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**PROFESSIONAL SUMMARY**

* **Total 9+ Years** of experience including 4+ years in **Salesforce CPQ & CRM Platform** in both functional and technical roles and 5 year of experience as Software developer in Java platform.
* Good knowledge on Creating Custom Objects, Profiles, Permission Sets, Roles, Page layouts, Record Types as per the Client requirements.
* Experience to maintain, enhance and create workflows and validation rules.
* Hands of experience on **Apex Classes, Apex Trigger, Visual Force Pages.**
* Experience in **Customization and Configuration in Salesforce.com.**
* Thorough understanding and good experience on **work bench**,**Data Loader and Import Wizard**.
* Hands of experience in customizing the Reports by showing Conditional Highlighting in reports.
* Efficient as both Team player and independent worker.
* Experience in creating product **bundles, features, options and constraints.**
* Experience on **product rules, price rules, discount schedules, price blocks.**
* Experience on creating **configurating products, quotes, order, contract, amendments**.

**Work Experience:**

* Worked as salesforce consultant for Concise Technologies, Chennai, March 2016 to Till date.
* Worked as Software developer in Biz Edge India Pvt. Ltd, Hyderabad since January 2011 to December 2015.
* Worked as Manager in Cedbury, Dublin, Ireland from January 2009 to October 2010.
* Worked as a Assistant manager in Sree Kasi Reddy Constructions, Visakhapatnam since June 2005 to August 2008.

**Educational Qualifications:**

* B.Tech in Computer Science and Engineering from JNTU, Visakhapatnam.
* Advance diploma in HR from Leinster college**,** Dublin, Ireland

**Certifications**

* Salesforce CPQ Specialist
* Salesforce Administrator
* Salesforce Advance Administrator
* Salesforce PD1

# Skills

Salesforce : CPQ , CRM platform, Configurations, customization & Administration

Data Warehouse : SAP BI 7.4

ERP Packages : SAP R/3, ECC 6.0

Reporting Tools : SAP BEx, SAP BO 3.1, 4.0, Tableau

Languages : c, c++, SQL , java, Abap

Operating System : Win 7,Win 8, Win 10, Uni/linux

Databases : Oracle, MS SQL

###### **Project#1:**

**Title : Digital Communication**

**Client : Neopost**

**Duration : April 2019 to June 2020**

**Technology : Salesforce CPQ , salesforce Developer**

**Description:**

Neopost - San Mateo, California Neopost is a global leader in digital communications, shipping services and mailing services which launched Salesforce Quote-to-Cash. It provides a solution for users to order and pay for goods offered to Neopost customers and improve transactional and order management processes.

**Roles & 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 Bundles with different Charge Types, Block price, Discount Schedule ,

 Product rules, Price Rules Criteria combinations for all the Products and Service.

* Documents at different level with standard and customize quote templets.

• 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.

• Involved in end to end testing and configuration enhancements for the CPQ and CLM

 functionalities.

###### **Project#2:**

###### **Title : Medical Pharmaceutical Services**

**Client : Novartis**

**Duration : Feburary-2018 to March-2019**

**Technology : Salesforce CPQ, Apex, Visual Force**

**Description:**

 Novartis is Pharmaceutical Company which use salesforce Quote-to-cash for their ordering, shipping and billing.It provides a solution for users to order and pay for Medicines to their customers and improve transactional and order management processes.

**Roles & Responsibilities:**

* Worked on Salesforce CPQ configuration, Modeling of Features, option, product bundling
* Configured option constraints, constraint with grouping
* Configured Product rules, configuration attributes, custom actions, Guided selling, Lookup Object, Discount schedule etc
* Worked on Discount schedule, Block Pricing, MDQ etc
* Worked on Quote template, Quote Term
* Worked closely with development team, Support Team and client
* Building and demonstrating Salesforce CPQ prototypes in Salesforce
* Worked on Trigger, workflow, Process builder

###### **Project#3:**

###### **Title : Online Health Services**

**Client : State Farm Health care, U.S.A.**

**Duration : March-2017 to December-2017**

**Environment : Apex, Visual Force, SOQL.**

**Tools : Data loader,Workbench**

**Project Description:**

 This project mainly focuses on Doctors & Patients relation. This software facilitates a doctor to get a registration which provides a quick reference of past history related to a patient like his/her symptoms, drug allergies, family history etc. Doctors can use this information for further advices. So doctors will feel simple while treating a patient which he already treated before. In this system patient will also facilitate by user-id and password to get online appointment with a doctor. So no patient will suffer for getting an appointment because all information about doctors like his/her available hospital name, available time etc will be open in the web for that day. If a patient wants appointment for a doctor then he can send a message and can engage.

**Roles & Responsibilities:**

* Define Org wide defaults to restrict access from users and sharing rules to provide access for limited users.
* Designed and developed Workflow rules / Approval Processes.
* Taking part in for data migration process for existing system from/into SalesForce.com.
* Created portal users with different profiles and roles.
* Designed pages using visualforce, implemented batch apex for uploading patient list, created time based work flows for sending email alerts.
* Implemented triggers and sharing techniques.
* Participated and given Knowledge Transfer sessions.

###### **Project#4:**

###### **Title : New Ordering Capability (NOC).**

**Client : The Cable and Wireless Companies - UK.**

**Duration : March-2016 to Feurary-2017**

**Environment : Apex, Visual Force, SOQL.**

**Tools : Data loader, workbench**

**Project Description:**

 Cable & Wireless is one of the world’s leading international communications companies. The Cable and Wireless Companies wishes to implement Salesforce.com (Customer Relationship Manag;

ement Application) to replace their legacy systems. Their long term goal is to create a system with a common framework that can be configured and extended to meet the Ordering Capability. The project is to implement Salesforce.com (the on-demand CRM application) and automate Cable and Wireless sales, marketing, and service operations

**Roles & Responsibilities:**

* Generated Objects, Fields and Page layouts.
* Customize page layouts for standard/custom objects and assigned record types. Worked with various salesforce.com objects like accounts, contacts, products, opportunities, price books and c
* Developed Apex Classes, Triggers and Visual force pages.
* Created workflow rules to automate tasks, email alerts, field updates, time-dependent actions.
* Designed and developed Workflow rules / Approval Processes.
* Created various reports and dashboards.

**Strength:**

* Good inter personal skills and discipline team player.
* Posses a great zeal to work with dedication and improve my expertise in what I do.
* Very meticulous and punctual