

Senior Consultant  
+91-9742517779

## Abhilash Putta



email: abhireddy001@gmail.com

### PROFILE SYNOPSIS

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- A Dynamic professional carrying 13+ years of rich experience in providing solutions, delivering the projects, carry strong Technical & Functional skills in Salesforce Cloud and Oracle CRM Applications Implementations.
- Expert in Salesforce and Siebel Customizations and Configurations with a huge potential on understanding the CRM systems and architecting the processes.
- Highly cross-skilled expert in multiple CRM products, with solid Functional, Technical and Implementation experience in various areas of Salesforce CRM, CPQ, Oracle Sales, Service, Mobile Cloud, Oracle Taleo Application products.
- 2 + years of Experience in Salesforce Architecture helping the Clients to design and deliver solutions for enterprise-grade customers using Salesforce products.
- Was Highly responsible to provide end to end solutions using Salesforce and Salesforce products and mentor the Salesforce team
- Certified in various areas of Salesforce CRM, Siebel CRM Applications and Oracle Fusion Cloud Applications.
- Executed various software projects across sectors as Sales, Service, Marketing, Financial services, Telecommunications, Field service, Marketing, ePharma, eDealer, Call Center, Partner Portal, and Healthcare Applications.
- Extensively worked on finding the solutions of various client's transformation into Cloud, understanding the business needs and in-depth analysis of Cloud platform Products to fit the existing systems into Cloud.
- Played various Roles as Application Owner, Lead Delivery, Scrum lead, Solution Designer, Cloud Architect, Business Analyst, Quotes Products and Pricing Subject Matter Expert.
- Designated as "Centre of Excellence" for successful cloud transformation customers, driving CRM Workshops, prototype demonstrations and implementations on a fast paced parallel sprints and projects environment.
- Extensively worked as Scrum Lead on setting up Sprint Planning, user stories grooming, effort estimations, resource planning, commits on the release schedules of the user stories and collaborating with Product owners on Backlogs.
- Well versed into end-to-end development of Implementing/ delivering software products from requirement gathering and analysis to system study, designing, coding, testing, de-bugging, documentation, implementation, and production support.
- Received "Centre of Excellence" Award for demonstrating the Prototypes on using Chat-GPT for Multi programming Coding, general use cases and Salesforce developments even before the announcement of Salesforce Einstein GPT.

### ACADEMIC QUALIFICATIONS

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- Master of Computer Applications, Sri Venkateswara University 2008, Andhra Pradesh, India.
- Bachelor of Computer Applications, Sri Venkateswara University 2005, Andhra Pradesh, India.

### CERTIFICATIONS AND TRAININGS

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- Salesforce Certified Administrator
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Platform App builder
- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform Developer 1
- Salesforce Certified Force.com Developer
- Salesforce Certified Omni Studio Consultant
- Salesforce Certified Marketing Cloud Administrator
- Salesforce Certified Tableau CRM and Einstein Discovery Consultant
- Microsoft Power Platform Functional Consultant

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- Microsoft Dynamics CRM 365 Fundamentals Certified.
- Oracle Fusion Sales Cloud Certified Implementation Specialist.
- Oracle Fusion Taleo Cloud Certified Implementation Specialist.
- Oracle Siebel 8.0 Business Analyst Certified.
- Oracle Siebel CRM 8.0 Developer Certified.

## TECHNICAL SKILLS

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<b>Salesforce CRM/CPQ:</b>	Sales Cloud, Service Cloud, Configurations and Customizations, Record Types, Data Management, Workflows, Process builders, Flows, Validations, APEX Class/Triggers, SOQL, SOSL, Salesforce CPQ, Price Books, Product rules and Price dimensions , XApex, XAuthor, API (SOAP,REST,Bulk),Import Wizards, Salesforce Data Loader, BI Analysis, Dashboards and Reports, App Exchange
<b>Oracle Fusion CRM/CPQ:</b>	Sales Cloud, Service Cloud, CPQ Configurations using App Composer, Application Setups, Security Roles, Page Composer, Data Migrations, BI Analysis & Reports, Process Flows Groovy Script, Mobile pages, and Applications. Quote, Products and defining the product structure setup, and Pricing Configurations.
<b>Siebel CRM:</b>	Products and Pricing, Row set Transformation toolkits, Signals, Variable maps, Configuration, Workflows, Scripting, Siebel Integration, PSP Engine, Siebel Data Model, Siebel Open UI
<b>Power Platform:</b>	Power BI, Power Automate, Power Virtual Agents
<b>Database:</b>	Oracle 9i, Oracle 10g, Oracle 11g, MySQL, SQL/PLSQL, SSRS, SSIS,
<b>Languages:</b>	C, C++, HTML, CSS, Xml, Java Script, VB Script, jQuery, Groovy Scripts, PHP, APEX, JSON
<b>OS:</b>	Windows Family
<b>Packages:</b>	GitHub, SharePoint, JIRA, Rational Clear Case/Quest 7x, Soap UI, HPQC, ALM, QC Vera, MS-Office, VSS, Soap UI, Postman API / REST API, Miro

## WORK EXPERIENCE

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- **Working as Senior Consultant in Schellden Global Pte Ltd, Singapore from August 2017 to Nov 2022.**
  - **ROLE :** Data Centre Implementation Specialist / Scrum Owner and Lead
- **Worked as Senior Cloud Consultant at eVerge Group, Bangalore India from Nov 2013 to July 2017.**
  - **ROLE:** Cloud Transformation Lead / CRM implementation Specialist / Project Delivery
- **Worked as Application Consultant at IBM India Pvt Ltd, Bangalore from July 2011 to Nov 2013.**
  - **ROLE :** CRM Lead / Senior Technical Consultant
- **Worked as Systems Engineer at Tata Consultancy Services, Hyderabad from Aug 2010 to June 2011.**
  - **ROLES :** Senior Developer / Integration Lead
- **Worked as a Software Engineer at Accenture Services deputed by Tekflair ( Ambletek ), Chennai from Aug '09 to July '10.**
  - **ROLES :** Developer / Pricing Implementation Specialist

## TECHNICAL CAPABILITIES:

### SALESFORCE CRM CAPABILITIES

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- **9 Years of extensive technical and consulting experience and 10X Salesforce Certified Consultant.**
- Proficient in Analyzing Customer business requirements into technical solutions into CRM systems.
- Extensively worked on finding the solutions, customizing and Configuring Sales and Service Applications.
- Demonstrated distinctive client demos on new features for bringing new business or surveying existing application.
- Well versed with Sales management Lifecycle and Order Management Life Cycle process.
- Well Experienced on implementing CPQ, Quote to Order and Products rules, Pricing rules and management.
- Involved in identifying, planning, and implementing new Salesforce.com features and functions new screens, workflow, flows, force.com objects, reports, and Apex code to meet business requirements.

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- Extensively worked on configuring Workflows, Approvals, Page Layouts, Record types for automating Business Process.
- Implemented record types, pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
- Expertise in implementing Salesforce Custom objects, Custom fields, Junction objects, Master-Detail relationships, and Look-Up relationships, thereby attaining the data model to fit the client's data with least required table relationships.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
- Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com based on SOAP, REST API and having good command on SOAP / Postman packages
- Proficient in building workflows, process builders and flows to meet business automation
- Well proficient in the managing the change sets and deployments into SIT/UAT or Hotfixes.
- Strong programming experience on Developing Apex classes, Triggers, Xauthor, Xappex to meet the custom business logics.
- Proficient in Data loader and Import Wizard for Data Migration for various Entities.
- Experienced in Salesforce.com setup, configuration, customization, developer consoles, data migration, and integration tools like XL / G Connectors, Salesforce Data Import Wizard and Salesforce Data Loader.
- Rich experience in various capacities such as Salesforce Consulting, Data Load's, Omni Channel.
- Exposure into using Salesforce Lightning Inspector to debug the lightning components during the development process.

### SIEBEL CRM CAPABILITIES

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- **7 Years of strong Technical and Product experience and 2X Siebel CRM Certified.**
- Proficient in Analyzing Customer business requirements into technical solutions automating CRM systems.
- Expert in various areas of Siebel Sales, Service Modules and Siebel Quoting, Pricing Engine and Pricelist Management.
- Expert in Providing the Design solutions to code, configure, Process Automate and Integrate the Processes.
- Vast experience in understanding the Product from the Core Architecture and Capabilities in Implementing various Objects for User Interface / Business Object/ Data Object layer to automate Business Requirements.
- Mastered in Siebel Pricing, Row set Transformation toolkits, Signals, Siebel Configuration, Workflows, Scripting, PSP Engine, Variable Maps, Siebel Data Model, Siebel Open UI, BI Reports, and Integrations.
- Extensively Integrated the processes for Emailing and SMS text messages with custom templates to fulfill business process.
- Expert in Open UI for richer experience using JavaScript, HTML, CSS.
- Constant Coordination with Oracle Support team on the Product features and bugs, Performance tuning and of Siebel Upgrade compatibility issues
- Proficient on Application Deployment Manager, Server components and activities across environments.

### ORACLE CLOUD (SALES, SERVICE, CX RIGHT NOW, TALEO, CPQ CLOUD CAPABILITIES)

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- **3 Years of experience in customizing the Oracle Cloud Apps and 2X Oracle Cloud Certified.**
- Trained and extensively worked on the Prototypes demonstration of the Product features to the Clients business needs.
- Worked on analyzing the functionalities possibilities and limitations in Oracle Sales Cloud
- Design and developed Oracle Sales Cloud solutions including customizations, configurations, and Implementation.
- Worked on analyzing the functional possibilities and limitations in Oracle Sales Cloud/ Taleo Cloud / ServiceNow/ CPQ.
- Extensively worked on Prototypes for possible feasibility to replace Siebel Products/Pricing into CPQ for a client.
- Design and developed Oracle Sales Cloud solutions on customizations and configuration of Objects.
- Have Performed Outlook, Social network plugins and Mobile integration with OSC Systems.
- Worked on New Users Creations and Setting up Organization hierarchies, Security for Business processes.
- Have worked on Groovy scripts and PHP to cater the requirements for Oracle Sales / Service Cloud / Cx Right Now
- Setting up the resources into talent management process in Oracle Taleo.
- Extensively configured Quote, Products and Pricelist for the CPQ Implementations.
- Extensively worked on Page Composers, Customizing/Configuring New Entities / Views.
- Extensively worked on Data Loads on Customer Data Management.
- Extensively configured data quality managements on loading the data into OSC system.
- Performed Data Cleansing, Duplicate identification, Duplicate resolutions etc.

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- Extensively worked on Reports to analyze the progress of the Sales Reps / Entities data.
- Extensively worked on custom objects, Infolets, managing sandboxes migrations etc.
- Developed Mobile workspaces for “Oracle Sales Cloud Mobile” (Oracle Tap) Applications.
- Expertise in Email Integrations / Chat Integration / Mobile Workspace developments.

### PROJECTS SUMMARY

Project#	Project Details
13	<b>Client</b> : Equinix, Singapore <b>Environment</b> : Salesforce, CPQ Cloud , Siebel eCommunications <b>Role</b> : Senior Consultant , Datacenter specialist ,Quote ,Pricing Specialist and Open UI Specialist, Scrum Lead, Project Planning and Sprint Planning. <b>Duration</b> : Aug2017 – Present
12	<b>Client</b> : Nikon USA <b>Environment</b> : Salesforce CRM, Sales Cloud , Service Cloud , Salesforce CPQ <b>Role</b> : Senior Cloud Consultant, Products Lead Delivery <b>Duration</b> : May 2014 – July2017
11	<b>Client</b> : Merck Marketing Operations <b>Environment</b> : Salesforce CRM , Oracle Fusion Marketing Cloud Applications. Onshore Lead Delivery <b>Role</b> : Senior Cloud Consultant, Solutions Delivery <b>Duration</b> : June 2016 – May 2017
10	<b>Client</b> : ArcBest Technologies (ARCB) <b>Environment</b> : Salesforce Sales Cloud, Oracle Fusion Sales Cloud Applications, Lead <b>Role</b> : Cloud Consultant <b>Duration</b> : September 2016 – May 2016
9	<b>Client</b> : Avintiv Sales Cloud <b>Environment</b> : Oracle/Salesforce Sales Cloud Applications <b>Role</b> : Cloud Consultant <b>Duration</b> : Jan 2015 – Aug 2015
8	<b>Client</b> : Health Fitness, US <b>Environment</b> : Salesforce, Sales Cloud and Service Cloud <b>Role</b> : Senior Consultant and Project Offshore Lead <b>Duration</b> : Apr 2014 – Dec 2014
7	<b>Client</b> : First Advantage (FADV Financials) <b>Environment</b> : Salesforce , Siebel Financial Services., Open UI <b>Role</b> : Cloud Solutions Consultant , Lead <b>Duration</b> : Nov 2013 – Apr 2014
6	<b>Client</b> : T-Comm (Deutsche Telecom) <b>Environment</b> : Siebel 8x Client and Tools. Siebel eCommunication Applications., Open UI <b>Role</b> : Senior Lead Consultant <b>Duration</b> : Nov 2012 – Oct 2013
5	<b>Client</b> : Alstom Power Sales <b>Environment</b> : Siebel 8x Client and Tools. Siebel Applications. <b>Role</b> : Siebel Analyst, lead <b>Duration</b> : Mar 2012 – Oct 2012
4	<b>Client</b> : Hero Honda DMS <b>Environment</b> : Siebel 8x Client and Tools. Siebel Sales, Service and eDealer Applications. <b>Role</b> : Siebel Implementation Lead <b>Duration</b> : July 2011 – Feb 2012
3	<b>Client</b> : Neptune 3.0 WCSS Interfaces <b>Environment</b> : Siebel 8x Client and Tools. Siebel Sales Applications.

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	<b>Role</b> : Interface Lead , Siebel Systems Analyst. <b>Duration</b> : Aug 2010 – June 2011
2	<b>Client</b> : WIND Telecom Italy <b>Environment</b> : Siebel 8x Client and Tools. Siebel eCommunication Applications. <b>Role</b> : Siebel Applications Analyst, Team Lead <b>Duration</b> : Dec 2009 – Aug 2010
1	<b>Client</b> : Star Hub, Singapore <b>Environment</b> : Siebel 8x Client and Tools. Siebel eCommunication Applications. <b>Role</b> : Siebel Developer, Quote and Pricelist Management <b>Duration</b> : Aug 2009 – Dec 2009

### PERSONAL DETAILS

**Name** : Abhilash Putta Vasudeva  
**Languages Known** : Telugu, English, Hindi, Tamil, and Kannada.  
**Nationality** : Indian  
**Date of Birth** : 26 – June - 1985  
**Passport** : Z4497937  
**Employment Pass Visa** : G3374914M (Singapore)  
**Marital Status** : Married

Abhilash P V