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Sathesh Gopal

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Salesforce CPQ Developer/Administrator

**PROFESSIONAL SUMMARY**

Sr Salesforce developer/CPQ Developer/Administrator with over **11 years** of experience in designing, developing, and deploying Salesforce applications. Proven ability to translate complex business needs into technical solutions, working closely with stakeholders to ensure that requirements are met.

* Expertise in SFDC Development using Lightning Application, Apex Classes,Apex Test Classes, Apex Triggers, Batch Classes,Visual Force Pages, Controllers, Components, Apex Web services.
* Strong Experience in creating and managing Applications, Custom Objects, Reports, Dashboards, Validation Rules, Flows, Profiles, Users, Roles, Page Layouts, Objects, Tabs, Org - Wide default, Sharing rules, Workflow rules, Reports,Dashboards,Email Alerts, Entity Relationship Diagrams, and Governor limits.
* Experience in implementing Security/Sharing rules, configured permission sets, Field Level Security, and Record level Security.
* Knowledge in working with various deployment tools like Changesets, VS Code, Git Library, Bitbucket, gearset, and managing repositories efficiently.
* Customized existing Visualforce to align with salesforce’s new Lightning UI experience.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components, and lightning connect.
* Experienced with CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.
* Experience in Salesforce Sales cloud, Service cloud, and CPQ.
* Worked with Apex Data Loader tool to migrate and update the data from an external database.
* In-depth knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, and Business processes which were used to improve the business processes using Salesforce.com.
* Experience with SDLC Methodologies Waterfall, Agile and Scrum using JIRA for Issue tracking.
* Strong Communication and inter-personal skills with ability to work in a fast-paced environment with changing priorities.

**TECHNICAL SKILLS:**

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| CRM | Salesforce.com, Force.com | Middleware Tools | Salesforce Inspector, Salesforce Loader |
| Salesforce Technologies | Workflow & Approvals, Reports, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects | Languages | Salesforce (Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Visualforce pages, Visualforce component, and controllers Lightning Components, Salesforce CPQ, Custom Setting) SQL, PL/SQL, UNIX, Shell Scripting, Java |
| Ticketing Tool | ServiceNow, Jira | Data Base | SOQL, SOSL, Oracle, MS SQL Server 2012 and DB2 |
| Web Standards | Visual Force (Salesforce), HTML, XHTML, XML | IDE | VS Code, Eclipse, and Developer Console. |
| Security Tools | Salesforce Check Mark Tool, Burt Suite Tool | Deployment Tools | Changeset, SalesforceFlosum, and Git Library |

**PROFFESIONAL EXPERIENCE:**

Sr. Salesforce CPQ Developer/Administrator/BSA | July 21 to Till date

**Johnson & Johnson Consumer Health –New Brunswick, New Jersey.**

* Involves in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Working on Product setup, Product Options, Product configuration & rules, Pricing, Discounting, and Quote templates in Salesforce CPQ.
* Involves in working on Development of Salesforce sales cloud functionality such as Account, Contact, lead Opportunity Management.
* Involves in designing, coding, and implementing Apex Classes, Triggers, Lightning Components, Visualforce components, SOQL statements for Sales Cloud Enhancements, and Design Upgrades.
* Designing and implementing new Salesforce custom objects, workflow rules, Record Types, Validation Rules, Flows, process Builders, custom layouts, and other standard Salesforce customizations.
* Field & Page layout customization for the standard objects like Account, contact, Leads
* Maintain and give permissions to communication templates based on Profiles and Permission sets.
* Imports accounts and contacts data through Import Wizard or Salesforce Inspector.
* Builds the organization's role hierarchy by adding the Roles as per the organization structure and creates custom profiles to satisfy the organization's hierarchy.
* Implements Custom Functionality to Hide/EDIT/ Read Only for Quote fields using QCP methods (isFieldVisible, isFieldEditable) and Calculated quote and quote lines data.
* Involves in configuring all aspects of Salesforce to meet the business requirements and worked on identification of the root cause within the functional domain and collaborate to identify root cause across system boundaries quickly.
* Able to use and extend existing code framework to implement new functionality. Needs some direction to make fundamental changes to the existing code line.
* Performing the Risk Analysis and Cost Assessment for the Project implementation
* Creates custom Reports based on business need and associates them to Dashboard.
* Coordinated testing and validation procedures through software development lifecycle.
* Collaborated with support team to assist client stakeholders with emergent technical issues and develop effective solutions.

Salesforce CPQ Developer - Business Operations | Dec 2018 to Dec 2020

**Infoblox Inc –Tacoma, WA.**

* Having Deep expertise and Worked on the SaaS, HW, SW and Maintenance business model, especially in the CPQ and Quote to Cash process area.
* Lead the Team of 10 Developers to reach the given timelines and bridge the gaps between business entities and other development activities in the team by assigning the tasks to meet project deliverables on time.
* Deeply involved in working on the Steel brick CPQ Package Upgrades by designing Data Model related to Steel brick CPQ used in Quote to Order process especially.
* Worked on Product setup, Product Options, Product configuration & rules, Pricing, Discounting, and Quote templates in Steel brick CPQ.
* Involved in working on Development of Salesforce sales cloud functionality such as Account, Contact, lead Opportunity Management
* Involved in designing, coding, and implementing Apex Classes, Triggers, Lightning Components, Visualforce components, SOQL statements for Sales Cloud Enhancements, and Design Upgrades.
* Designed and implemented new Salesforce custom objects, workflow rules, custom layouts, and other standard Salesforce customizations
* Always Updated with good knowledge of Salesforce best practices as per the Latest Salesforce Releases.
* Implemented the Lightning custom and out of the box components for improving the Data Visibility and User Experiences
* Worked on Implementing Web Services (SOAP and REST) from Salesforce to RNOW, Salesforce to Oracle Fusion using the Dell Boomi as Middleware ETL.
* Worked on Service Now Ticketing tool on resolving the Salesforce High Priority Issue on Contract Renewals, Asset Management, Subscription Management, and Order Management.
* Gained Strong understanding of Salesforce fundamental concepts (application, data and security) and CRM domain knowledge (Sales Cloud, Service Cloud, and Marketing Cloud)
* Involved in configuring all aspects of Salesforce to meet the business requirements and worked on identification of the root cause within the functional domain and collaborate to identify root cause across system boundaries quickly.
* Able to use and extend existing code framework to implement new functionality. Needs some direction to make fundamental changes to the existing code line.
* Worked on significant and unique issues where analysis of situations or data requires an evaluation of intangibles.

Salesforce Developer | Oct 2017 to Dec 2018

**Kaiser Permanente –Burbank, CA.**

* Worked on Multiple Environments like Dev, QA, and deployed to PROD.
* Worked with the Agile methodology and attended Scrum meetings.
* Developed Apex Triggers, Apex classes, visual force pages, visual force Components, and Test classes with maximum code coverage.
* Worked with Data loader and Data Import wizard for updating and inserting Sobjects data.
* Worked with Data Clean-up by optimizing the code Functionality for Production Org.
* Worked on Workflow rules like field update and Email alert and creating tasks. Worked on the Approval process with multiple approvers.
* Used Custom metadata types and Custom settings to satisfy business scenarios by referencing them in Apex Classes.
* Worked on Case Management and provided service console to Agents for better User experience.
* Worked with assignment rules for assigning cases to Queues.
* Worked with Live Agent Functionality interacting with Employees.
* Created Reports and Dashboards and Worked Wave Analytics, Roles, Profiles, and Permission Sets.
* Worked on Rest API in getting the data from ORACLE PEOPLE SOFT AND ORACLE HCM CLOUD to Salesforce through Integration framework and Worked on Large data volume problem.
* Deployed metadata between multiple environments using GitHub, Eclipse, and Jenkins.
* Worked on Account Hierarchy implementing the Various Customer Classes within the organizations as per the needs in Handling of the Partner, Reseller, Distributor accounts within Salesforce, and External Systems.
* Developed Related List Functionality using lightning Components and Lightning Record pages.
* Have extensive experience in all the phases of Software Development Life Cycle (SDLC) including Requirements Gathering, Analysis, Design, Development, Testing and Deployment. Experience in Waterfall & Agile development methodologies.
* Experience on creating Flows, Sub Flows, Exception strategy, Data Weave transformation, Data Mapper and other activities with salesforce Service cloud.

APTTUS CPQ Developer | Jun 2011–May 2017

**Hewlett Packard Enterprise–Bangalore, KA, India.**

* Working as a Salesforce Developer and lead development on multiple projects from requirements gathering through the solution design, build, testing, and deployment.
* Perform the build activities to deliver a solution from the design stage to a functional application.
* Using Apttus CPQ API’s to create cart, Quote, repricing, Attribute creation.
* Managing Apttus CPQ Pricelist, Apttus CPQ Price list items and CPQ Price rules
* Developing the Apex classes and triggers depending on the requirement.
* Worked with creating Batch classes for automating the quotes through Apex class.
* Creating the Quotes through automation process by using Apttus CPQ functionalities.
* Creating Product setup, mentioning pricing rules, using Assets to create the Quotes
* Develop applications using the Force.com platform (Apex classes/triggers, Visual Force pages, Web Services API), related web technologies (CSS3, HTML5, Ajax, JavaScript), and other enterprise programming languages such as Java.
* Integrate enterprise applications such as Salesforce with analytical platforms and other applications via integration tools using SOAP or REST web service protocols.
* Execute unit tests and write Apex test classes for code coverage.
* Use development tools such as Eclipse IDE (for the source code editor, debugging, and deployment) and GIT (for source code and version control). Participate in design and code reviews to ensure development quality.
* Deploy metadata (configuration and code) to different environments via tools such as Ant and Flosum.
* Design user interfaces and create corresponding ERD (Entity Relationship Diagram) using Lucid Chart or similar. tools to represent the data models and illustrate relationships between database elements.
* Create process flow diagrams to represent the logic and algorithms used to implement the business rules and requirements.

**Education**

**Sofia University,Palo Alto, CA, USA| MS-Computer Science**

**Anna University, Chennai, TN, India| MBA – Marketing and Finance.**

**Certification:**

**Salesforce administrator,**

**Azure fundamental.**