**Profile:**

Accomplished professional with over all 11 years of work experience in analysis, design, implementation using Salesforce.com configuration, Salesforce CPQ, Apttus CPQ, X-author, Vlocity CPQ, Apttus CLM, Integrations between SFDC and Legacy systems. Proven ability to work with interdisciplinary teams, customers to successfully implement projects, while meeting quality, robustness, cost, and schedule objectives in highly dynamic and competitive global business environment.

**Professional Experience:**

**Client:** Verizon, Irving, TX **September 2019 – [Ending 05-15-2020]**

**Project Type:** Implementation

**Role:** CPQ Functional Lead

The current VPS platform consists of disparate applications for quoting, ordering, provisioning, and billing. The complex application architecture presents the key problems as highlighted in the Current Challenges Table. These challenges in turn affect the total cost of ownership, technical debt, go to market strategies and present a complex end to end customer experience. With aim of addressing the above challenges, Verizon is working to achieve the following objectives with VPS Digital Transformation and Customer Experience project, in the long run as listed in the Transformation Goals table:

* Simplified, Common End-to-End Customer Experience
* Single onboarding process with Self Service Capabilities
* Common customer view catalog
* Integrated Quoting and Contracting
* Customer profile and common care view
* Workflow orchestration across fulfillment channels
* Industry Standard API Toolsets across all channels

**Responsibilities:**

* Act as liaison between business stakeholders and Business Technology software development teams.
* Drive business process design and documentation of feature assessment, requirements gathering, analyzing, and communicating stakeholder needs.
* Document AS-IS and TO-BE business process flows, analyze policy, systems, and stakeholder impacts.
* Coordinates, plans, and leads UAT, End to End test execution & defect/change tracking
* End to end implementation experience including requirements documentation, systems configuration, project management, issue management, communication and change management.
* Maintain a high-level familiarity with other IT system / business application capabilities and scope definition in order to make recommendations regarding upstream/downstream integration or functionality intersection points.

**Environment**: Apttus CLM, Vlocity CPQ, Salesforce (Sales Cloud, Service Cloud, and Partner portal), Service layer, JIRA, Agile Methodology.

**Client:** Thomson Reuters, Eagan, MN **October 2017 – August 2019**

**Project Type:** Implementation/Enhancement

**Role:** CPQ/ CLM: Business Systems Analyst

The Legal Order Capture project was initiated as a means of transforming the Legal Sales organization through the introduction and alignment of end to end processes and practices, as well as automated integration of business solutions. The desired end state will ensure a positive sales and customer experience in introducing sales enabling technology that will reduce administrative overhead and shorten the sales lifecycle using a best in class Configuration, Pricing and Quoting solution and automated Quote to Cash processes.

The objective is to provide core configure, price, quote capabilities to increase sales velocity, reduce held orders, decrease approval exceptions, enforced business rules systematically, and improve new product go to market capabilities. Order Capture will enable a streamlined and automated order information flow between Salesforce.com and SAP through the implementation of a quoting, document generation and order submission application powered by customer, product, pricing configuration and contract generation rules

**The Main Futures Implemented**

* Smart Search feature in CPQ solution will provide a faster product search to help sales user to narrow down the search results.
* Implement an IWA (Advanced Workflow and Approval) solution to support quote life cycle.
* Deal maximizer helps offer the optimum deal to meet the targeted mix of products, services and discounts based on requirements. Search filters are used to check whether the contents of a shopping cart require approval before they can be finalized.
* Quick Quote, ability to create a Quote directly from an account record.
* Opportunity Stage Update based on Approval Stage of the Proposal based on the business logic.
* Implemented multiple incentives which drive the promotion into the cart page based on the inclusion criteria defined in an incentive.
* DocuSign to exchanges of contracts and signed documents in a digital way.
* Catalog Hierarchy and product Visibility Product have been categorized based on pricing model, visibility based on customer segment and sales user.
* Bridge is functionality to discount a line item for a set period prior to the start of the actual contract term on the Line Item to allow the user to define both the Bridge Length and Bridge Discount
* Short Term Trials are periods of less than one year where a customer can trial a subscription prior to signing up for a long-term contract.
* Dynamic Bundling is functionality which is a wrapper for a set of line items.
* Renewals [opt-in, opt-out, Evergreen], upgrade, downgrade, and cancellation of assets.
* Split billing and order split based on sales org, Integration with Payment gateway for credit card payments and Entitlement management, for online products.
* Translations (Spanish and Portuguese), custom fields as per business needs.
* Implemented CPQ & CLM applications for the customer.
* Instrumental in setting up of the product configurations such as Standalone’s and bundle’s, categorization of the products into the type of services
* Configuration of the quote & contract templates, setting up of the conditionals to display the appropriate content.
* Automation of the template selection, clause library setup, Intelligent Approvals setup
* Quote to agreement sync, Agreement to opportunity sync

**Responsibilities**

* Responsible for documenting user stories, business rules, workflow diagrams and business process modeling (BPM) for the proposed functionality.
* Diligently worked with the Scrum Master in the burn-down chart, task board updates and Product Backlog reconciliation.
* Participated in agile scrum meetings like planning spike review.
* Provided detailed User Interface Document to the new Salesforce development and testing team for clear understanding of the system.
* Closely monitored the Testing, Performed Smoke tests, Facilitated UAT Sessions, worked on defect life cycle using JIRA.
* Support and training new end users and business users on the salesforce.com application.
* Actively participated in Postproduction Validation (PPV) and handled issues appropriately.
* CPQ and CLM package upgrading and post upgrade tasks

**Environment**: Apttus CPQ/CLM, XAuthor, capodo (release management tool), SAP, Informatica, Dell Boomi, JIRA.

**Clients:** Anomali **January 2017 – October 2017**

**Project Type:** Implement/Enhancements

**Role:** Salesforce CPQ: Business Systems Analyst.

Anomali, a security technology firm that offers a SaaS**-**based cyber security intelligence platform. It helps organizations find and respond to cyber threats. Anomali legacy way of quoting and billing has lot of challenges and pain point in terms of quote accuracy and pricing, after implement steel brick CPQ (salesforce ) , business has lot better quoting system , reduced pricing issue, revenue generation has increased after renewal are automated.

**Responsibilities:**

* Involved in requirement gathering document as is process and to be process.
* Worked with offshore development team to get the dev task done.
* Handled all Configuration task’s like creation of bundle, features, options, attributes, existing template changes, product rules, Amendments, Renewals.
* End to End testing and validation, Involved in UAT session to help business if they encounter with any issues.
* Maintained check list for components which are created or edited which helped in creating change-set and cross check the components after successful deployment.

**Environment**: Salesforce (Steel Brick) CPQ, sales cloud, Renewals, change sets, Product rules, java scripting, change sets, data loader, Doc-sign.

**Clients:** Symmetry **October 2016 – December 2016**

**Project Type:** Implement/Enhancements

**Role:** Apttus CPQ: Business Systems Analyst.

This project will integrate SFDC and GP system for better maintenance of invoice and revenue process of symmetry crop , CPQ an Apttus product is installed on SFDC which is will drive quote to cash process, configure products and generates asset lines in customer account. Account, Products and Assets which are created and generated on sfdc will be send to GP system for Revenue maintenance and to generate Invoices.

**Responsibilities:**

* Supported the project's end to end implementation.
* Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products.
* Configured complete PLI with different Charge Types and Charge Type Criteria combinations for all the Products and Services.
* Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc.
* Various pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured.
* Configured the complete attribute-based pricing and Price Matrices.
* Involved in end to end testing and configuration enhancements for the CPQ functionalities.
* Testing the CPQ Integration with ERP.

**Environment**: Apttus CPQ, XAuthor, Salesforce, Microsoft Dynamics GP, Python, Simple salesforce API, Integration, Workbench, force.com IDE, Data Loader.

**Client:** GE Energy Management, USA**. October 2014 – November 2015**

**Role:** Business Systems Analyst**.**

**Project Type:** Implementation

The goal of this project is to offer a single source of knowledge to build a solid foundation for implementing a flexible knowledge centered solution within the GE Intelligent Platforms service process. The scope of the project involves laying this groundwork using the knowledge one features available from Salesforce.

**Responsibilities:**

* Translate functional requirements into technical requirements
* Design and build high-performance, reusable, and reliable Apex code with best practices
* Ensure the best possible quality of the application
* Take ownership of project work and developing client relationships (should be a confident self-starter)
* Identify bugs and align with requirements during debugging
* Write test classes for the class that you develop and ensure more than 80% code coverage
* Test bug fixes to make sure they work as per requirements, then deploy them to production
* Hands-on experience in administration setup, e.g., managing users, security controls, and data as well as creating roles, profiles, and reports.
* Experience in designing custom objects, custom fields, picklists, page layouts, workflow, approval processes, validation rules, custom tabs, reports, Visualforce pages, dashboards, and email generation according to application requirements

**Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Component and Controllers), Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Workbench, SQL Developer.

**Client:** Noetix, Hyderabad- India  **January 2014 - October 2014 Role:** Salesforce Administrator

**Project Type:** Support

Noetix Analytics provides packaged integration with Oracle E-Business Suite and salesforce.com.  The solution also offers an open interface to integrate data from third-party and custom applications, plus a library of report and dashboard starter templates.

**Responsibilities:**

* Serve as primary system administrator for the Salesforce.com environment with 170+ users
* Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
* Complete regular internal system audits and prepare for upgrades
* 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
* 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

**Environment**: Saleforce.com platform, Sales cloud, Oracle 11g, Oracle Apps 12c, 11g client, Noetix Analytics, data loader, Tomcat.

**Client**: Jacmel Jewelry Inc. NY, USA **August 2012 - December 2013**

**Role:** Salesforce Administrator

**Project Type:** Support

Jacmel, is widely recognized as one of the jewelry industry’s leading manufacturers and distributors.

**Responsibilities:**

* Defined Org wide defaults to restrict access from users and Sharing Rules to provide access for limited users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types. Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Opportunities, Products, Price books and Cases.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.
* Created Approval Processes, Email Templates, Letterheads in HTML and Visual Force. Maintain, create and manage user accounts, profiles and security.

**Client:** Universal Molding Company**,** CA , USA **June 2010 - August 2012**

**Role:** Salesforce Administrator

**Project Type:** Support

**Responsibilities:**

* Design/Develop the application to support business requirements.
* Performed code review to meet the compliance requirements of Client’s and coding standards.
* Performed gap analysis involving in discussions with client functional team.
* Developed Triggers, Apex Classes, Batch Classes, and Test Classes, Visualforce pages, Custom controllers and extensions to fulfill the business requirements.

**Environment**: Force.com platform, HTML, CSS, JAVA Script, Visualforce, Controller, Email Services, Reports, Eclipse IDE.

**Technical Skills:**

* Salesforce.com: Configuring Sales Cloud, Service Cloud, APEX development.
* Languages/Methodologies: Agile Scrum, Apex, Visualforce, C#, Java.
* Technologies/Apps: Salesforce, Ajax, JQuery, HTML, Web 2.0, CPQ (APTTUS, Salesforce & Vlocity).
* Tools and Utilities: Data Loader, Force Eclipse IDE, Ant, Visual Studio Visual Studio, Team Suite, Informatica, TOAD, X-Author
* Databases: Oracle 11i, Oracle R12, Oracle Database 9i / 10g /11g, MS Access, OEM and MySQL

**Education:**

**UCLAN, UK, June 2009.**

* Master in Database Management.

**JNTU University, Hyderabad, India, June 2006**

* Bachelor of Technology in Computer Science.

**Certifications:**

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| --- | --- | --- | --- | --- |
| Salesforce Administrator | Salesforce Advance Administrator | Salesforce Platform Developer 1 | Salesforce sales cloud certification |  |
| Salesforce Certified CPQ Specialist | Apttus CPQ Administrator 201 | Apttus Billing Management | Apttus Quote to Cash |  |

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