool

Software Engineer   Aug 13 - Oct 15
Birlasoft India Ltd.

- Customization & Administration for Salesforce.com CRM applications.
- Managing Product Catalog, Pricing for Products.
- Managing user base of more than 1000+ users.
- Setting up assignment/sharing rules.
- Managing third party applications.
- Data Import/Export using Import Wizard, API Data Loader and workbench.
- Worked on Workflows and Approval Processes and Page layout customization.
- Handling Deployment (ANT, Force.com IDE, Change set) related issues and providing support during the deployment.

Education

B Tech in Information Technology   2009 - 2013
Guru Nanak Dev Engg. College, Ludhiana

Higher School Certificate(HSC)   2008 - 2009
GGN Public School, Ludhiana

Secondary School Certificate (SSC)   2006 - 2007
GGN Public School, Ludhiana

Awards and Recognition

- Consistent Contributor - Q3 2018
- Hustler - Q1 2018
- MVP - Q1/Q4 2017
- Consistent Contributor -Q2 2017
- Buck Stops Here - Q3 2017
- Team Player of the Year - 2016
- MVP - Q3/Q4 2016
- Dynamo Award - Q1 2016