

# Upender Nath Sharma

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## Professional Summary

- 7.6 years of experience as a Salesforce Developer and Administrator involved in designing, modeling, analysis, and maintenance of CRM systems.
- Experience in SFDC Development in implementing Salesforce CPQ, Apex classes, Test classes, Triggers, Visual Force, Lightning Components, Deployment Using XML Package, Batch Jobs, Future Methods, Workflow, Approval Process, Advanced Approvals, Process Builder, Force.com IDE, SOQL and SOSL, VS Studio.
- Having strong knowledge of all phases of SDLC with expertise in Requirement Gathering, Analysis, Designing, Development and Testing.
- Have a good experience in Agile/Scrum, Iterative, and Waterfall development.
- Acquainted and well versed with CRM processes like Sales, Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.
- Gathering requirements from users and SME by way of interviews and questionnaires.
- Expertise in analyzing and documenting the business workflows and functionality of existing systems.
- Self-motivated and capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations
- Worked in a constantly ever-changing environment in which clients wishes could change anytime.
- Hands on experience in **Product Setup, Product Options, Product Configuration & Rules, Pricing, Discounting and Quote templates in Salesforce CPQ Proficiency.**
- Configuring the products, Standalone, options, bundles, and multi-level bundles, in Salesforce platform.
- Extensive hands on experience in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.

## Skills

- |                  |                                 |                 |
|------------------|---------------------------------|-----------------|
| ▪ Apex           | ▪ Aura Components               | ▪ Configuration |
| ▪ Visualforce    | ▪ Customization                 |                 |
| ▪ Salesforce CPQ | ▪ Lightning Web Component Basic |                 |

## Hands on Experience

- |                        |                          |                    |
|------------------------|--------------------------|--------------------|
| ▪ Salesforce CPQ       | ▪ Advanced Approvals     | ▪ DocuSign         |
| ▪ Apex Classes         | ▪ Batch Jobs             | ▪ Workflow         |
| ▪ Apex Triggers        | ▪ Aura Components        | ▪ Approval Process |
| ▪ Visual Force Pages   | ▪ Flows                  | ▪ Process Builder  |
| ▪ Lightning Components | ▪ Securities and Sharing | ▪ Deployment       |
| ▪ Test Classes         | ▪ Validation Rules       | ▪ Conga Composer   |
| ▪ Email Service        |                          |                    |

## Salesforce Certifications

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer1
- Salesforce CPQ Specialist
- Flossum Certified

- **Tools:** Data Migration using Data Loader, JIRA, VS Studio, Flossum

## Work Experience

- **Deloitte Consulting Pvt Limited (USI)**  
Senior Consultant Oct 2020 – Present
- **Nagarro Software Pvt. Ltd.**  
Senior Engineer Sept 2018 – Oct 2020
- **PricewaterhouseCoopers**  
Junior Salesforce Developer and Intern Apr 2018 - Aug 2018
- **Deloitte Consulting Pvt Limited (USI)**  
Business Technology Analyst Jun 2016 - Jan 2018
- **Aspire Software Consultancy**  
Junior Software Engineer Apr 2014 – Apr 2016

## Salesforce CPQ Project (In Progress...)

**Project 1: Google**  
Senior Consultant

### Project Description:

Implemented Salesforce CPQ from scratch and migrated the legacy system from standard Salesforce to Salesforce CPQ. Migrated the legacy data from multiple child environments to the master.

### Job Implementation:

- Direct interaction with Client for requirements gathering.
- Implemented Salesforce CPQ from scratch.
- Added out of the box logic to handle the discounts calculations using Discount Schedules.
- Simplified standard approval process with Advanced Approvals.
- Overridden Out of Box Renewal quoted functionality for use cases of Business process with the help of Scheduled Classes, Batch apex, process builder, email templates, custom metadata.
- Customized the standard buttons via Quick Actions.
- Created Permission sets to give access of Steel brick Salesforce CPQ app and related functionality for Sales reps/developers.

## Salesforce CPQ Project (In Progress...)

**Project 2: JD Powers**  
Senior Consultant

### Project Description:

Implemented Salesforce CPQ from scratch and migrated the legacy system from standard Salesforce to Salesforce CPQ. Migrated the legacy data from multiple child environments to the master.

### Job Implementation:

- Direct interaction with product managers (Offshore/Onsite) and Business Admins into designing the best solution for problems in an efficient manner

- Implemented Salesforce CPQ from scratch.
- Added out of the box logic to handle the discounts calculations using Discount Schedules.
- Simplified standard approval process with Advanced Approvals.
- Overridden Out of Box Renewal quoted functionality for use cases of Business process with the help of Scheduled Classes, Batch apex, process builder, email templates, custom metadata.
- Translate end user requirements into an easy way to navigate front end process.
- Customized the standard buttons via Quick Actions.
- Implemented DocuSign to get the Quote Documents approved and signed by the customer.
- Created Permission sets to give access of Steelbrick Salesforce CPQ app and related functionality for Direct and Channel users.

## Salesforce CPQ Projects

### **Project 3: Blackbaud**

Senior Engineer

#### **Project Description:**

Implemented Salesforce CPQ from scratch and migrated the legacy system from Apttus CPQ to Salesforce CPQ.

#### **Job Implementation:**

- Direct interaction with product managers into designing the best solution for problems in an efficient manner.
- Product and Product Rules Configuration in Steelbrick Salesforce CPQ.
- Configuration of Price Rules with Price Action based on specific Price Conditions.
- Overridden Out of Box Renewal quoted functionality for use cases of Business process with the help of Scheduled Classes, Batch apex, process builder, email templates, custom metadata.
- Created Permission sets to give access of Steelbrick Salesforce CPQ app and related functionality for Direct and Channel users.
- Simplified Quote approval process with Advanced Approvals.
- Documented and developed code according to specification and standards

### **Project 4: Verizon Connect**

Senior Software Engineer

#### **Project Description:**

Implemented Salesforce to Salesforce Integration (Connect), to get the records from child environments and perform manipulations on them.

#### **Job Implementation:**

- Translated end user requirements to understand the exact flow.
- Performed R&D on Salesforce to Salesforce Connect and standard Salesforce to Salesforce.
- Implemented Salesforce to Salesforce by Publishing/Subscribing the connection.
- Wrote Triggers, Apex Classes, Test Classes to get the data from one environment to another (Text/Number/Lookup Fields).

## Awards and Achievements

- Received Shout-Out award in Deloitte for Successfully implementation of Salesforce CPQ project and understanding/implementing complex custom Amendment functionality.

- Received Excellence award in Nagarro for Successfully implementing complex functionality in minimum time frame.

## **Educational Qualification**

<b>Examination</b>	<b>Board/University</b>
M.C.A	Punjabi University, Patiala
B.C.A	Punjab Technical University, Jalandhar
XII	DAV Sr. Sec. School, Ambala
X	DAV Sr. Sec. School, Ambala

**Place: Ambala**

**Date:**

**Upendar Nath Sharma**