

# Lovejeet Singh

Asst. Manager | Salesforce Certified CPQ Specialist

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## Summary

A certified Force.com platform professional with 8 years experience in IT industry and exposure to various Salesforce services such as Steelbrick CPQ, Sales cloud, Service cloud, Oracle EBS and Marketing Cloud.

Hand on experience in managing multiple 3rd party applications like CPQ, Oracle EBS, DocuSign, Marketo, WorkIT!, Gainsight etc.

Experience in client interactions, SDLC requirement analysis and Implementation plan.

## Work experience

Asst. Manager, CRM Management

Jan 20 - Present

- Manage day to day operational needs for Salesforce applications including Salesforce partners
- Client Management: Manage day to day interactions with stakeholders/business sponsors
- Delivery: Oversee the internal Salesforce operational delivery. Responsibilities include, overseeing business requirements, functional design, process design (including scenario design, flow mapping), prototyping, testing, training, defining support procedures
- People Development: Perform role of counselor and coach; provide input and guidance into the staffing process; actively participate in staff recruitment and retention activities; provide leadership and support for delivery teams.
- Work with Leadership to develop full-scale project plans and effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Manage and oversee day to day activities of team and ensure adherence to enterprise standards in project execution methodology, requirements gathering, quality assurance and continuous improvement.
- Identify and resolve issues, risks and conflicts within the project team.
- Manage vendor relationships and interactions with Salesforce and other vendors on the Salesforce platform

Team Lead, CRM Management

Jan 19 - Dec 20

Cvent India Pvt. Ltd.

- Responsible for requirement gathering from stakeholders of multiple domains viz Sales, Client Services, Finance and Technology. and architecture design, change management, release management, etc.
- Lead Steelbrick CPQ(Configure, Price, Quote) pricing projects in Cvent.
- Release Management and handling deployments bi-weekly for a production instance.
- Planning and executing Sandbox management across multiple sandboxes (the full copy, partial copy, developer pro, and dev pro sandboxes).
- Leading a team of salesforce administrators and maintain timely delivery of projects to stakeholders.
- Hire and mentor the new members of the team with Salesforce skills.
- Training Session for Salesforce Steelbrick CPQ for New Hires.

## Certifications

- Salesforce Certified CPQ Specialist
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant

## Skills

CPQ Specialist



Implementing business requirements in Steelbrick CPQ including product configuration, setting up price rules, discounts and contracting process.

Project and Release Management



Release cycle and management, deployment using ANT, Force.com IDE or Changesets

Salesforce Configuration and Customization



Apex Trigger, Apex Classes, Security & Sharing, Workflows & Approvals, Process Builder, Role & Profile, Validation Rules etc.

Third Party Applications



Steelbrick CPQ, DocuSign, Drawloop, WorkIT, Marketo, Pardot, Conga, Rollup Helper, Field Trip, Gainsight, RingDNA

Tools



Data Loader, Workbench, DemandTools, Force.com IDE, ANT Migration tool

Sr. Salesforce Administrator/Asst. Team Lead, CRM  
Management

Oct 15 - Jan 19

## Awards and Recognition

Cvent India Pvt. Ltd.

- Gathering requirements, designing and implementing solutions for Steelbrick CPQ (Configure, Price, Quote)
- Support the team on other projects including ad-hoc analysis, proof of concepts and prepare presentations as required for the project.
- Establish priorities, meet deadlines and manage competing priorities. Study, Analyze and suggest the tools as per the business requirement to improve the business process.
- Make appropriate alterations to existing processes, gather and report data as necessary.
- Participate in the testing and implementation of all system upgrades and roll-out of new features; coordinate all user testing and parallel run activities.
- Well versed with customization in Salesforce and configuring Objects, Fields, Object Relationships, Record Types, Validation Rules, Workflow Rules.
- Managing the Customer Community having a user base of around 0.4 million users. Manage 3rd party apps like Steel Brick CPQ, ORACLE EBS, FinancialForce, Marketo, DocuSign, Drawloop, Conga, Informatica, Roll up Helper etc.
- Handle all kind of Production support issues for 2000+ salesforce users
- Have worked on 2 Salesforce org merger including the Configuration, Code and Data Migration.
- Working knowledge of Multi-Currency and Advanced Currency Management with more than 10 multi-currencies enabled.

- MVP for the Year 2020
- MVP for the Year 2019
- Consistent Contributor - Q3 2018
- Hustler - Q1 2018
- MVP - Q1/Q4 2017
- Consistent Contributor -Q2 2017
- Buck Stops Here - Q3 2017
- Team Player of the Year - 2016
- MVP - Q3/Q4 2016
- Dynamo Award - Q1 2016

Software Engineer

Aug 13 - Oct 15

Birlasoft India Ltd.

- Customization & Administration for Salesforce.com CRM applications.
- Managing Product Catalog, Pricing for Products.
- Managing user base of more than 1000+ users.
- Setting up assignment/sharing rules.
- Managing third party applications.
- Data Import/Export using Import Wizard, API Data Loader and workbench.
- Worked on Workflows and Approval Processes and Page layout customization.
- Handling Deployment (ANT, Force.com IDE, Change set) related issues and providing support during the deployment.

## Education

B Tech in Information Technology

2009 - 2013

Guru Nanak Dev Engg. College, Ludhiana

Higher School Certificate(HSC)

2008 - 2009

GGN Public School, Ludhiana

Secondary School Certificate (SSC)

2006 - 2007

GGN Public School, Ludhiana