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|  |  | Vinay RamuSenior Consultant |
| ProfileI am highly passionate to learn new technologies and master them. With my 14 years of experience into CRM domain, actively involved in discussions with end users and business analysts. Help with digital transformation of the business scenarios by implementing complex CRM business processes on the Salesforce, CPQ, and Siebel platforms. I possess communication and interpersonal skill and consulted by clients in many geographical regions in multi-cultural work environments. I have been part of implementing projects on Salesforce across Sales Cloud, Service Cloud, Force.com platform and several AppExchange apps.ContactPHONE:+65-84201494WEBSITE:[LinkedIn](https://www.linkedin.com/in/vinay-ramu-2121a910)[GitHub](https://github.com/vinayramu)EMAIL:vinay.ramu1@gmail.comHobbiesReadingMusicTable Tennis |  | EDUCATIONBachelor of Engineering in Computer Science [Visvesvaraya Technological University India]2000 - 2004WORK EXPERIENCEEquinix, Inc. - Senior ConsultantProject: Partner Direct QuotingOct 2019–Till DatePartner Direct Quoting is the project that enables channel partners with mechanism to raise budgetary quote in a self-service portal. Channel partners will now have all the quoting facility on the self-service portal, and they need not have to depend on partner account manager for each product price. Implementation has community cloud app for partners and CPQ for quoting functionality.Worked as senior developer in the community cloud and CPQ implementation. Equinix, Inc. - Senior ConsultantProject: ECO SalesOct 2013–Sep 2019Subject Matter Expert in Sales Cloud, Service Cloud & Order Management with focus on fulfilling business processes. Our industry application focused on selling and managing products that at the data center location(more like to telecom industry and real estate). Extensive experience in Apex Classes, SOQL, Trigger, Visualforce, Flow, Process Builder, Data loader, Metadata API, Bulk API, Webservices, SOAP, REST, JSON and Lightning Components.Working on current CPQ implementation for partner community users.Experience in deployment using Eclipse, Visual Studio, Change set and ANT. Deloitte Consulting – Technology ConsultantJun 2011–Sep 2013Projects: Canon & BaxterProvide technology solution to the client Canon in the following areas.*Scheduling* – Field service engineer will be assigned to various activities associated with a service request, closely integrated with ORS.*Parts* – Tracking the required parts to resolve a service request.*Workforce Management* – The process of managing the field engineer data and geo coding the addresses using vanilla Siebel functionality with minor customizations.*Mobile Applications* - Field Service professionals, users can update sales opportunities, review account and activity information, access calendar and contact details, order and track parts, respond to service requests, and send correspondence. Accenture – Senior Software EngineerApr 2010–Jun 2011Worked with client Telefonica (Spanish Telecom Company) for Order Management solutions in Industry of Telecommunication and have experience interacting with Spanish functional team.Oracle – ConsultantMar 2007–Apr 2010Worked on replacing existing Oracle Partner Network used by worldwide partners to enroll for various partner programs based on which they would receive entitlements and privileges. Symphony Services – Test EngineerMar 2005–Apr 2010Worked with Siebel standard product team on core areas like Installation and Deployment. certifications* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Siebel Core Consultant

**SKILLS** |