**Rangachary Kadarla**

**(10+ Years with TechM and AT&T/DirecTV)**

**SALESFORCE.COM Consultant with APTTUS-CPQ (Q2C)**

**(Domains - CRM/Industry/Retail/Telecom/Health/Insurance)**

**E-mail:** [**ranga.kcrm@gmail.com**](mailto:ranga.kcrm@gmail.com)

**Mob: (678) 557 5954**

Linkedin - [https://www.linkedin.com/in/rangachary-k-8403944a](https://www.linkedin.com/in/rangachary-k-8403944a/)

SFDC Certifications- <https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=003G000002cjxbEIAQ>

**Objective:**

Over 15 Years of IT Experience in **Admin, Business Analysis,** Quality Analysis and Development with solid understanding of Business Requirements Gathering, Application Design, **user maintenance** in Salesforce.com/CRM, Force.com, APTTUS-CPQ/CLM (Q2C), ETL Cloud, Analytics, Java and Mainframe, also support with Release management, System/Functional/Regression/Automation, Problem Reporting & Agile/Scrum/Iteration methodologies.

**Professional Summary:**

* 5.5 Years in **Administration**, Business Analysis, Quality Analysis and Dev for **SALESFORCE and APTTUS**.
* 3+ Years of experience with deployment management in SQL, PLSQL, JAVA, HP-ALM, ETL, RTC, Slack/Cloud management, Hackathon, Oracle, HTML5, ANT, CSS, J-query, Python, Content Management and Java Script.
* 6 Years of experience as tester and developer using java, ETL Informatica/datastage8.1, asp, sql, plsql, dba, Oracle, Teradata in the Development area for large enterprise Environments over QA/BP/Production area.
* Active participation in application’s requirement analysis, design and implementation, integration and providing deliverables for the testing. Familiar with all the stages of System Development Life Cycle.
* Good with serve as primary system administrator for the Salesforce.com environment with 1K+ users
* Handle all basic and advance administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks and Complete regular internal system audits and prepare for upgrades, also Manage Salesforce.com data feeds and other integrations.
* Coordinate the evaluation, scope and completion of new development requests.
* Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities. Also managing sandboxes and company certification.
* Assist in training of new users, and grow the Salesforce.com skill set across the organization. Effectively act as the liaison between our users, vendors and the application development teams.
* Work independently with members of the user community to define and document development requirements
* Demonstrate clear capability to document the ASIS, TOBE process flows. Conduct full analytics collaboratively to identify and provide solutions for gaps and abnormal work flows, Also with attending workshops at onsite.
* Expert in CRM sales cycle (Customer, Opportunity, Quote/Proposal, Contract, Order and Invoice generations).
* Developed and managed release management processes and procedures including approval checklists insuring software builds and releases meet business requirements, are installed correctly, execute with quality. Technical Support while UAT/Business Validation is going on.
* Expertise in defining the requirements from end users view, document the requirements as Business Requirements Document (BRD) and Functional Requirement Specifications (FRS) and also assisting the technical team with functionality clarification.
* Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity.
* Strong understanding of Salesforce.com best practices and functionality, Strong data management abilities.
* A documented history of successfully driving projects to completion and demonstrated ability to understand and articulate complex requirements. Good with processes and working in a SCRUM or agile environment.
* Good in Provisioning, Incentives, Rebate, tax and revenue, also deal guidance process in Q2C/cpq life cycle.
* Good in Develop, defining, roll-out the Release Management Strategy and Release Planning Process.
* Experience in Apex classes, triggers, test classes, Visualforce pages, controllers components, SOQL/SOSL.
* Good with integrating Salesforce with external systems using connectors REST API.
* Good with partner community, maintaining with sharing rules with different user and data migrations.
* Training the business users with proper documentation and swift help any time with notice period.
* Experience in configuring, managing and customizing the Apttus CPQ (Configure Price Quote)
* Good understanding in APTTUS-CLM (Contract Lifecycle Management), Billing/Revenues, Invoicing and Taxes.
* Experience with Apttus Advanced Workflow Approvals, Apttus Wizard, and X-Author for Excel.
* Experience with Apttus Products and Pricing, Shopping Cart functionality, Quoting and Quote Templates
* Maintain user accounts, roles, and profiles in the Salesforce.com application, also clean and current data in the Salesforce.com application. Customize Salesforce.com fields, page layouts, record types, profiles, and roles. Formatting and scrubbing of raw data and uploading into Salesforce.com, also workflow, process builder, formulas and validation rules.
* Implement change control and best practices with regards to system maintenance, configuration, development, testing, data integrity, etc
* Articulate APTTUS core CPQ capabilities, Foundation concepts of Products, Pricing, Categories, Advanced concepts of product selection and pricing scenarios, also categories, Price List, Products and Selection, Bundles, Options and Option Groups, Product Selection using Constraint Rules and Attributes and Pricing Extensions (Price Dimensions, Price Matrices and Price Rule sets).
* Strong in Apttus managed package configuration and administration, like Apttus Quote to Cash, Sales Cloud and Force.com, and mostly with CPQ part and good understanding with CLM, X-author And OM area.
* Expert in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
* Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricing functionality using Workflow, APTTUS Approval Process, APEX, Visual Force and APTTUS Pricing Call back, Validation call back classes and test classes.
* Configure Products (Standalone/Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, Attributes.
* Developed Quote Documents using X-AUTHOR for Word, also developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API's, APEX, Visual Force and Trigger.
* Good with Apex, SOQL, XML, JSON, JavaScript, Apex Classes, Controllers, Triggers, Visual force. Migration Tool, Web Services (REST/WSDL/XML), Data Loader, Excel Connector, Demand Tools, Force.com IDE, Eclipse, managed, unmanaged packages, Conga Composer and Informatica cloud.
* Good with products are assembled and configured based on customer requirements in CRM cloud technology.
* Contact and Host the meetings with all the teams for each release while preparing the deployment plans.
* Good with work flow, visual flow, Escalations, Process Builder, approval, Consoles and partner communities.
* Design and implement custom objects and advanced functionality, based on project roadmap and strategic initiatives, good in Sandbox management, delivery of reports and dashboard through solid analysis of data, Build report, dashboards and analytic snapshots and analysis on issues and prepare the documentations.
* Maintain release packaging, release integrated scheduling, work intake priorities, manage the Release Exe of Development/Deployment lifecycle, Provide inputs to RLS Packaging/Integrated Scheduling activities.
* Developed testing criteria based on requirements, use cases and traceability matrixes. Coordinates and conducts functional software testing utilizing all current testing tools available.
* Develop and manage release management processes and procedures including approval checklists insuring software builds and releases meet business requirements, are installed correctly, execute with quality. Technical Support while UAT/Business Validation is going on.
* Identify and evaluate new features and functionality related to the winter, spring, and summer release management schedule provided by Salesforce.com. Able to support TDD and prepared the documentation.
* Active participation in application’s requirement analysis, design and implementation, integration and providing deliverables for the testing. Familiar with all the stages of System Development Life Cycle.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modelling, Business Analysis and Testing various methodologies.
* Works with Release Engineers, development teams and production support leads to understand impacts of branches, code merges and their approval process.
* on the business and mapping ETL jobs and test prepare test data for data transfer jobs and executions.
* 24\*7 Support, Maintenance, release management, Offshore, Onshore communication, and use to work on PMO Deliverables, like Deployment plans, Release Status, Issues Register, invites/chats and post validations.
* Leads and co-ordinates the Go-Live activities including the execution of the deployment Plans and checklists before production deployment to the Management, business and all the channels.
* Good on building, deploying managed packages and used SCM tools and good with agile/scrum processes.
* Good with SVN, VCS, Eclipse, JIRA, ANT, Selenium and Jenkins, good understanding in automation of scripts.

Good in Release Management, Onshore development communication and use to work on PMO Deliverables, like Deployment plans, Release Status, Issues Register and invites/chats.

**EDUCATION:**

* B.TECH from KITS (Kakatiya Institute of Technology & Science), KU, Warangal, Jul’ 97

**CERTIFICATION:**

* Salesforce Certified – ADM 201 – Sept 2016 (Active)
* Salesforce Certified – PD1 (DEV401) – Sept 2016 (Active)
* Salesforce Certified - Service Cloud Consultant – Oct 2016 (Active)
* Salesforce Certified - Community Cloud Consultant (SU18) - Oct 2018 (Active)
* Salesforce Certified – Teradata Database Basics – Feb/Mar 2009
* ITIL 2011 Foundation certified - Jan 2017

**WORK HISTORY:**

|  |  |  |
| --- | --- | --- |
| **Duration** | **Organization** | **Designation** |
| Oct’ 17-Till Date | IBM Corp Durham, NC (Tek Leaders) | Sr. Consultant (SFDC/APTTUS) |
| Apr’17-Sep’ 17 | Biogen Inc, Durham, NC, USA (Tek Leaders) | Sr. Consultant (SFDC/APTTUS) |
| Oct’16-Feb’ 17 | Eli Lilly Inc, Indianapolis IN, USA (Tek Leaders) | Sr. Consultant (SFDC/APTTUS) |
| Aug’ 13-Oct’ 16 | Tech Mahindra Americas Inc. ATL,GA, USA | Tech. Manager (3yrs@onshore) |
| Oct’ 06-Aug’ 13 | Tech Mahindra Ltd, Pune, IND | Tech Lead (7yrs@offshore) |
| Aug’ 04-Oct’ 06 | PATNI Computer Systems Pvt. Ltd. Pune | SW. Engineer (2.5yrs@Offshore) |
| Sep’98-Aug’ 04 | Shiva Sri Design Works Pvt. Ltd. Hyd. | Design Engineer |

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **DETAILS** | **SKILLS/TOOLS** |
| OPERATING SYSTEMS | Windows 9x/NT/XP/2008/2003/2000 and Unix. |
| LANGUAGE/SKILLS | Java, Shell script, PL-SQL, XML, SQL, Microsoft .NET, C# and Linux |
| VCS/CMS/DEFECT TRACKING/Deployment TOOLs | GITHUB, VSS, SVN, CMS, Maven, Changeset, Selenium, Maven, Jenkins, Eclipse, JIRA, TDD, Selenium and ANT. |
| Tools (AT&T & SFDC) | Introscope,IBM Tealeaf,Keynote,HP BAC,BMC Patrol,AOTS Remedy 7.6, SharePoint, MS Office, Eclipse, Datastage8.1, Toad, Teradata12x-SQL Assistant, HP Quality Center12x,Changeman ZMF/DS, Fileaid, Panagon, HLAD, Vantive,FTP, C:D (NDM),Citrix, QMF,SPUFI,JCL,FileAid,SDSF,SAP BO,NDM/C:D,SSO,ESP,DataLoader,Force.com Explorer and Force.com |
| Salesforce Technologies | Salesforce-CRM,Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, REST, SOAP, Visual force Pages/Components, S Controls, Apex Web Services, AJAX, Workflows, Case Approvals, Dashboards, Analytic Snapshots, Case Management Automation, App-Exchange, Custom Objects, Chatter, API, Chatter, Sandbox, data loading, Sales, Service cloud, SOQL queries, Web Service Integration. Single Sign On, Delegated Authentication, Wave Analytics, Lightning ,salesforc1, Communities, Marketing cloud, Informatica cloud, Angular JS,  jQuery, Bootstrap, APTTUS-CPQ/CLM, Revenue, Tax, rebate, Provisioning, Deal guidance and Conga Composer. |
| TOOLS | HP Quality Centre, AOTS BMC Remedy7.5, Datastage/Informatica, FTP, HLAD Tool and C:D, Citrix, Toad 9.x, Share Point and Cloud System. |
| GUI(S) | HTML,HTML5,DHTLM,Flashscript,Weblogic,Datawarehousing,Oracle,DB2,MSSQLServers/DBA,MSAccess,Teradata,JCL,COBOL,ASP,VBScript,Oracle,MSAccess,HTML/DHTML, Python, .NET, REST API, ,JAVA,Flash Scripts and Java Script. |
| DOMAIN | CRM, Retail, Telecom Health and Insurance. |
| Others/Methodologies | Waterfall, Agile, Scrum and ITIL |
| DATABASEs | Oracle, SQL Server 2008/2012/2012R, DB2 and Teradata |

**PROFESSIONAL EXPERIENCE:**

**TEK LEADERS Inc, NC Oct’ 17 - Till date**

**Role: Sr. Consultant – Admin/Business Analyst (SFDC with APTTUS-CPQ/CLM)**

**Project: GAIA Business Partners - (CRM/Market place, Client-IBM, Raleigh NC).**

**Description:**

IBM Cloud is a platform that helps developers build and run modern apps and services. It provides developers with instant access to the compute and services they need to launch quickly, iterate continuously and scale with success. With services across mobile, IoT, IBM Watson® and more, IBM Cloud is an ideal platform to power the next wave of apps that thrive on data. IBM enables companies to scale and adapt quickly to changing business needs without compromising security, privacy or risk levels when using IBM cloud offerings.

**Responsibilities:**

* Working with serve as primary system administrator for the Salesforce.com environment with 1K+ users
* Handling all basic and advance administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks and Complete regular internal system audits and prepare for upgrades, also Manage Salesforce.com data feeds and other integrations.
* Coordinate the evaluation, scope and completion of new development requests.
* Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities. Also managing sandboxes and company certification..
* Assist in training of new users, and grow the Salesforce.com skill set across the organization. Effectively act as the liaison between our users, vendors and the application development teams.
* Working independently with members of the user community to define and document development requirements
* Demonstrate clear capability to document the ASIS, TOBE process flows. Conduct full analytics collaboratively to identify and provide solutions for gaps and abnormal work flows, Also with attending workshops at onsite.
* Working in CRM sales cycle (Customer, Opportunity, Quote/Proposal, Contract, Order and Invoice generations).
* Developed and managed release management processes and procedures including approval checklists insuring software builds and releases meet business requirements, are installed correctly, execute with quality. Technical Support while UAT/Business Validation is going on.
* Expertise in defining the requirements from end users view, document the requirements as Business Requirements Document (BRD) and Functional Requirement Specifications (FRS) and also assisting the technical team with functionality clarification.
* Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity.
* Strong understanding of Salesforce.com best practices and functionality, Strong data management abilities.
* Working on Apttus Products and Pricing, Shopping Cart functionality, Quoting and Quote Templates
* Able to create process flow diagrams to represent the logic and algorithms used to implement the business rules and requirements.
* Demonstrate clear capability to document the ASIS, TOBE process flows. Conduct full analytics collaboratively to identify and provide solutions for gaps and abnormal work flows.
* CRM life cycle implementation and leading development teams to deliver and leading business development.
* Analyze and review business, functional and technical requirements. And designed the technical architecture based on functional documents. Support TDD and prepared the documentation.
* APTTUS core CPQ capabilities, Foundation concepts of Products, Pricing, Categories, Advanced concepts of product selection and pricing scenarios, also categories, Price List, Products and Selection, Bundles, Options and Option Groups, Product Selection using Constraint Rules and Attributes and Pricing Extensions (Price Dimensions, Price Matrices and Price Rule sets).
* Working for Apex,SOQL,XML,JSON,JavaScript,ApexClasses,Controllers,Triggers,Visual force, Migrations, Data Loader, Excel Connector, Demand Tools, Force.com IDE Eclipse, managed, unmanaged packages and Informatica cloud. Running with Billing/Revenues and running Invoicing and Taxes.
* Working on Data Migration Tools (Data Loader and Import Wizard), understand business requirement and adopt the required methodology for data import and export.
* Coordinate and participate in the review and testing activities to ensure the quality and functionality of assigned client developed systems.
* Maintain user accounts, roles, permission sets and profiles in the Salesforce.com application, also clean and current data in the Salesforce.com application. Customize Salesforce.com fields, page layouts, record types, profiles, and roles. Formatting and scrubbing of raw data and uploading into Salesforce.com.
* Clear insight of Salesforce platform best practices, coding and design guidelines and governor limits.
* Working on declarative config - workflow, process builder, formulas, validations etc.
* Working on integrating Salesforce with external systems using connectors, SOAP/REST API
* Working according to specifications, standards and prepared test class, plan and conduct basic unit testing.
* Developing Trigger, Batch class, Schedule Job by maintaining best coding standards.
* Working on Deploying Components using Eclipse IDE and Salesforce Changeset Migration Tool. (Optional to be trained on ANT Migration tools.

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Inside sales telephonic plug-in, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL/SOSL queries, Email Services, Security Controls, SOAP, API, Chatter, XML, REST, Sandbox data loading, Jenkins,GIT, ANT deploy tools, Apttus Q2C(CPQ/CLM), Lightening and Web Service Integration.

**BioGen Inc, NC Feb’ 17 – Sep ‘17**

**Role: SFDC Consultant/Admin (SFDC and apttus-cpq/clm)**

**Coordinated Care System (CCS) - (Healthcare, BioGen, Durham, NC SA).**

**Description:**

Patient Services is currently limited to engaging with our patients and HCPs/HCOs via phone, fax, email, and letters in a reactive manner. The current CRM System is inefficient, expensive to maintain and is unable to support new channels (e.g. text or chat).s

**Responsibilities:**

* Responsible for attending daily scrum meetings and preparing understanding documents as per requirements.
* Taking care of business and application requirements also working on support and deployment tasks.
* Performing the roles for Salesforce.com on Admin, Development, Deployment and Testing in the organization.
* Created multiple sand boxes for project implementation and manage the deployments for different environments. Responsible for Onshore/Offshore coordination and 24\*7 communications to client.
* Involving for Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Forecasting, Reports, Dashboards and SOQL/SOSL queries.
* Responsible for Developing Test cases and plans, also created and maintained Defects using ALM Quality Centre. Also working on Lightning components.
* Worked in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
* Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricing functionality using Workflow ,APTTUS Approval Process, APEX, Visual Force and APTTUS Pricing Callback Class.
* Configure Products (Standalone/Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, Attributes.
* Developed Quote Documents using X-AUTHOR for Word, also developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API's, APEX, Visual Force and Trigger.
* Support Salesforce.com with APEX API, APEX Triggers and solid understanding of Apex classes.
* Maintain user accounts, roles, and profiles in the Salesforce.com application, also clean and current data in the Salesforce.com application. Customize Salesforce.com fields, page layouts, record types, profiles, and roles. Formatting and scrubbing of raw data and uploading into Salesforce.com.
* Provided support for quality assurance testing and defect resolution while testing and deployment is going at Development, QA and Production Areas.
* Working with serve as primary system administrator for the Salesforce.com environment with 1K+ users
* Handling all basic and advance administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks and Complete regular internal system audits and prepare for upgrades, also Manage Salesforce.com data feeds and other integrations.
* Coordinate the evaluation, scope and completion of new development requests.
* Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities. Also managing sandboxes and company certification..
* Assist in training of new users, and grow the Salesforce.com skill set across the organization. Effectively act as the liaison between our users, vendors and the application development teams.
* Working independently with members of the user community to define and document development requirements
* Demonstrate clear capability to document the ASIS, TOBE process flows. Conduct full analytics collaboratively to identify and provide solutions for gaps and abnormal work flows, Also with attending workshops at onsite.
* Working in CRM sales cycle (Customer, Opportunity, Quote/Proposal, Contract, Order and Invoice generations).
* Developed and managed release management processes and procedures including approval checklists insuring software builds and releases meet business requirements, are installed correctly, execute with quality. Technical Support while UAT/Business Validation is going on
* Analyze and review business, functional and technical requirements. And designed the technical architecture based on functional documents.
* Working on HP-ALM, GIT, ANT, Data loader, Eclipse, JIRA and AOT Remedy CR Management.
* Analyze and review business, functional and technical requirements. And designed the technical architecture based on functional documents. support TDD and prepared the documentation.
* Working according to specifications, standards and prepared test class, plan and conduct basic unit testing.
* Good in Custom Object development, Service Cloud Implementing Data Security and bulk User management.
* Building & deploying managed packages and used SCM tools, good with agile/scrum environment.
* Working closely with QA Teams, Business Teams, and DBA team and Product Operations teams to identify QA and UAT cycles release schedule to non-prod and prod environments.
* 24/7 On-call Support for troubleshooting production issues and onshore/Offshore model, also documenting all the processes on issues caused and its solutions in timely manner.

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Inside sales telephonic plug-in, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL/SOSL queries, Email Services, Security Controls, SOAP, API, Chatter, XML, REST, Sandbox data loading, Jenkins,GIT, ANT deploy tools, Apttus Q2C(CPQ/CLM), Lightening and Web Service Integration.

**Tek Leaders Inc, Indianapolis, IN Oct’ 16 – Jan’17**

**Role: Salesforce/APTTUS Consultant – Business Analyst/ADMIN**

**Project: Laboratory and Diagnostic Asset Planning Tool (LDAPT). (Healthcare, Eli Lilly Inc, IN, USA).**

**Description:**Laboratory Diagnostic Asset and Planning is a series of business processes to facilitate clinical trial testing planning and tracking and lab vendor expense budget management across multiple functional areas.  Many challenges exist within the solutions currently supporting the different business processes. LDAPT is a global application primarily utilized by people within the four primary functional teams (CLO, TTx, LEM, DD).

**Responsibilities:**

* Worked on maintaining user accounts, roles, permission sets, profiles, fields, page layouts, record types, profiles, roles and communities.
* Maintain user accounts, roles, and profiles in the Salesforce.com application, also clean and current data in the Salesforce.com application. Customize Salesforce.com fields, page layouts, record types, profiles, and roles. Formatting and scrubbing of raw data and uploading into Salesforce.com.
* Assist in the development of standardized business practices for data entry and standardization. Trouble-shoot issues within the Salesforce.com system. Support end user salesforce.com requests,
* Working on APTTUS core CPQ capabilities, Foundation concepts of Products, Pricing, Categories, Advanced concepts of product selection and pricing scenarios, also categories, Price List, Products and Selection, Bundles, Options and Option Groups, Product Selection using Constraint Rules and Attributes and Pricing Extensions (Price Dimensions, Price Matrices and Price Rule sets).
* Coordinate and participate in the review and testing activities to ensure the quality and functionality of assigned client developed systems.
* Maintaining user accounts, roles, permission sets, profiles, fields, page layouts, record types, profiles and communities.
* Handle all basic and advance administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks and Complete regular internal system audits and prepare for upgrades, also Manage Salesforce.com data feeds and other integrations.
* Coordinate the evaluation, scope and completion of new development requests.
* Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities. Also managing sandboxes and company certification
* Worked on APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
* Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricing functionality using Workflow, APTTUS Approval Process, APEX, Visual Force and APTTUS Pricing Callbackclasses and test classes.
* Worked on APTTUS-CLM (Contract Lifecycle Management), Billing/Revenues, Invoicing and Taxes and with Apttus Advanced Workflow Approvals, Apttus Wizard, and X-Author for Excel.
* Configure Products (Standalone/Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, Attributes.
* Able to create process flow diagrams to represent the logic and algorithms used to implement the business rules and requirements.
* Demonstrate clear capability to document the ASIS, TOBE process flows. Conduct full analytics collaboratively to identify and provide solutions for gaps and abnormal work flows.
* CRM life cycle implementation and leading development teams to deliver and leading business development.
* Analyze and review business, functional and technical requirements. And designed the technical architecture based on functional documents. Support TDD and prepared the documentation.
* Support on Apex, SOQL, XML, JSON, JavaScript, Apex Classes, Controllers, Triggers, Visual force. Migration Tool,), Data Loader, Excel Connector, Demand Tools, Force.com IDE, Eclipse and Informatica cloud.
* Clear insight of Salesforce platform best practices, coding and design guidelines and governor limits.
* Working on declarative config - workflow, process builder, formulas, validations etc.
* Working on playing a Business & Solution Architect role on at least 1 end-to-end project
* Design and implement custom objects and advanced functionality, based on project roadmap and strategic initiatives, good in Sandbox management, delivery of reports and dashboard through solid analysis of data, Build report, dashboards and analytic snapshots and analysis on issues and prepare the documentations.
* Responsible for attending daily scrum meetings and preparing understanding documents as per requirements.
* Taking care of business and application requirements also working on support and deployment tasks.
* Performing the roles for Salesforce.com on Admin, Development, Deployment and Testing in the organization.
* CRM life cycle implementation and leading development teams to deliver and leading business development.
* Working according to specifications, standards and prepared test class, plan and conduct basic unit testing.
* Building & deploying managed packages and used SCM tools, good with agile/scrum environment.
* Working closely with QA Teams, Business Teams, and DBA team and Product Operations teams to identify QA and UAT cycles release schedule to non-prod and prod environments.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HP ALM(Quality Center), HTML, Inside sales telephonic plug-in, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL/SOSL queries, Email Services, Security Controls, SOAP, API, Chatter, XML, AJAX, REST, Angular JS, jQuery, Bootstrap, Lightning, Sandbox data loading..

**Tech Mahindra Americas, Atlanta, GA Aug’ 13 – Oct’ 16 (39 Months)**

**Role: Salesforce CRM – Business Analysis with Admin with apttus-cpq/clm**

**Project: Quick Quote (Telecom, DirecTV/AT&T, USA):**

**Description:** Quick Quote is the part of group application Online sales and distribution’ which is the merge component from DirecTV and provides Regional Local Business Markets (RLBM) Inbound Channel sales agents across 22 states, as well as Southeast Vendors/Solutions Providers, with product pricing, bundle and promotional information to provide quotes and proposals to customers. Products available include Telco/Local, LD, Uverse, DSL, Wireless, DirecTV.

**Responsibilities:**

* Performing the roles for Salesforce.com on Admin, Development and Change Management for the organization.
* Created multiple sand boxes for project implementation and manage the deployments for different environments. Also working into marketing cloud module.
* Handle all basic and advance administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks and Complete regular internal system audits and prepare for upgrades, also Manage Salesforce.com data feeds and other integrations.
* Coordinate the evaluation, scope and completion of new development requests.
* Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities. Also managing sandboxes and company certification.
* Assist in training of new users, and grow the Salesforce.com skill set across the organization. Effectively act as the liaison between our users, vendors and the application development teams.
* Good in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups and Conflict Management with Project team members.
* Coordinate and participate in the review and testing activities to ensure the quality and functionality of assigned client developed systems.
* While Data migration time need to manage the data sharing using apex code.
* Extensively used HTML tags, frames, and CSS (cascading style sheets) to maintain uniformity in the webpages and also avoid view state limit.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Used Sales force Automation Process (SAP), Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Worked on Salesforce.com Application to Setup activities and customized the apps to match the functional needs of the organization.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Setting up Service Cloud Console, Cases (Web to case, email to case), Solutions and Case Assignment.
* Developed code according to specifications and standards, and prepared test classes, plan and conduct basic unit testing, also worked with selenium.
* Maintain user accounts, roles, and profiles in the Salesforce.com application, also clean and current data in the Salesforce.com application. Customize Salesforce.com fields, page layouts, record types, profiles, and roles. Formatting and scrubbing of raw data and uploading into Salesforce.com.
* Assist in the development of standardized business practices for data entry and standardization. Trouble-shoot issues within the Salesforce.com system. Support end user salesforce.com requests,
* Delivered KT to the client team on salesforce chatter, queues, groups, service cloud and other technical knowledge they need to do for their day to day job on salesforce.com.
* Developed and deployed workflows and approval processes for opportunities and products/assets management.
* Articulate APTTUS core CPQ capabilities, Foundation concepts of Products, Pricing, Categories, Advanced concepts of product selection and pricing scenarios, also categories, Price List, Products and Selection, Bundles, Options and Option Groups, Product Selection using Constraint Rules and Attributes and Pricing Extensions (Price Dimensions, Price Matrices and Price Rule sets).
* Developed Quote Documents using X-AUTHOR for Word, also developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API's, APEX, Visual Force and Trigger.

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Jenkins, HP ALM(Quality Center), HTML, Inside sales telephonic plug-in, Java, Java Script, Workflow , Reports, AJAX, Custom Objects, APTTUS-cpq/clm, Python, REST. Email Services, SOAP, API, Chatter, XML & REST.

**Tech Mahindra, Pune, IND. Sep’ 11 – Aug’ 13 (24 Months)**

**Role: Business Analyst**

**GE Renewable (GE Client - Atlanta, GA)**

**Responsibilities:**

**Tech Mahindra, Pune, IND Mar‘ 08 – Aug’ 11 (41 Months)**

**Role – Sr. Developer/QA**

**ECM (Telecom - AT&T, USA):**

**Responsibilities:**

**Environment:** IBM MVS /ZOS , COBOL, JCL, C: D(NDM), FTP, HP Quality Center, UNIX, TOAD, Oracle, Teradata, SQL Assistant, SQL Server DB, SSAS/SSIS/SSRS, MS .net and c#

**Tech Mahindra, Pune, IND. Oct’ 06 – Mar’ 08 (18 Months)**

**Role – Business Analyst/Tester.**

**T-BOSS (Telecom - AT&T, USA):**

**Responsibilities:**

**Environment:** IBM MVS /ZOS 1.7, COBOL, JCL, C: D(NDM), teradata, Informatica and unix.

**Patni Computers Ltd, Pune, IND Aug’ 04 – Oct’ 06 (27 Months)**

**Role – Sr. Software Engineer/QA**

**RBS (Telecom - AT&T, USA):**

**Responsibilities:**

**Environment:** Mainframes, Teradata, Windows JAVA, JSP, Servlets, SQL, Oracle, PLSQL, MS Excel and MS Access, System Monitor/Performance Monitor, Java scripting, HTML and DHTML.