

Naveen.M

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PROFESSIONAL SUMMARY

- 8+ years of IT experience in developing Applications.
- 5+ years of Good experience on the Billing and CPQ Domain.
- Experience in developing force.com, Salesforce CRM and 2+ years of experience in developing mobile applications using Android.

PROFESSIONAL EXPERIENCE

- Currently Working as Sr Consultant at **Capgemini**, Bangalore from Dec 2019 to Till Date.
- Worked as Sr Software Engineer at **Greynubo**, Bangalore from June 2018 to Dec 2019 Date.
- Worked as Software Engineer at **Salesforce**, Bangalore from March 2014 to May 2018.
- Worked as developer at **BSP Software**, Bangalore, from Dec'2012 to March 2014
- Worked as Developer at **TVRSIS**, Bangalore from Dec' 2010 to Dec' 2012.

CERTIFICATIONS

- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified Advanced Administrator
- Salesforce Certified CPQ Specialist
- Salesforce Certified Sales Cloud Consultant

EDUCATION

- **Bachelor of Technology 2009 Pass out** from **Jawaharlal Nehru Technological University**, Hyderabad.

TECHNICAL PROFICIENCY

Languages	:	Apex & java
Platform	:	Force.com
Web Technologies	:	Visual force, HTML, XML, CSS, Java Script
Tools	:	IntelliJ, Sublime, Data loader

VCS-BMW (Salesforce CPQ)- June 2019 to till now

Description: VCS-BMW is a Vehicle contract System, using this application will manage vehicle contract post sales. BMW customer they can upgrade/Cancel the contract at the dealer center.

Roles & Responsibilities:

- ✧ Configuring the Product and Bundle.
- ✧ Configure Product Rule.
- ✧ Configure Price Rule.
- ✧ Configure the Quote Template for Quote and Contract.
- ✧ Setting up the partner community for dealer.
- ✧ Configured the community builder and pages.
- ✧ Contract cancellation.
- ✧ Services for the CPO/Pricing/product/OITS/Trillium.
- ✧ Exposed the Services for IIB.

Eyeforce-JJSV(Apttus CPQ)- July 2018 to May 2019

Description: Eyeforce-JJSV will manage the vision care.

Roles & Responsibilities:

- ✧ Interacted with various business team members to gather the requirements and documented the requirements.
- ✧ Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
- ✧ Participated in Requirement Gathering Sessions & JAD Sessions.
- ✧ Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
- ✧ Used lightning builder for visualizing and creating automated business processes.
- ✧ Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.
- ✧ Quote to Cash: Configuring Standalone Products, Bundles, Attributes, Product Rules, Price Rules, Price lists, Tiered pricing and Approval Process Management.
- ✧ Contract life cycle management: configuring Agreements, Templates, Query Templates, Agreement Output formats, Agreement Protection, Agreement Rules and Approval Management.
- ✧ Utilized X-Author to creating the clauses, inserting the templates into the system, creating smart clauses, and fields merging.
- ✧ Create and modify contract templates using Apttus X-Author
- ✧ Experience with Apttus Advanced Workflow Approvals
- ✧ Used Change Sets to deploy code from sandbox to sandbox and production environment.
- ✧ Familiar with Apttus admin settings, Apttus custom setting and DocuSign settings.
- ✧ Worked Mainly on Sales Cloud implementation
- ✧ Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts
- ✧ Configured various Custom Reports and Dashboards according to the application requirements.
- ✧ Conduct business analysis using knowledge of Apttus CLM process design, capabilities, architecture, data flows, and integration
- ✧ Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- ✧ Implemented and Consumed Knowledge Base Dashboards & Reports AppExchange for providing Reports and Dashboards that monitors the Knowledge Base.
- ✧ Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

- ✧ Configuration of the Salesforce System to make it compatible with the Apttus Deliverables.
- ✧ Data Migration of the executed contracts from one instance to another instance leveraging the presence of Data Loader tool.
- ✧ Worked on Agile Methodology for Salesforce custom app implementation.
- ✧ Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports
- ✧ Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.

Salesforce Quote to Cash (Product)- Mar'2014 to June 2018

Description: Salesforce Quote-to-Cash enables companies to easily and accurately manage the entire deal close process—from generating quotes and configuring orders to collecting cash—helping customers grow revenue faster than ever before. Quote-to-Cash extends the Salesforce Sales Cloud with fully integrated capabilities that include CPQ and billing apps, powered by Salesforce Lightning.

Roles & Responsibilities:

- ✧ Generate Invoices as One-Time, Subscription and usage-based product from the order
- ✧ Cancellation Invoice
- ✧ Usage Rating
- ✧ Platform approach to support Implemented the ASC606 for revenue.
- ✧ Accounting Balance snapshot.
- ✧ Finance Period summary for accounting.
- ✧ Integrated four payment gateways (Cyber source, Authorize.net, Payeezy, Pay Flow Pro) with Salesforce.
- ✧ Integrated with Avalara Tax engine and created a package for the same.
- ✧ Improved the test coverage and changed the implementation of it's for existing code and new changes.
- ✧ Followed Agile way of delivering the release product.
- ✧ Used selenium web automation to test lightning pages.
- ✧ Revenue Obligation(Revenue Agreement and Revenue Adjustment)

Used Divide and conquer algorithm to calculate tax and overcome Governor limits of salesforce.

CCH Small Firm Service

Description: CCH, a Wolters Kluwer business, is a provider of software and information services for tax, accounting and audit workers. CCH sells its customer different tax packages.

Roles & Responsibilities:

- ✧ Interacted with various business user groups to gather the requirements.
- ✧ Customizing various standard objects of Salesforce.com (SFDC).
- ✧ Integrated the Web Services for calculating the tax on the Quote and Invoice
- ✧ Designed and deployed Visual Force Pages, Entity-Relationship data model, validation rules, Approval Processes and Auto-assignment Rules for automating flight strategic data for every departure.
- ✧ Worked with standard Salesforce.com objects like Accounts, Contacts, Leads and Opportunities in relation clients and their subscriptions to

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- ✧ Created workflow rules for incidents and activation of features and defined related tasks, email alerts, and field updates.
- ✧ Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
- ✧ Deploying the new changes to the Testing sandboxes and to production accordingly

Pay Roll Generator – BSP Software(Dec' 2012 – Mar'2014)

URL :

<https://play.google.com/store/apps/details?id=com.bsp.payrollgenerator&hl=en>

Description: Payroll Generator is a Powerful App that generates Pay Slips within no time. This App features fast and accurate pay slips that helps in avoiding mistakes & confusions. Just to make it accurate we considered all the slab systems of the different Countries according to the rates fixed by their respective governments.

Roles & Responsibilities:

- ✧ Creating views and Activities.
- ✧ Adding dynamic field and uploading image.
- ✧ Generating Pdf and send email to respective mail.
- ✧ Debugging and testing the application.

E-Ticket System - TVRSIS (Dec '2010 - 2012)

Description: E-Ticket System is web based application. It is used to track the issues raised a by user. Each request raised by use will be assign to particular department support team. Each issue is identifying by the unique ticket id. Support Team will assist the request raised by user by updating ticket status.

Roles & Responsibilities:

- ✧ Understanding Requirements.
- ✧ Designed Application Layouts.
- ✧ Developing pages and views.
- ✧ Coding Servlets to handle the business logic.
- ✧ Used JDBC to create database connection.