

# VIJAYA TEMGIRE

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**Experienced Salesforce Developer technical support engineer and Apttus CPQ developer with aptitude in different phases of Development life cycle including estimations, enhancements, testing, deployment and providing support to signature success customers, customer interactions, debugging, troubleshooting and case management.**

## CAREER SNAPSHOT

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### Technologies:

- Salesforce.com
- Vlocity EPC/Vlocity CPQ/Vlocity Order Management
- Apttus CPQ

### Certifications:

- Vlocity Platform Developer
- Vlocity Communication CPQ developer I
- Vlocity Order Management
- Platform Developer I
- Salesforce Administrator
- Salesforce Advance Administrator
- Salesforce CPQ Specialist
- Platform App Builder

## EXPERIENCE

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### Senior Vlocity Developer Support – Salesforce.com

Vlocity-CPQ/OM/EPC/ESM/DC-API

Jan 2021 – Till date

#### **Role and Responsibilities:**

- Supporting Signature Success Customers
- Handling customer call with manager to prioritize critical issues/Blockers
- Providing technical support to business partners, identifying, and resolving issues in production environment and sandbox.
- Vlocity EPC/Vlocity CPQ – Product Configuration, Omniscrypt, Dataraptor, Integration Procedures, Attribute based pricing, V2 API, Multisite functionality etc.
- Experienced in Enterprise sales management and Order Management
- Handling Order Management plus customers.
- Exposure to different Vlocity clouds – Media Cloud, Energy and Utility Cloud
- Experienced in Digital commerce API- V3 API

## **Application Development Analyst – Accenture**

**Apttus CPQ Developer/ Vlocity – Canadian Communication**

**July 2019 – Dec 2020 Role and**

### **Responsibilities:**

- Involved in analyzing the client Apttus CPQ and Vlocity requirements with client, development and unit testing of user stories, as well as trouble shooting of issues and incorporating changes into the system.
- Developed Product configurations.
- Created Constraint Rules, Attribute Rules, Pricing Matrix, Translations, Categorization of products, custom objects, Record Types, Workflows, Page Layouts, Permission Settings, Sharing settings, Process Builder and implemented Organization- Wide Defaults for system security designs.
- Created Data Raptors, Cards, Layouts, Vlocity Actions, Products, Product Pricing, Product Attributes, Product Bundle, Promotions.
- Successfully delivered Product Configurations with the help of X-Author, VBT. Expertise in working in Agile methodology.

## **SFDC Production Support – Canadian Communication**

**May 2019 – June 2019 Role and**

### **Responsibilities:**

- Understanding the end-to-end process for Defect Fixing.
- Worked on approval process, Formula fields, Developed Apex Classes, Triggers, Visual force pages, Rest API.
- Created custom objects, Record Types, Workflows, Page Layouts, Permission Settings, Templates, Process Builder and implemented Organization-Wide Defaults for system security designs.
- Debugging/Troubleshooting Errors.
- Deployment for defect fix and Pre, Post Deployment steps.

## **Salesforce Support – American Telecommunications**

**Jan 2018 – April 2019 Role and**

### **Responsibilities:**

- Analyzing and resolving Incidents, Requests and Case management
- Worked on Monthly RSA, Health Check, Address data miss match, Browser Usage reports.
- Got trained in MCAT platform and Property Lab.
- End to end customer calls to understand issues and helping them to resolve it.

## **EDUCATION**

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- Bachelor of Engineering: Mechanical Engineering –SKN Sinhgad Institutes- Pandharpur

## **ACHIEVEMENTS**

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- Achieved Salesforce Trailhead Ranger rank.
- Got recognized as a Signature Success Customer Support Engineer.
- Got promoted to Senior Technical Dev Support.