

# Lakshay Singh

## Salesforce CPQ Developer



Delhi, India 110093



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Certified Salesforce professional with diverse experience in the Financial and Manufacturing Industries.

Excellent reputation for resolving issues, improving customer satisfaction, and driving overall operational improvements. Eager to contribute to team success through hard work, attention to detail, and excellent organisational skills. Possess a good understanding of Salesforce Sales & Service Clouds. Motivated to learn, grow, and utilise my skills efficiently for organisational growth.



### Skills

- Salesforce CPQ Development/Configuration
- Salesforce Administration
- Salesforce Development
- Business Process Automation
- Apex Programming
- Advanced Approvals for CPQ



### Certifications

2021-01

- Salesforce Certified Platform Developer 1

2020-08

- Salesforce Certified Administrator

2022-08

- Salesforce Certified CPQ Specialist

2023-05

- Salesforce Certified Associate



### Work History

2022-03 - Current

#### Engineer II - CRM (Salesforce CPQ)

*Cvent, Gurugram*

- Salesforce CPQ development for across global regions and different tracks.
- Salesforce Developer/Administrator.
- Optimized Salesforce CPQ Processes for Cvent which resulted in 45% more ease of use of Salesforce CPQ across the company with enhancing sales for the business derived by Sales reps.
- Production cases analysis and solutions.
- Provided the Customization Support to Salesforce CPQ customers

- Creating Product bundles, Features, Pricing, Price Rules, Product Selection rule, Discount Schedules etc. in salesforce CPQ
- Implementing Constraint Rule, Product Attribute rule.
- Pricing Rules, Product Rules and Product Configuration.
- Engaged with the customer to understand the product issues and working on the resolutions of the issues.
- Worked on Custom Pricing requirements and implemented it through QCP(Quote Calculator Plugin)
- Worked as a developer to incorporate all the Product Pricing needs using Salesforce CPQ out of the Box features as well as used various other Standard Salesforce customizations to solve complex business needs.
- Providing the technical design for the business requirement given by customer
- Guiding Pricing team to follow the best practices from Salesforce.
- Helping the team to implementing the technical design and co-ordination with various team to be in sync.
- Responsible for maintaining Salesforce CPQ managed Package Up to date as well as maintain and approve each and every change in the package setting.
- Responsible for Advanced Approval Processes as well as upkeep of the system to keep in sync with the latest releases.

2021-04 - 2022-03

## ● **Senior Business Analyst**

*American Express, Gurugram*

**Working as a Sr. Salesforce Analyst for 5000 Salesforce users using Sales Cloud, wherein my responsibilities are as follows:**

- Resolve technical issues (Configuration, Apex, Visualforce, and Lightning Components) and implement solutions in Salesforce.com alongside associated systems that support American Express business and internal processes.
- Handling Salesforce CPQ related business requirements and developing CPQ Solutions Globally for various products within AMEX.
- Work with business partners to identify inefficiencies, review operational procedures, and craft, document, and implement scalable solutions to improve American Express's internal user experiences and drive sales growth.
- Efficiently and effectively support our internal end users located in different geographies such as US, CANADA, and Latin America via WEBEX.
- Conduct training sessions for platform users on usage of Salesforce' out of box features.
- Build custom reports, report types, and dynamic dashboards to drive data driven decisions.
- Perform Bulk Data Operations using Data Loader and Demand Tool for portfolio assignments.
- Handle end to end User Management and setting up profiles,

2018-07 - 2021-04

## ● **Senior Consultant**

*Larsen & Toubro Infotech, Mumbai*

**Worked as a Senior Salesforce Consultant for French leading Manufacturer, using Sales Cloud in which my responsibilities include:**

- Responsible for creating new functionalities and enhancing the existing ones as per the user stories.
- Performed Bulk Data Operations using Data Loader.
- Implement Business logic by creating Workflow Rules, Validations Rules, and Process Builders.
- Handle end to end User Management and setting up profiles, roles, and permission sets.
- Create Email templates and set up email alerts for business communication.
- Create reports and dashboards to improve data insights for Sales leadership which helps them in understanding their team's sales pipeline and develop plans to close opportunities strategically which enhanced the ease with approximately 40%.
- Analyze data and work with the managers to optimise processes in order to improve Sales output by saving their time and increasing their efficiency.
- Performed unit testing on the newly created functionalities.

2017-12 - 2018-06

## Consultant

*Larsen & Toubro Infotech, Mumbai*

**Worked as a Peoplesoft Administrator and a Microsoft SQL server DBA for French Leading Hydraulics chain and During the tenure of in this Project my responsibilities included-:**

- Automating day to day Activities with windows batch scripting to increase support efficiency by 20%.
- SQL server DBA was responsible to upkeep of databases for Production and Non-Prod environments.
- Performing Archival activities and implementing and designing SQL server Jobs for Client as per requirement.
- Developed strategic component development plans to support future projects

2013-08 - 2017-07



## Education

### Bachelor of Technology: Computer Science

*Amity University - Uttar Pradesh*



## Awards

- Received Rising Star Director Award from American Express, for demonstrating organizational values and quickly grasping the Business ROE's for American Express within few months in the role, Providing best solutions to users and going above and beyond to satisfy their needs
- Client Appreciation , LTI  
for demonstrating exceptional support during implementation of new module within the Project and going above and beyond as per business Needs.
- Pat on the Back, CVENT  
For Improving Salesforce CPQ/Pricing Processes to be more efficient as well as optimised for the system.