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# Tejaswini

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**Professional Summary**

* 11+ Years of experience in the **CRM domain** on various platforms including **Salesforce** and Siebel performing system analysis, development, implementation, and Support activities.
* 4+ years of experience in **Salesforce CPQ** that includes Configuration and development using **Salesforce CPQ and SFDC** tools such as Price Rules, product rules, Custom Actions, Flows, Process builder, Workflows, validation rules and Apex.

**Expertise**

* Expertise in Salesforce **CPQ Tools like Product Rule, Price Rule, Custom Actions, QCP (Quote Calculator Plugin), Discount Schedules**
* Extensive experience with Salesforce.com CRM, Salesforce CPQ tools.
* Extensive experience with CPQ (Configuration, Pricing, Quoting) CLM (Contract creation, Contract Negotiation, Contract Execution).
* Experience on **Analysis/Configuration and Development Experience in SFDC Sales Cloud, PRM, Service Cloud, Contract Management & SFDC CPQ**
* Worked extensively on Marketing, Quote-To-Cash, Order Management, Contracts, Renewals and Amendments. Products and Pricing modules.
* Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform & Visual Code Studio.
* A team player with strong work ethic, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving, analytical skills and communication skills.
* Product Management Life Cycle Roadmap assessment, converting insights into product initiatives, cross functional team collaboration. Also handling the End-of-Life cycle.
* Strong integration skills - Salesforce integration, EAI, API, Web Services, SOA, ETL, etc.
* Spearheaded team of 8 for the excellent and successful delivery

**Functional Skills**

Sales Cloud, Service Cloud, Telecommunications, Finance, Data Center, Customer Experience/Call center, eDealer and Partner applications

**Technical Skills:**

* **Salesforce CPQ:** Product Administration, Product Rules, Price Rules, Custom Actions Discount Schedules, Contracting, Amendment/Renewals, Quote Templates, QCP (Quote Calculator Plugin)
* Siebel e - business Applications (8.1/8.1.1.10/IP16)
* Oracle SQL Developer, HPQC
* JavaScript configuration
* XML, WSDL, Soap-UI
* Visual Code Studio

**Education**

* Bachelor’s in Computer Science from JSSATE, Bangalore.

**Recognition and Awards:**

* I was recognized for my work in Equinix, and I was given ‘Magical Mention’ Twice.
* Acquired “The Gem” award from Client in Cognizant Technology
* I was Awarded a Certificate of Excellence.

**PROFESSIONAL EXPERIENCE**

**Client: Equinix, Sunnyvale CA May 2018 – Till date**

Company: Rootshell Inc.

Role: Salesforce CPQ Consultant.

* Worked as an CPQ Specialist since the inception of the project including System analysis, Requirement gathering, POC, Build/Configure, Test, Implement and Postproduction Support. Pricing Module Enhancement, Renewals and Amendment process automation and on Product Management Cycle for the Expired Products.
* Completed CPQ implementations and configured different products with different pricing methods like Block pricing, percent of total to increase the revenue from the partners and distributors.
* Responsible for creating and maintaining the price books, products and configuring them in CPQ for the reps to be able to quote efficiently.
* Worked on Query Based Price rules, Product Rule such as Validation, Alerts and Selection type, Condition based Search filters.
* Expertise on working in CPQ from pre-sales, scoping, projects and customer management followed by solution design and build. Designed Legacy Quotes life cycle and Approval Process.
* Involved in Custom Integration of Outbound Messages, Formula Fields, Validation Rules, Reports, Custom Objects and Tabs, Email Services, App Exchange Package & Custom Application.
* Created Products, Bundles, Features and Options to handle multiple business use cases.
* Designed and deployed price rules, product rules, discount schedules and implemented volume-based pricing across the organization.
* Configured price rules Prepared Database specifications, Software functional and technical specifications along with user and technical manuals and testing and implementation plans.
* Implemented lookup objects and lookup queries to pull up the right products based on the various attributes like Opportunity owner Geo, pricing term and class of the user.
* Created Bundles for multiple products to be included together, or have optional features by using Product options, features, and constraints.
* Configured Bundle component prices to be hidden on certain Bundles and displayed on certain other bundles.
* Created Quote Templates for each geography with dynamic (conditional) print controls and complex HTML formatting.

**Client: Sonicwall- Milpitas CA Jan 2016 to Apr 2018**

Company: Rootshell Inc,

Role: Salesforce CPQ Developer

**Responsibilities**:

* Created discount schedules for complex trier discounting structure based on quantity range, region and territory.
* Build Pricing Rules to automate contract price calculations and update quote line fields - based on product or quote attributes.
* Implemented discounts for first time customer promotional offers.
* Designed Quote Template for different Regions and Languages that would include Legal terms based on Country specific guidelines.
* Configured bundles for Subscription and Non-Subscription products with defined Option Constraints.
* Created Custom HTML Order Documents that would include SLA agreement for subscription quotes.
* Translated detailed functional requirements and technical documents into test plans and test cases
* Identified detailed business use cases for features and functionalities being introduced in new CPQ system.
* Documented, researched and communicated defects discovered during test execution.
* Provided day to day CPQ platform and postproduction support for Larger user base
* Worked on the enhancement to Salesforce Quote integration with Docusign for customer e-signature.
* Worked on Quote migration from home-grown system to Salesforce CPQ for the acquired entity.

**Environment:** SOQL, SOSL, Apex, Lightning components, JavaScript, JQuery, Security Controls

**Company: Cognizant Technology Solutions Oct 2005-Mar 2014**

**Clients :** Verizon, Colt , NGCRM , Phones4u

Roles and Responsibilities:

* Worked as a Technical Lead Coordinating with the Client Business Analyst on a regular basis for understanding the Product business requirement, translating the same into functional specifications and evaluating the technical feasibility.
* Involved in SFDC application setup and customization to match the functional needs of the Company for one of our clients.
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles, Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field, page layout customization for the standard objects like Account, Contact, and Leads.
* Over 8 years of experience in Order Management and Product and Pricing.
* Worked with Verizon, NGCRM, Phones4u Telecom Projects.