AZHAR IMAM

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OBJECTIVE

➢ **"Salesforce CPQ developer"** with 2 years of experience in Salesforce platform and management skills, seeking positions in your organization to utilize acquired human resources and customer service skills.
An effective leader with strong interpersonal, leadership, analytical and Salesforce CRM platform skills.

WORK EXPERIENCE

➢ **5+ years** of experience in IT industry including **2 years** of experience in Salesforce.com CRM platform as a **"Salesforce CPQ Developer".**

➢ Working as a **"Salesforce CPQ Developer"** at **"CRMIT Solutions"** since November 2021 to December 2022**.**

➢ Worked as a **"Salesforce CPQ Developer"** at **"N28 Technologies"** since April 2021 to September 2021**.**

➢ Worked as "**Senior Technical Associate**" at **"Concentrix"** since Aug 2017 to June 2020**.**

➢ Worked as "**Technical Associate**" at "**Wipro"** since Sep 2016 to Aug 2017

Technical skills

➢ **Having Experience on Salesforce CPQ Configuration/ Customization.**

➢ Worked with Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts, Lead-to-Cash business processes.

➢ Experience on Sales cloud and CPQ Product.

➢ with **Salesforce CPQ** implementation experience Product configuration, Product Rules, Pricing Rules, quote Templates, Troubleshooting **CPQ Platform** etc.

➢ **Having knowledge of Salesforce Development like- Apex, Trigger, Test Class, SOQL/SOSL, DML Operation.**

➢ Administers overall setup, configuration and maintenance of the Salesforce.com platform for the various divisions

➢ Performs system administration functions such as user management (profiles and roles), field and validation rule configuration, record types, picklists, page layout management, mobile setup, data

- management (uploads), email templates, folder management, and public groups, as well as other configuration items
- Analyse Security requirements: Maintains multiple user profiles, organized Profiles, Role Hierarchy, Permission sets, OWD and sharing Rules.
- Experience to setup Users, Profile, permission set, OWD, Sharing Rules, Public groups and Queue.

- Having a good understanding of Sales and Service Cloud.

- Data import and export: Have experience using Data Loader tool and Import and Export Wizard.

- Process Automation: Automated Manual processes using Workflow, Process Builder and Approval process.
- Sales Cloud Related: Customized Account, lead, contact, opportunity & campaign objects to meet business requirement.
- Excellent communication skills and strong attention to detail. Appreciate and can maintain strong technical and user documentation
- Strong collaboration skills ability to work with teams of people of varying skill level.

Last Projects

- **Project Name: Carbon- 3D Printers: (Phase 3.0)**
- Business Requirements:

  Carbon is a 3D- Printers manufacturing company based in California (USA). We have developed CRM software based on the Salesforce CPQ platform for Carbon by which they can manage their all customers across the World to sell 3D Printers and manage to track their Employee and client interaction before and after the sale.

- **Project Name: Carbon- 3D Printers: (Phase 2.1)**
- Business Requirements:

  Carbon is a 3D- Printers manufacturing company based in California (USA). We have developed CRM software based on the Salesforce CPQ platform for Carbon by which they can manage their all customers across the World to sell 3D Printers and maintain 3D Printer's accessories and their charges.

- **Project Name: Ampere Computing.**
- Business Requirements:
  Ampere Computing LLC is an American fabless semiconductor company based in California that develops cloud-native server microprocessors.
  The app focuses on the process of creation of customized semiconductor packages for organizations to install the Cloud server, with the help of CPQ tools and the quote creation process and managing Pre-Sales activities for their Client/Customers.

Roles and Responsibilities Handled

- Involved in gathering business and technical requirements and build the application right from scratch. Involved in the understanding of requirements through User Stories.
- Salesforce Hands-on Configuration, Solutioning, Implementation, and support.
- Ensure the best practices implementation based on Industry standard.
- with **Salesforce CPQ** implementation experience Product configuration, Product Rules, Pricing Rules, quote Templates, Troubleshooting **CPQ Platform** etc.

- The role requires candidates to work closely with the customer, provide solution designs, lead and work alongside the offshore teams, work with the different departments both internally and externally and provide hands on Salesforce and implementation skills.
- Perform gap analysis of requirements, develop overall solution design and recommendations,
- Handle all basic administrative functions including user creation, user account maintenance, reports and dashboards, workflows and other routine tasks.
- 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 team
- As a Salesforce administrator- we can solve any problems users are having with Salesforce.
- We also educate employees on new updates and onboard new hires whose role involves access to Salesforce.

EDUCATIONAL QUALIFICATION

Academic Qualification

- **B.E.** (2009-2014) in the stream of **Information Science and Engineering** from Global Academy of Technology, **Bangalore** with an aggregate of **55.2** %.
- 12th (2007) from Bihar Intermediate Education council with an aggregate of **61.1**%.
- 10th (2004) from Bihar School Examination Board, with an aggregate of **63.8**%.

PERSONAL DETAILS

Date of Birth: 25-12-1989

Languages: English, Hindi, Urdu.

Address: House No- B-114, 2nd Floor,
                    Sector- 122, Noida, 201304

I do hereby declare that all the above information provided by me is correct to the best of my knowledge.

Date:

Place: Noida.

Azhar Imam