

A.J.Dheeraj

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📍 Hyderabad



Professional Experience

- Having 5.8 years of Experience in salesforce.com
- Experience in Configuration of Salesforce CRM and Force.com platform.
- Experience in creating custom objects, custom tabs, custom fields, Record Types and Page layouts, picklist, Validation rules, Roles, Profiles, according to application requirements.
- Having good experience with formulas, Workflows & validations, Flow Builder.
- Implemented Security and Sharing rules at Object, Field and Record levels for different users in the organization.
- Able to handle data management inclusive of data load, data translation, data migration using Apex Data Loader.
- Having Experience in Automation Processes as Workflows , Process Builder & Lightning Flows.
- Experience in setup and configuration, roles, profiles, Reports & Dashboards.
- Knowledge in Sales Cloud concepts like Campaign management, Lead management and web to lead, Forecasting etc...
- Able to handle data management inclusive of data load, data translation, data migration using Apex Data Loader.
- Having Experience on developer tool kit, Apex Classes and Visual Force Pages.
- Good development experience with Apex Language, Apex Triggers, Apex Scheduler, Aura, Batch Apex.
- Having Experience on Lightning , Lightning Web Components(LWC).
- Having Experience on Omni-Channel strategy development and implementation.
- Knowledge in Service Cloud concepts like Case management, Escalation rules, Assignment rules, Auto response rules, Email to case, Web to case, Communities.
- Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products.
- Configured complete PLI with different Charge Types and Charge Type Criteria combinations for all the Products and Services.
- Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc. Various pricing factors like variance pricing, volume based pricing, attribute based pricing has been configured.
- Configured the complete attribute based pricing and Price Matrices.
- Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities. Testing the CPQ Integration with ERP.
- Self-motivated and quick learner. Ready to explore and learn new technologies.

Education

Master of Business Administration, ICFAI University

2020

Organizations

TRITECH SOFTWARE PRIVATE LIMITED,
Salesforce Developer/CPQ

07/2020 – present

PERFEXION INFORMATION TECHNOLOGIES
PRIVATELIMITED, Salesforce Administrator

06/2018 – 06/2020

Technical Skills

Salesforce Technologies:

Force.com, Data Loader, Salesforce.com, Workflow Rules, Role Hierarchy, Validation Rules, Formula, Custom objects, Page Layouts, Record Types, Lightning Flow.

Salesforce Tools :

Data Loader, Workbench

GUI and Other Tools :

Visual Studio Code, Force.com IDE, Apex Data Loader, JIRA.

Certifications

- Salesforce Certified Administrator
- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform Developer I
- Certified in Business Basics
- Diploma in Management

Projects

PFIZER CONNECT
Role : Salesforce developer

02/2022 – present

Description:

Pfizer is indeed a multi-national pharmaceutical and biotechnology corporation known for producing a wide range of medicines and vaccines for various diseases. Pfizer uses customer relationship management (CRM) software, and Salesforce is a popular choice for this purpose. Through Salesforce application Pfizer manages their interactions and relationships with customers in streams like healthcare and pharmaceutical products.

Responsibilities:

- Involved in gathering requirements from the business and implementing those in Salesforce.com
- Worked on Standard objects like Service Resource, Service Territory, Service Territory, Service Appointments, Work Order and Contacts etc.,
- Created multiple custom objects, custom fields, relationship between two objects, page layouts and record types
- Developed different Validation Rules to ensure that the valid data is being entered into the organization.
- Developed workflow rules and approval processes to automate the business process.
- Applied many logics into sending out email templates firing through Workflow based on the requirement
- Designed and developed Apex Triggers, Lightning Web Components , Apex Controllers, Flows, Aura Components for various functional needs in the application.
- Worked on Omni Channel Configuration.
- Worked On Integration of Salesforce with AWS.
- Designed the Record pages with the custom lightning components and record types.

- Deployed the changes from developer sandbox to Full copy sandbox for QA testing and then finally to Production organization.
- Worked as Support Engineer to providing timely resolutions to the issues (cases) rose by the business users.

VinFast Europe

11/2020 – 01/2022

Role : Salesforce CPQ

Description:

VinFast is a leading Vietnam based electric car manufacturer that promises to bring affordable & luxury electric cars with powerful engines.as part of this project we provided service for the vinfast Europe region from order to delivery based on customer requirement. Shipping Services and mailing services.

Which launched Apttus quote-to-cash. It provides a solution for users to order and pay for goods offered to Vinfast customers and improve transactional and order management processes.

Responsibilities:

- Designed and mapped CPQ objects to Salesforce custom objects and involved in Advanced Workflow Approvals.
- Functioned as an SME for the salesforce CPQ customization.
- Worked with native Salesforce quote to cash functionality such as Opportunities, Products, Price books, Quotes, Orders and contracts.
- Coordinated with Legal, Business Operations, Orders and Finance teams to execute customer agreements, process purchase orders and renewal opportunities.
- Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Worked with Sales and Marketing teams to understand the business process to elicit requirements for the Salesforce customization.
- Performed testing and customization of objects, fields, record types, page layouts, workflow and validation rules.
- Created relevant documentation such as UML diagrams - use cases, sequence diagrams, process flow charts, and prototypes, wireframes & closely worked with other consultants while implementing the solutions for the needs of organization.
- Performed Gap Analysis of the As-Is and To-Be process within the organization to analyze and fill the existing gaps in the business processes.
- Managed salesforce application user profiles, roles, permissions, generating security tokens, validation rules.
- Developed test scripts and performed UAT testing and documented the same in JIRA.

Allen & Unwin Book Publishers sales & service app

07/2020 – 02/2021

Role : Salesforce CPQ Developer

Description:

Allen & Unwin is an educational and trade publisher in Australia. Headquartered in Crow's Nest, New South Wales, it publishes textbooks, instructional technology materials, assessments, reference works, and fiction and non-fiction for young readers and adults.

Responsibilities:

- Supported the project's end to end implementation.
- Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products.
- Configured complete PLI with different Charge Types and Charge Type Criteria combinations for all the Products and Services.
- Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc.
- Various pricing factors like variance pricing, volume based pricing, attribute based pricing has been configured.
- Configured the complete attribute based pricing and Price Matrices.
- Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.

- Testing the CPQ Integration with ERP.

Abbott Diabetes Care

08/2018 – 06/2020

Role : Salesforce Admin

Description:

Abbott Diabetes Care project with sales functionalities. Dealing with clients and implementing the application based on customer requirements were the major part of this project. It includes various Objects like Territories, Accounts, Customer activity reports, Configuration Settings, etc. Providing Object level, and field-level security to the end users based on the client's requirement. Generating interactive reports and dashboards for the business and end users for easy analysis of the data.

Responsibilities:

- Implemented Record-Level and Field-Level security and configured their sharing settings
- Involved in creating gap analysis document, clearly identifying data, business process and workflows of organization with respect to Salesforce.com implementation
- Developed and Customizing Salesforce.com application based on user needs
- Developed field & page layout customization for the standard objects like Account, contact, Leads
- Maintained and gave permissions to communication templates based on Profiles
- Performed Data Analysis and migrated data from SQL Server database to salesforce
- Involved in Accounts Merging, maintaining Public Groups
- Created Reports and Dashboards as per customer requirements
- Worked on Record Types, Validation Rules, Triggers, and Page Layouts
- Worked on FSL, with senior team members to analyze each product and its competitor, to integrate new products, and optimize existing products imported accounts and contacts data through Import Wizard
- Worked on data migration from databases to SFDC using Data Loader
- Build organization's role hierarchy by adding Roles as per organization structure and created custom profiles to satisfy organization's hierarchy
- Designed various Custom Objects, Custom Fields, Page Layouts, Custom Tabs and Record Types as per requirements
- Extensive experience in data migration and integration using Data Loader and Informatica Tool
- Experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, Lookup Relationships, Master-Detail Relationships
- Involved in creating gap analysis document, clearly identifying data, business process and work flows of organization with respect to Salesforce.com implementation
- Working as Salesforce Admin by providing day to day end user training and support for Salesforce.com users.