

SUMMARY

- **More than 16** years of experience in the field of Software/Information Technology with emphasis on business process and software analysis, functional analysis, solutioning, demos, change management, implementation, testing and support of Client/Server, SaaS and web-based applications
- **11** years of experience in Configure-Price-Quote (CPQ) and Contract Lifecycle Management (CLM), X-author domains
- **Salesforce Certified Administrator and Apttus (Conga) Quote-to-Cash certified (CPQ, CLM, Approvals, X-author, and Billing).**
- **Experience with Salesforce CPQ (Steelbrick CPQ)**
- Experience in **Salesforce Classic and Lightning, Sales Cloud, Communities, Oracle, PL-SQL**
- Experience with agile and waterfall SDLC methodologies
- A solid base in gathering and documenting use cases, product catalog and price modeling, business process and business requirements analysis, proof of concepts (POCs), solutioning and transforming into functional/ technical solutions.
- Proficiency in interviewing stakeholders, requirements analysis, functional flow diagrams, documentation, deriving testable functional / non-functional system solutions, project management, troubleshooting, providing strategic and tactical inputs and coordinating with business functions and technical project teams from conception through deployment, testing, training and support.
- Experience in full Software Development Life Cycle (designing, debugging, testing, documentation, maintenance and enhancement), RUP, Use-Case
- Excellent customer facing, negotiations, analytical, problem solving, communication and interpersonal skills

TECHNICAL SKILLS

Tools:	Salesforce (Classic and Lightning), Sales Cloud, Salesforce Communities – Customer and partner, Apttus (Conga) CPQ, CLM, IWA Approvals, X-author, Salesforce CPQ, JIRA, DocuSign, Dataloader, HP Quality Center, MS-Office, WebEx, Teams, Visio, Slack
Platform:	Salesforce, UNIX, Windows
DBMS:	Informix, ORACLE, Sybase, PL/SQL

WORK EXPERIENCE

LabCorp, Indianapolis, IN [Remote from Sunnyvale, CA]

Apr 2021 - Present

Consultant - CPQ Functional Consultant Lead/ Sr. Solutions Architect

Project: Quote to Cash: Lead a team of solution architects, developers and QA to design, solution and implement Apttus (Conga) CPQ including product and pricing modelling, quote configuration intake form design in x-author for excel, automation of Apttus cart creation, custom pricing, discounting, Apttus advanced approvals, quote output templates design, Peoplesoft API integrations with salesforce

Nokia, San Jose, CA

May 2020 – Apr 2021

Consultant - Sr. Solutions Architect

Project: Quote to Cash: Solution and implement Apttus (Conga) CPQ including product and pricing modelling, custom pricing, discounting, Apttus approvals, quote output templates design

Extreme Networks, San Jose, CA

Aug. 2020 – Apr 2021

Consultant - Sr. Solutions Architect

Project: Renewal Automation: Solution and implement Apttus (Conga) CPQ and Salesforce Communities for disti/partner led contract renewals for SaaS products, Zuora integration for tax and credit card processing. Also empower end customers to renew contracts via salesforce customer community portal

Google, Sunnyvale, CA

Oct. 2019 – May 2020

Salesforce CPQ Consultant

Project: Salesforce CPQ and Conga CLM implementation for Google Cloud suite of SaaS product offerings

Conga, San Mateo, CA [formerly Apttus]

Sept. 2014 – Aug. 2019

Sr. Solutions Architect / Solutions Architect

Projects: As a member of Apttus's professional services team, worked on multiple Apttus quote to cash implementation projects involving CPQ, CLM and billing products for customers in SaaS, Retail, Energy, Education domains including IBM, Salesforce, BroadSoft, Bloom Energy, Franklin Covey

Cisco Systems, San Jose, CA

Feb. 2010 – Aug 2014

Business Systems Analyst

Project: CCW and SFDC Quoting/ Quote-to-order/ MDM (My Deal Manager)

Subject Matter Expert (SME) and Lead Business Process Analyst for new business processes enablement in Cisco Quote-to-cash / CPQ application called CCW (Cisco Commerce Workspace) Quoting portfolio including SFDC (SalesForce.com) opportunity management, CPQ (configuration-pricing-quoting) and non-standard deal management and approval in My Deal Manager (MDM)

Overall Responsibilities in all the above projects:

- Lead the overall CPQ design efforts and the team
- Work as solutions expert in Apttus CPQ, Salesforce CPQ and/or Contract Management CLM domain and Advanced Approvals, X-author and integrations like Avalara, DocuSign
- Study and analyze current quote to cash process for clients
- Engage with and interview various stakeholders during requirements gathering workshops, review current Q2C process, needs analysis, data reviews, POCs and product demonstrations and lead the solution design process
- Perform gap analysis for to-be requirements and track requirements in JIRA
- Perform feasibility analysis, hands-on solution design taking into account scalability for Salesforce Lightning, sprint demos
- Design and document solution design for CPQ, x-author and integration related requirements
- Ensure scalability of the solution and that it meets overall business requirements

- Conduct solution architecture reviews with customer and project teams prior to design and development activities
- Support development team during build stage and fix errors during QA, UAT and SIT
- Configure complex Configure-Price-Quote features and IWA application solutions on the Salesforce platform
- Debug and fix errors during Apttus configuration on salesforce
- Configure complex Salesforce CPQ features incorporating product rules, price rules, option constraints etc. on the Salesforce platform
- Collaborate with testing teams to ensure test case coverage and drafting of end-to-end test scenarios
- Participate in presales activities and internal initiatives as required

NYK Business Systems Americas Inc. (formerly NSRI USA Inc.), Seattle, WA

May 2008 – Jan. 2010 and Aug. 2007 – Oct. 2007

Consultant - Applications/Business Systems Analyst

Project: OSCAR (One System Covers All Regions)

The **OSCAR** application system team is responsible for providing crucial business and technical support to various regional offices using this large system software application to place shipment orders, track container shipments, maintain customer profiles and billing – all integrated in one system.

Tools: SQL, Oracle, Sybase, HP Service Desk, I-conclude Flow, ITIL, ITSM, SharePoint, MS Office, VISIO

Responsibilities:

- Responsible for gathering and reviewing business requirements, functional specifications, project schedules, documentation, preparing test plans, map current business processes, identify gaps and failure points, perform root cause analyses, and develop functional requirements that support overall strategy, goals and objectives.
- Translated the business needs into system requirements, communicated with business team on a non-technical level, and with the Programmer Analyst on a more technical level.
- Contributed to project planning by identifying business and system impacts, key assumptions and risks.
- Coordinated and planned with application developers for clean handover of a product design
- Responsible for writing reports and extracting data from relational databases using SQL queries
- Performed root cause analysis and fault isolation for environmental, server, and application issues; Documented recovery procedures and resolutions in a knowledge database for future analyst reference
- Optimized ETL scripts and provided on-call production support 24/7
- Provided first level application support: Resolved Incidents and restore service as quickly as possible. Answered questions related to the business applications and platform environment

Google, Mountain View, CA

Oct. 2007 – Apr. 2008

Consultant - Automation Engineer

PROJECT: Gmail Test Engineering

Working with the ever evolving and fast paced Gmail Test Engineering team, our team was responsible for testing all features and functionality of Gmail through automation. Our goal was to be able to automate all user interactions with Gmail.

Gmail is a very dynamic web application. Not only does it use a lot of AJAX, the JavaScript code is obfuscated, elements are created/ destroyed on the fly, elements have dynamic ids; all of which makes it very difficult and challenging to automate.

Tools: Selenium, Java, JavaScript, Shell Scripting, XML, Eclipse, Buganizer, Test Scribe, Mondrian, Perforce

Responsibilities:

- Responsible for maintaining all requirements documentation, test cases in test scribe.
- Responsible for maintaining all continuous builds.
- Fixed automation test cases related to different functionality of Gmail.
- Wrote automation shell script to enable running test cases in the background.
- Cross Platform Browser Testing – Actively involved in getting all P0 and P1 BAT tests running on different browsers-OS combinations.

Vigna Solutions Inc, Herndon, VA

Mar. 2005 – July 2007

Business Analyst/ Systems Analyst

Worked for two clients during my tenure – Verizon, Harrah's Entertainment Inc

Tools: SQL – Informix, APPLIX, ITSM, PVCS, Test Director, Shell Scripting, Db2, SQL, Access, Remedy, Visio, IPM ticketing system, MS-Office, Visio

Responsibilities:

- Facilitated meetings with the business users/groups to gather, define and document business requirements and analyze the possible technical solutions.
- Worked closely with the IT technical team to translate and document functional requirements into technical specifications.
- Developed functional requirements, specifications, documentation, test cases and test scripts – regression and load
- Contributed to project planning by identifying business and system impacts, key assumptions and risks.
- Assisted with data conversion activities and all levels of testing (functional, system, regression, and integration) as necessary.
- Responsible for writing reports and extracting data from relational databases using SQL queries
- Responsible for creating project artifacts such as business requirements in Use Case and other formats, requirements Traceability Matrix, Test Scenarios and Scripts
- Perform gap analysis to determine if all functionalities are implemented
- Serve as a liaison between business team and the project team by assisting the business in identifying, understanding, and documenting their business needs

EDUCATION

Master of Science, Electrical Engineering, University of Texas at Arlington, Arlington TX

Bachelor of Engineering, Electronics and Communications, Gogte Institute of Technology, Belgaum, India