 ** **

**Polepaka Shiva Kumar**

**+91 9014527561**

*Shivakumar.polepaka@gmail.com*

Professional Summary

* **7+ years**of extensive knowledge of **Salesforce.com CRM** and its Development Life Cycle as a **Salesforce CPQ Developer / Administrator.**
* **Experience** in **Advance Approval Process, Price rules, Product rules, Guided selling** and **Quote Templates,**
* SFDC**Configurations** and **Customizations with external systems** - as an Administrator and Developer.
* Develop **User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules**, etc.
* **Salesforce CRM** platform and environment of **SFDC** such as **Sales Cloud, Service Cloud & Force.com.**
* Expertise in maintaining the Functional areas of **Accounts, Contacts, Leads, Campaigns, Opportunities, Reports and Dashboards.**
* Creating custom **Objects** and **Tabs**, **designing** **Custom Fields**, assigning **Validation Rules** and **Field-Level Dependencies**, **Approval Processes**.
* Experience on translating business process into **Custom Objects** and creating **Lookup** **Relationships** and **Master-Detail Relationships**.
* Implement **Security/Sharing Rules**, Configure **Permission sets**, **Field Level Security**, **Record Level Security**, **Profiles**, **Roles**& **Resource** monitoring at different **Hierarchical Levels** of the organization.
* **Administrative** tasks like **User Management** **Creating Profiles**, **Roles**& **Permission Sets**, **Workflow**, **Tasks**&**Events**, **Email notification**& **Templates**, **Process Builder, Reports**& **Dashboard**.
* Used data migration tools such as **Salesforce Import**and**Export Wizard**.
* Implementing **Apex Classes**, **Visual Force Pages**, **Apex Compounds, Controllers**, **Triggers**, **Scheduler**, **Batch Apex**.
* Experience in **Triggers** and writing **SOQL** and **SOSL** queries.
* A well-organized, goal-oriented, highly-motivated effective team member with excellent analytical, troubleshooting, and problem solving Skills..
* Excellent analytical, Interpersonal and Communication skills, fast learner, hardworking and good team player.
* **Good Knowledge** in **LWC**.

Skills and Abilities

**CRM Technologies** : Salesforce CRM, Lightning, CRM.

**Salesforce Tools** : Force.com, Workbench, Data Loader.

**Platform** : Salesforce.com, Force.com.

**Languages** : Apex, SOQL, SOSL

**Web** **Technologies** : HTML, CSS, Visual Force, JavaScript.

**Scripting** **Languages**  : Java Script, Apex ,SOSL,SOQL

**Application** **Utilities** : Data Import Wizard, Data Loader.

**Operating** **Systems** : Windows XP, 7, 8.1,10.

**Office** **technology** : MS-Office, MS-Excel.

Educational Background

* B. Tech from Sree Nidhi Institute of Science and Technology in 2013.

Professional Experience

**2016 – 2023 : Working as a Salesforce Developer & Administrator and**

**Worked as a Salesforce Associate Developer & Administrator**

**Project #5**

**Company : ARAVINA INFOMEDIA PRIVATE LIMITED**

**Project : Deliveroo**

**Environment : Salesforce.com.**

**Role : Consultant**

**Duration : May 2022 to Till date**

**Application : Salesforce CPQ and Sales Cloud & Service Cloud.**

**Description:**

I am working as Salesforce CPQ admin in BAU Support and worked on debugging user issues related to quote, quoteline and products. Resolving the issues related to user security, Admin Sync, reports, and dashboards.

Worked on activities involving 3rd party Apps such as DocuSign, Showpad, DNB Hoovers.

**Responsibilities:**

* Created **Price rules** and summary variables as part of enhancements
* Configured **Products** and **Product rules** to display and hide products based on end user selection
* Worked on **quote templates** to display product related information.
* Created formula fields on quote and **quote line** object to meet the business requirements.
* Created and **Customized** the **Dashboards** and **Reports** with **Salesforce CRM**.
* Performed **data migration** into salesforce application using **apex data loader** through **CSVfiles**.
* Performed detailed analysis of business and technical requirements and designed the solution by **customizing** various **standard objects of Salesforce.com (SFDC).**
* Implemented **security** and **sharing rules** at **object**, **field**, and **record level** for different **users** at different levels of **organization**. Also created various **profiles** and **configured** the **permissions** based on the **organizational** **hierarchy**.
* Participate in **design meetings** and **contribute** to **technical approach**
* Worked on release management and CI-CD activities using **Bitbucket** and **SourceTree**.

**Project #4**

**Company : Inmar Intelligence.**

**Project : Digitus**

**Environment : Salesforce.com, Data Loader, prodly.**

**Role : Sr. Developer**

**Duration : Oct 2021 to April 2022**

**Application : Sales Cloud, Salesforce CPQ.**

**Description:**

Digitus Data Migration is the process of moving data from one location to another location for the data. The Business driver is Usually an Application migration by new applications that will share the same dataset.

**Responsibilities:**

* Worked on **RCA** (Root cause analysis) for Production issues and helped users to solved there issues.
* Created User guideience documents for issues.
* Created Price rules and Product rules as part of enhancements.
* Involed in business requirment dicussions and part of develpment team, To implement some of the requirments.
* Implemented Approval rules to meet the business requirment.
* Created and **Customized** Objects and Fields with **Salesforce CRM**.
* Performed **data migration** into salesforce application using **apex data loader** through **CSVfiles**.
* Performed detailed analysis of business and technical requirements and designed the solution by **customizing** various **standard objects of Salesforce.com (SFDC).**
* Implemented **security** and **sharing rules** at **object**, **field**, and **record level** for different **users** at different levels of **organization**. Also created various **profiles** and **configured** the **permissions** based on the **organizational** **hierarchy**.
* Created **Workflows, Process Builders** and **Approval** **processes** and **developed** **validation** **rules**.

**Project #3**

**Company : Cloud Collabs**

**Project : DTNA(Daimler Trucks North America)**

**Environment : Salesforce.com.**

**Role : Developer**

**Duration : Feb 2021 to Aug 2021**

**Application : Sales Cloud, Service Cloud.**

**Description:**

Daimler Trucks North America LLC, a Daimler company, is the largest heavy-duty truck manufacturer in North America and a leading producer of medium-duty trucks and specialized commercial vehicles.

**Responsibilities:**

* Created and **Customized** the **Dashboards** and **Reports** with **Salesforce CRM**.
* Performed **data migration** into salesforce application using **apex data loader** through **CSVfiles**.
* Performed detailed analysis of business and technical requirements and designed the solution by **customizing** various **standard objects of Salesforce.com (SFDC).**
* Implemented **security** and **sharing rules** at **object**, **field**, and **record level** for different **users** at different levels of **organization**. Also created various **profiles** and **configured** the **permissions** based on the **organizational** **hierarchy**.
* Created **Workflows, Process Builders** and **Approval** **processes** and **developed** **validation** **rules**.
* Imported **accounts** and **contacts** **data** through **Import** **Wizad**.

**Project #2**

**Company : Mindtrail Technologies Pvt. Ltd.**

**Project : Talent Rover**

**Environment : Salesforce.com.**

**Duration : Mar 2018 to Jan 2021**

**Application : Sales Cloud**

**Description** **:**

Talent Rover is product base company. It is a Sales and requirement product.

My responsibility includes the various enhancement in product along with design and solution for new clients

Maintaining product quality, configuration and customizing the product as per client requirement

**Responsibilities:**

* Developed **Apex classes** and **Apex triggers** based on the business requirements.
* Created Components and Apps in **Salesforce Lightning** and **Salesforce1 Mobile Experience.**
* Worked on **Assignment rules** for assigning the Leads.
* Created **multiple record types** based on the category of clients.
* Used **Data loader** to make **bulk upload** of **client data**.
* Used **SOQL** for data manipulation needs of the application using **platform database objects**.
* Participate in **design meetings** and **contribute** to **technical approach**.
* Performed detailed analysis of business and **technical requirements** and **designed the solution** by **customizing** various **standard objects of Salesforce.com** (SFDC) and using other **Platform** based technologies like

**Visual Force,** **Force.com API**.

* **Designed and deployed the Custom objects, validation rules, Page layouts, Custom tabs, Components,**

**Visual force Pages to suit to the needs of the application.**

* **Created Templates, Approval Process, Approval Page Layouts and defined Approval actions on them automate the process.**

**Project #1**

**Company : Mindtrail Technologies Pvt. Ltd.**

**Project : Electronic communications pioneer.**

**Environment : Salesforce.com.**

**Role : Salesforce Associate Developer**

**Duration : Oct 2016 to Feb 2018.**

**Application : Sales Cloud, Service Cloud.**

**Description:**

Electronic communications pioneer Motorola Solutions Inc. is a leading designer and manufacturer of cellular phones, cordless phones, two-way radios, pagers, cable modems, broadband set-top boxes, and other communications products and systems. This Project was based on migrating all the data from one instance to another instance. The goal of migration is to analyze and access the level of effort required to migrate users and data onto a unified salesforce.com platform. It mainly focused on building a framework for global and regional programs, providing a centralized foundation for acceleration of productivity enhancements and also to drive operational efficiencies**.**

**Responsibilities:**

* Developed **APEX triggers**, **classes**, **Visual Force pages**.
* Created and **Customized** the **Dashboards** and **Reports** with **Salesforce CRM**.
* Performed **data migration** into salesforce application using **apex data loader** through **CSVfiles**.
* Involved in querying salesforce tables using **SOQL & SOSL** queries using Force.com Explorer.
* Performed detailed analysis of business and technical requirements and designed the solution by **customizing** various **standard objects of Salesforce.com (SFDC).**
* Implemented **security** and **sharing rules** at **object**, **field**, and **record level** for different **users** at different levels of **organization**. Also created various **profiles** and **configured** the **permissions** based on the **organizational** **hierarchy**.
* Created **Workflows** and **Approval** **processes** and **developed** **validation** **rules**.
* Imported **accounts** and **contacts** **data** through **Import** **Wizad**.

**Declaration**

I hereby declare that all the above mentioned statements are true up to my knowledge. I hope that my qualifications and knowledge in line with your requirements. If selected, assure you to my sincere and devoted service.

**P. Shiva Kumar**