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**RAVISANKAR DUDDUPUDI**

Salesforce CPQ & Billing Architect

Salesforce CPQ Solution Architect

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Salesforce CPQ Solution Architect

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**Professional Summary:**

Creative, results driven technology leader with more than 18 years of IT Industry experience with Strategy and Execution. Self-motivated, innovative and goal-oriented management professional committed to transform and delivery across diversified global organizations. Always learning with an open mind approaches each interaction with a passion for customer success.

**Tools & Technologies:**

Salesforce CPQ (Steelbrick) & Billing, Sales Cloud, B2B Salesforce, Advance Approvals, Apex Triggers , Apex Classes, SOQL, Product Rules, Price Rules, REST API Integrations, Data Loader, Web Services, LWC**,** Quote Plugin and CPQ API’s.

**Salesforce Certifications (7X) and Super badges (3X):**

Salesforce Integration Architecture Designer

Salesforce CPQ Specialist

Salesforce Developer 1

Salesforce Sales Cloud

Salesforce Administrator

Salesforce Advanced Administrator

Salesforce App Builder

Billing, Advanced Billing and Security Super badges

**Education:**

Master in Computer Sciences College of Engineering, Andhra University. INDIA

Bachelor of Science from Nagarjuna University. INDIA

**Visa Status: US Citizen**

 Work History

**ENVERUS**, Austin Texas (Remote)

Salesforce CPQ & Billing Solution Architect, Mar 21 to Current

Salesforce CPQ & Billing Implementation for BA, EA, T&R business units.

**Responsibilities:**

* Lead Consultant to design and configure Quote, Order, Invoice and Payments Modules.
* Lead the discovery meetings to review current Quote and Billing Process, identified the gaps and challenges.
* Configured Products, Price Lists, Accounts and Contacts.
* Automated and eliminated several manual processes.
* Configured Price rules using lookup queries against custom objects.
* Designed and Implemented Invoice Migration from Intacct for pending Invoices
* Wrote custom process to manage the existing custom Invoice generations in Intacct and Netsuite.
* Configured Cybersource CC payments in Salesforce Billing
* Configured Avalara Tax Integration.
* Build several custom reports types and dashboards

**EDB Postgress**, MA (Remote)

Salesforce CPQ Solution Architect, Dec 20 to Mar 21

Enablement of Salesforce CPQ platform with Subscription Bundles.

**Responsibilities:**

* Lead Consultant to design and configure subscription product line in Salesforce CPQ.
* Lead the discovery meetings to review current products, and identified subscription bundles.
* Configure CPQ bundles, Dynamic Discount Schedule and managed Custom Pricing with Price rules.
* Configured new, renewal and amendment quote process in CPQ.
* Wrote custom process to manage the existing custom contracts.
* Wrote APEX classes to manage the custom requirements on Quote Document.
* Built Complex Approval Rules with Advanced Approvals.

**PulseSecure**, CA

Salesforce CPQ Solution Architect, Jun 20 to Dec 20

Building a new Salesforce CPQ (Steelbrick) & Billing platform for Subscription products which has end to end solution to manage Quote Process, Contracting and Invoicing using CPQ and Billing.

Enabling B2B commerce for Partners and syncing those quotes to the Salesforce.

**Responsibilities:**

* Lead Consultant to design and configure new subscription product line in Salesforce CPQ.
* Lead discovery meetings on to review current products and identified critical subscription bundles.
* Participated in assessment team to cover the integration points between Salesforce CPQ, NetSuite.
* Created a commerce platform with B2B and integrated with CPQ on Products, Price lists, Quote and Orders.
* Configure bundles (features, options, option constraints, configuration attributes), Discount Schedules, Pricing, contracted prices, quote templates, quote processes on phase 1 bundles.
* Configured CPQ Price Quote on new, renewal and amendment quotes.
* Wrote APEX classes to manage the custom requirements on Quote Line Editor.
* Used Quote Plug-in for Advanced price calculations and also to verify the external Inventory.
* Configured E-Commerce application including Shopping carts.
* Closely interacted with Business to understand the business scenarios and after testing documented the test results and presented to business with the testing results.
* Involved in end-to-end testing and configuration enhancements for CPQ functionality.
* Built an Automatic Quote creations for Self Service Free Trail products using CPQ API

Frontier Communications, Irving, TX

Salesforce CPQ Solution Architect, Aug 2019 to May 2020

Building a new Salesforce CPQ platform for Frontier Sales Team which has end to end solution for all their tasks to perform Pre-Sales Activity, Pricing, and Contracting for Business Customers.

**Responsibilities**

* Lead Consultant to design and configure Salesforce CPQ.
* Assess and analysed Salesforce processes and tools to identify gaps in the current configuration.
* Work with clients and engagement teams to anticipate project risks, resolve issues, consistently meet deadlines and achieve 100% client satisfaction on phase 1 implementation.
* Configure bundles (features, options, option constraints, configuration attributes), dynamic discount schedules, pricing, contracted prices, quote templates, quote processes on phase 1 bundles.
* Configured Pricing Rules, Price Conditions and Price Actions.
* Configured CPQ Price Quote on new, renewal and amendment quotes.
* Involved in end-to-end testing and configuration enhancements for CPQ functionality.

Verizon **Communications** – Irving, TX

**Technical** Architect, March 18 to Jul 19

**Project: ProQuest**

Building a new CRM platform for Medium Business Sales Associates which has end to end solution for all their tasks to perform Pre-Sales Activity, Pricing, and Contracting.

**Responsibilities:**

* Lead Consultant to sunset the current CRM system and migrate to Salesforce CPQ.
* Supported the project end to end Implementation.
* Work with clients and engagement teams to anticipate project risks, resolve issues, consistently meet deadlines and achieve 100% client satisfaction.
* Configure bundles (features, options, option constraints, configuration attributes), product rules, price rules, discount schedules, pricing, contracted prices, quote templates, quote processes
* Configured Pricing Rules, Price Conditions and Price Actions.
* Configured CPQ Price Quote on new, renewal and amendment quotes.
* Involved in end-to-end testing and configuration enhancements for CPQ functionality.
* Work with JavaScript, Apex Codes, CPQ Configure Price Quote, SOQL and SOSL queries and DML statements.
* CPQ Integration with ERP systems.

Verizon **Communications** – Irving, TX

**Project: SFDC Platform for Business Office Solutions (BOS)**

**Technical Architect and Admin, E2E Delivery Lead.** April 2014 to Feb 2018

This CRM Application is suited to for BOS and VBM Business Units. They use this platform to do Pre-Sales Activity, creating Opportunities and Engage the Engineering Team to process the Order. Associates also do the Service tickets, case management and Service Analytics. Currently, the Platform performs transactions that are worth $60 Million in annual Revenue with over 500K+ Customers for the Pre-Sales and Service functionality.

**Responsibilities:**

* Worked with defining the required functions (data mappings), interfaces and detailed technical plan including data formats, data extraction, data cleanse, and data migration from source systems to target systems.
* Mapping functional requirements to Salesforce Service Cloud features and functionality.
* Responsible to drive migration activities: cleansing, additional fields mapping, loads, documentation
* Write complex queries on the source data for data analysis and quality and apply transformation to load the data in to the new objects.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Integrated Salesforce with external master detail using REST and SOAP API.
* Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.

Verizon **Communications** – Irving, TX

**Delivery Lead**, April 2002 to Mar 2014

Sales and Service Operations Division

**Responsibilities:**

* Managed Serval **Java** and **.Net** Applications which are designed for the **Verizon Telecom** off line center Activities.
* Build Single Work Distribution Platform to manages 70 plus system feeds which has Realtime fallout orders to distribute sales Reps on their skill priority.
* Build and designed over 100+ reports suited for Associates, Supervisors, Managers and Directors and above. Supervisors track their employee’s productivity and performances from this application.
* Involved in Improving Several Business Processes to improve Overall Sales Rep Efficiency.
* Won several Verizon CIO awards for Innovation.
* Built outstanding and dynamic team of software engineers and developers which significantly boosted overall success of organization.