



SIVA RAM M

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Objective

Looking for an upward career growth in professionally managed companies, where I can leverage my skills to the benefit of the organization.

Professional synopsis

- 1.4+ years of experience in **Salesforce CRM and Steelbrick CPQ** that includes Administration, Configuration, development and Support experience.
- Gathering requirements based on Agile Process.
- Have good experience in Test Methods and writing SOQL and SOSL queries.
- Experience in SFDC Customizations - as Administrator and Developer.
- Thorough knowledge on Salesforce.com Sales Cloud.
- Create new user accounts and configure salesforce.com to fit Security needs at the user and Organization levels.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Record Types, Approvals, Workflows, Validation Rules, Reports, Dashboards.
- Sound knowledge on Organization Wide Defaults and Sharing Rules.
- Having best of my knowledge in Lightning Applications.
- Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills, willing to take initiative and able to apply new tools and technologies in the projects.

Salesforce Technologies

Salesforce CPQ, Steelbrick Salesforce.com platform, Data Loader, Workflow & Approvals and Custom Objects, Force.com IDE, SOQL, SOSL

Experience Summary

- Working with **Capgemini** as a Salesforce CPQ Developer for 1.4 years.



Project Experience

Project : SHV Energy
Role : Salesforce CPQ Developer
Duration : March 2019 to till date

Project Description:

Calor currently has a disjointed view of a Customer journey across the multiple systems, and through multiple Calor teams. The primary objective of the project, is the desire to bring about Core Customer Centricity and Business Process change to put the customer at the heart of our business. Current systems of Calor do not offer / support core functionality which Calor would desire in terms of master data management, true single view of the customer, a personalised approach, mobile applications for field service and sales personnel and potential customer / network self-service portal platforms.

An additional driver for change is to support stretching business targets over the period to 2020 and beyond. Whole market growth, target alternate fuels (especially Oil users), strong retention and internal growth via segmentation approaches are all desired. Salesforce CRM system is seen as vital to support all elements of our strategic approach to the sales process and ongoing sales & service activities

Roles & Responsibilities.

- Ability to configure **Product, Pricebook, Quotes and Proposal**, and other key **Salesforce CPQ** functionalities.
- Worked on term and quantity based discount schedules.
- Configured bundle, nested bundle, option and accessory products according to client requirements.
- Wrote product rules, lookup product rules using summary variables.
- Wrote pricing rules to calculate discounts, markup percentage values
- Generated output documents in multiple languages.
- Worked on Various appExchanges like Docu Sign, Nintex Doc Gen, NVM (New Voice Media).

Project : Aggreko
Role : Salesforce CPQ Developer
Duration : July 2018 to Jan 2019



Project Description:

Aggreko is a provider of temporary power generation, heating/cooling, and moisture control equipment. Aggreko's equipment can be found at major events worldwide like the Super Bowl and the Olympics. Aggreko had been struggling with reduced market share and declining customer satisfaction. It's competitors were far down the path of improving customer and user experience by streamlining processes and enabling digital solutions.

Roles & Responsibilities.

- Ability to configure **Product, Pricebook, Quotes and Proposal, ApprovalProcess** and other key **Salesforce CPQ** functionalities.
- Worked on term and quantity based discount schedules.
- Configured bundle, nested bundle, option and accessory products according to client requirements.
- Wrote product rules, lookup product rules using summary variables.
- Wrote pricing rules to calculate discounts, markup percentage values
- Generated output documents in multiple languages.

Certifications

- Certified in Salesforce Administrator on Feb 21, 2019.
- Certified in Salesforce Platform Developer I on January 7, 2017.
- Completed Functional Certification in APTTUS.
- Certified in Google Digital Garage on December 21, 2017.
- Certified in Steel Brick CPQ Blue Belt.

Educational Qualfication

- 2014-16 **M.Tech** from Lovely Professional University, Phagwara and secured 6.69 CGPA
- 2010-14 **B.Tech** degree from karunya university,Coimbatore with a cumulative of 6.12 CGPA
- 2008-10 **XII** from Sri Chaitanya Jr. College, Vijayawada and secured 76.9%
- 2007-08 **X** from Montessori Public School, Tenali and secured 76.



Personal Details

Date of Birth : 04th Aug 1993.

Marital Status : Single.

Nationality : Indian.

Language Known : English, Hindi, Telugu & Tamil.

Declaration

I Siva Ram M hereby declare that the information given above in My Profile is true and correct to best of my knowledge.

Date:

Place:

Signature