**SambhaviBhavanam**

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**Professional Summary**

Certified Salesforce Developer/Administrator/CPQ Specialist with having around 9 years of hands on experience in Salesforce Developer/Administrator and 2+ years of experience in Salesforce CPQ with domain experience involving configuration, customization, communities, integration, deployment, classic to lightning development, lightning components, lightning design system, designing of service Cloud, Sales Cloud ,force.com.

* Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, and Case Management and worked on Sales cloud, Service cloud, marketing cloud.
* Remarkable experience in project life cycle management, excellent configuration skills, familiarity with administration and security controls, and ability to aid technical team members, developers and support teams, expertise in troubleshooting and superior communication skills.
* Extensive Knowledge in building Custom Applications that includes Administration, Configuration and Implementation and Support experience with Salesforce.com platform.
* Worked Salesforce.com Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages Expert level skills in writing Apex Classes, Apex Triggers, Batch Process Wrapper Classes and Visual Force pages.
* Knowledge in working with various deployment tools like Change sets, ANT, Eclipse IDE and managing repositories efficiently.
* Worked with Apex Data Loader tool to migrate and update the data from External data base.
* Involved in creating the Tabs, Links and Visual Force pages to configure the application in Salesforce, Managing and Executing queries in SOSL/SOQL.
* Worked on designing SOAP/REST APIs integration architecture to provide the programming interface to interact with Force.com and External systems.
* Worked with Salesforce CPQ on Product Configuration, Pricing Configuration with some advanced functionality of SFDC.
* Worked on Salesforce CPQ pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Good knowledge in automating business with Lead and Case Assignment rules based on different criteria. Experience with Salesforce.com Reports, Dashboards, Workflows.
* Experience in Force.com platform, Sales Cloud, Eclipse Force.com IDE, Custom App development & maintenance, Roles & Profiles, Security and Sharing, Approval process.
* Extensive experience working on custom objects, custom fields, pick list, and role based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats Snapshots, Dashboards, and Email generation according to application requirements.
* Extensive experience of capturing and analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Experienced in Business Requirements definitions and Analysis, translating the complex business needs into clear and concise Business Requirements Documents (BRD) and Functional Requirements Documents.
* Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation. Gathering information from various sources and evaluate them according to the client's needs.
* Excellent inter-personal skills, accustomed to working in both small and large team environments.
* Ability to work in a fast-paced environment with changing priorities. Created team specific agile process flow in JIRA to move tasks from one activity to another.
* Experience in using JIRA for issue tracking issues. Strong knowledge and working experience with software Development Life Cycle Methodologies Agile, Scrum.

**Skills**

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| * Salesforce Technologies-Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, S-Controls, Apex Web Services, Apex Data Loader, Force.com Apex Explorer, Dashboards, Lightning, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in, Jitterbit, Workflow rule, Approvals, Case Management Automation. * Force.com Configuration-SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Price Books, Products, Assets, Contracts, Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Quotes and Custom Object development, Field creation, Page Layout creation/editing, Related list customization, Record Types. * Programming Languages-C#, Apex, SQL Server 2005. * Scripting Languages-HTML, XML, CSS | * Web Services-SOAP/REST API * Databases-MYSQL, Oracle9i, Oracle 10g, Microsoft Access, SQL Server 2005/2008 * Packages-MS Word, MS PowerPoint, Eclipse IDE * ETL/Integration Tools-Apex Data Loader, MuleSoft,Force.com workbench. |

**Work History**

**Salesforce CPQ Specialist**

Performance Food Group - Denver, CO, USA 03/2020 - Current

**Description:** Performance Food Group is the 3rd largest food distributor across united states that delivers more than 150,000 food and related products to customers.

**Responsibilities:**

* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Worked on the core enterprise service cloud salesforce projects spanning across multiple salesforce instances within legal and financial & risk bus & have also administered the salesforce environment.
* Created Test Case, Test Plan Document for Project Modules Cases using ALM, HP Quality Center. worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
* Worked on integrating Salesforce with 3rd party products, ideally using web services on REST API based integrations.
* Created new user accounts and configured Salesforce.com to fit security needs at the user and organizational levels.
* Used ALM to synchronize between salesforce automatically created salesforce cases from ALM.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created apex classes, apex triggers, custom controllers implementing complex code for retrieval from salesforce to visual force pages. developed SOQL statements within controllers, extensions and triggers & Created objects, fields, enabled field level security, enabled record types and page layouts.
* Implemented inbound email handler interface for creation of records in salesforce based on the email received using apex class & created data dictionary and field level mapping of salesforce and Siebel CRM systems for integration and migration, performed data migration using data loader.
* Good expose on apex classes, triggers, visual force pages, custom objects and standard objects, reports, dashboards, workflows & approvals, batch apex, canvas app, scheduler apex and sites.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Design, styling in lightning component and building custom lightning component using IDS & worked with cloud technology and on-premise infrastructure integration for salesforce.com.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.  
  Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Debugging and analyzing of apex code / generated exceptions using developer console to view debug logs, execute SOQL as well anonymous code and use checkpoints & to prepare documentation covering design, code, errors, and recovery procedures.
* Have managed the queue to provide prompt support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Actively worked as an analyst with stakeholders & agile teams to monitor and prioritize product backlog on an ongoing basis to meet release timelines and value to the business.
* Proven ability to apply best practices, work in the salesforce governor limits and devise innovative solutions to meet project's requirements & Worked with managed apex change applications like s-docs & modified unmanaged applications like magic mover to suit the requirement.
* **Environment:** Salesforce Technologies Apex Classes, Triggers,Oracle Big Machine CPQ, VisualForce (Pages, Components), Lightning Pages, Controllers, Controller Extensions, Workflow & Approvals, Docusign.

Salesforce Lightning Developer

Verizon - Tampa, Florida, USA 05/2018 -02/2020

**Description:** Verizon is a leading telecom service provider in the US who provides Phone, Internet and TV services to the customers.

**Responsibilities:**

* Developed Apex Classes, Controller Classes and Apex Triggers on Force.com for various functional needs in the application and experienced in creating lighting pages inside lighting Community builder.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Also embedded Lightning Components in Visual force Page by using new Lightning out feature by event-Driven Programming.
* Worked on Salesforce Platform to build Mobile App by enabling lightning components for use in theSalesforce1 mobile platform to make Lightning application to mobile.
* Created Lightning page with some customizations based on the components used and created the Lightning app.
* Added Lightning Component to Lightning Pages and Record Pages.
* Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Worked on salesforce Lightning Auro components for building customized components replacing the existing ones and also embed Lightning components in Visualforce page by using new lightning out feature by event-driven programming.
* Involved in gathering business and technical requirements for leasing quote automation and build the application right from scratch and deploy it to production.
* Generated revenue recognition status automatically with Apttus CPQ.
* Converted products to assets, an add-on to an existing contract, renew a deal and give the customers the best price of the client with special offers with Apttus CPQ.
* Researched new technique to develop the application in salesforce like lighting, integration with social media and also with other application.
* Experience with migration of data from excel to SFDC through apex data loader such as import, export and update the data.
* Performed app exchange integration of CPQ to configure and ensure the pricing & quoting accuracy.
* Worked with relational databases like SQL database and Teradata according to the need of the client.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on reports using custom and standard report types.
* Also created Dashboards using the existing reports.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Created complex workflow rules criteria for field updates and email alerts and used field level Security along with the page layouts in lightning to manage access to certain fields.
* Created validation rules for performing data validations depending on the user's profile and their record type.
* Developed Custom Objects, Custom Reports Tabs and Components and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created custom VF pages to leverage the functionality of displaying the information from different objects and update them on the same page.
* Expertise as a team member of successful software project implementations related to Quote-to-Cash (Apttus) and 1year experience in the capacity of a Solution Architect / Business System Analyst.
* Experience working across various SFDC implementations that are covering Sales cloud and Service Cloud.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed custom Force.com components on Opportunity object for creating Pipeline Reports and Trend Reports.
* Created wave mobile application which can be up and running in days.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, Service Clouds.
* Used Salesforce Lightning inspector to debug the lightning Auro components during the development process.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events.
* **Environment:** Salesforce.com Platform, Apex Language, Lightning, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOAP/REST API, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

Salesforce Developer

Fun Plus - San Francisco, CA, USA 04/2017 - 04/2018

**Description:** Fun plus is a social gaming company which develops games for social networking sites. Fun Plus implemented the Salesforce CRM application and migrated their entire Fun Plus Business system to Salesforce and they made integration with different systems to migrate everything into Salesforce.

**Responsibilities:**

* Worked with the user group for Requirement gathering throughout the Planning and Implementation.
* Worked on various sales force objects like Accounts, Opportunities, Products and Reports.
* Created profiles and implemented Object level, Field level and Record level security.
* Created Custom labels and used them in validation rules to parameterize the validation rules.
* Created record types and page layouts and assigned page layouts to the record types.
* Created custom report types and generated report using the report types.
* Developed various custom objects, tabs, components, visual force pages and controllers.
* Developed Visual Force Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Created Visual Force Mail templates and Automated Email Process to send installation instructions to new and existing customers.
* Developed various Apex classes, Controller classes and Apex triggers for various functional needs in the application.
* Created cases by performing DML operation using Salesforce API's.
* Maintained various sandboxes and helped in building Ant based automation deployment application with release management.
* Integrated web services by generating the necessary stubs from the WSDL files for extracting the data from the other systems.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Created a custom business calendar and used it in triggers to calculate the due dates.
* Created workflow rules and defined related tasks, Time triggered tasks, email alerts, field updates to implement the business logic.
* Developed integrations to Integrate Data from Salesforce.com using SFDC APIs.
* Worked on the designing of Test plans, Test scenarios and Test case for integration and performed user acceptance testing Writing Unit Test scripts for test coverage.
* Written test classes with extensive test coverage to test various scenarios and to cover the code coverage of minimum 85%.
* **Environment:** Salesforce.com, Sales cloud, Apex classes, controllers, Visualforce, Web Services, WSDL, Data Loader, UAT.

Jr. Salesforce Developer/Admin

Accenture - Hyderabad, India 06/2012 - 03/2017

**Description:** Accenture is a leading global information technology, consulting, and business process services company. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship. Accenture provides comprehensive research and development services, IT solutions and services, including systems integration, information systems outsourcing, package implementation, software application management, and datacenter managed services to corporations globally.

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the Apps to match the functional needs of the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Developed APEX Classes, Controller Classes and Triggers for various functional needs in the application.
* Developed and deployed Workflows and Approval processes for Opportunities and Products/ Assets Management.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Created a custom wizard for users to create a Case related to Account and contact.
* Implemented the requirements on salesforce.com platform and force.com IDE plug-in using Eclipse.
* Successfully established a new lead follow-up procedure which shortened the response time to qualified leads and generated more meetings for the account executives.
* Created and used email templates in HTML and Visualforce.
* Create Dashboard and Reports for the business users.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Responsible for all the activities related to configuring Data loader, uploading data in .csv files into Salesforce.com, checking for the correctness of the data.
* Worked with Salesforce.com team to make application certified.
* **Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.

**Education**

Bachelor's: Computer Science Engineering

VIT University - Chennai, India 2012

**Certifications**

* Certified Salesforce Administrator (201)
* Certified Salesforce Platform Developer (PD1)
* Certified Salesforce CPQ Specialist