SIDDHARTHA GANTEDI

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# SUMMARY

* Certified Salesforce professional with around 7 years of experience in Salesforce platform with around 3 years of experience in Salesforce CPQ.
* Business awareness and understanding of core business functions like finance, sales, marketing, operations, contracts and data.
* Hands on experience in Salesforce CPQ configuring Bundles with Features and Options, price Books, Product Rules, Price Rules, Discount Schedules, Guided Selling, Custom actions, Contracts and Order Management, Renewals and Amendments, Quote template Administration, Multi-dimensional Quoting, Advanced Approvals.
* Expertise in the functional processes of Business Analysis and Data Analysis, such as Business Requirements Documents (BRD), Functional Requirements Specifications (FRS), System Requirements Specifications (SRS), Use Cases (UC), User Stories and Requirements Traceability Matrix (RTM).
* Experienced in implementing Agile SDLC processes, Burn down charts, scrum sessions, and sprint and product backlogs.
* Experienced in CRM functional modules: Lead management, Opportunity management, Quoting, Renewals, Forecasting and Territory management.
* Proficient in security and sharing rules at object, field and record level for different users at different levels of organization.
* Experience in Sales/Service Cloud and have experience working with SFDC objects, configuration and administration essentials.
* Designed and deployed custom objects, Entity-Relationship data model, validation rules, Page layouts, custom tabs to suit the needs the sales cloud applications.
* Experience in integrating Salesforce with third party tools like Outlook, DocuSign, NetSuite and apps from AppExchange.
* Expertise in Accounts, Contacts and Lead management and ensuring there are no potential errors in Lead conversion and verifying the field mappings are accurate.

**Technology Stack**

**Salesforce.com:** Apex classes, Triggers, **SOQL, SOSL**, User input flows, Auto-launched flows, **Cloud Flow Designer**, Process Builder, Picklist administration, **Reports and Dashboards, Salesforce Identity Management**.

**Tools:** Data Loader, Dataloader.io Workbench, Force.com IDE, Visual Studio Code, Maven Mate, Salesforce to Outlook, JIRA

**Languages:** Apex, Visualforce, HTML, CSS, JavaScript

**CPQ Suite:** Salesforce CPQ

**PROFESSIONAL EXPERIENCE**

**Salesforce Administrator/CPQ Specialist July 2020 - Present**

**Elavon Inc (U.S.Bank)**

**Greater Atlanta Area**

**Responsibilities:**

* Support the on-going issues to enhance the CPQ design process.
* Coordinated with Legal, Business Operations and Finance teams to execute customer engagements, process purchase orders and renewal opportunities.
* Analyzed the business solution needs, gathered requirements, root cause analysis, execute to ensure on-time delivery of project deliverables.
* Worked with developers, project managers and others to help ensure high quality and timely software delivery on multiple implementation projects of varying sizes and complexities.
* Implemented advanced approval rules, approval conditions, variables to match business requirements.
* Worked with native Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts, Lead-to-Cash business processes.
* Provided CPQ and Admin Production support for SalesOps Team and Deal Desk team.
* Utilized JIRA, to track assigned support tickets and stories for enhancements and bugs for monthly releases.
* Managed Orders and contracts and help the sales ops team to be able to manage and renew the opportunities when they are due.
* Provided support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
* Analyzed key performance indicators to measure sales productivity.
* Ability to configure Rules and Objectives in support of CPQ and Billing business processes
* Experience implementing CPQ and Billing packages
* Initiated SQL and SOQL updates for new builds to help faster installations of code updates.
* Worked closely with Change Management team to ensure adequate communications and training for stakeholders impacted by new capabilities.
* Assisted Sales Representative, Revenue Operations and Sales Operations specialist to review Business process, Business requirement, analyze, provide recommendation and advice for enhancement.

**Sr. Salesforce CPQ Specialist/Salesforce Admin Feb 2019 – June 2020**

**Cylance Inc (Acquired by Blackberry)**

**Irvine CA.**

**Responsibilities:**

* Supported 1000+ internal users and 5000+ community users and played a key role in Salesforce user onboarding and offboarding.
* Increased **efficiency by 15%** by building and understanding of business needs while working with developers to aid in restructuring the tools to improve user experience.
* Implemented **CPQ** Advanced Approval for multi-level approval process with dynamic routing.
* Build and maintain relationships with the stakeholders across the enterprise providing updates, issue resolutions, handling exceptions, vendor activities and related requests from other groups in the company.
* Providing ongoing support for enhancements and business rule updates within Salesforce **CPQ**.
* Managed new user set ups and deactivations, including role hierarchy. functional groups and assignment rules.
* Collaborating with relevant business stakeholders to execute the **CPQ** roadmap.
* Managed and completed **more than 100 Service Now** tickets in Salesforce which drive the business. Tickets include user setup**, Enhancement requests and change sets**.
* Involved as a part of the **Production Release team**, in migrating new functionality to Production and administered all aspects of user configuration.
* **Developed, mentored, and trained** Sales users to understand the quote-to-cash process and hence allowing them to quote efficiently and close deals faster.
* Perform all administration functions such as security, **user management, profiles, roles, permissions, workflow rules, assignment rules**, etc.
* Designed and developed **Validation Rules** to maintain data quantity and data consistency.
* Created **email templates** and inbound emails using Visualforce for the clients and customers, developed email listeners to process incoming emails.
* Created custom objects, fields and edited page layouts for grouping and editing field properties
* Created dependent Pick lists, Lookup Fields, Formula Fields and adding fields to Search layouts
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

**Sr. Salesforce Administrator/Developer Oct 2017 – Feb 2019**

**Propel App Technologies**

**Sacramento CA**

**Responsibilities:**

* Gathered business and functional requirements during the JAD (Joint Application Development) sessions, interacted with various stakeholders, managers to formulate different business processes.
* Translate simple to **complex user stories** into **functional and actionable** software within the Salesforce environment
* Developed and maintained **Visualforce pages**, custom components with responsive designs and custom display of **SOQL queries** over the Visualforce pages as per business reporting.
* Contribute to the development and packaging methodology for Force.com application development
* Developed **APEX Classes, Controllers and APEX code Triggers** for various functional needs and implemented the business logic as per the requirements.
* Responsible for Salesforce.com System Integration with external applications and systems using Apex code Web services and **Apex code Callouts** with both **REST API** and **SOAP API**.
* Used **Visualforce techniques** coupled with Standard / Custom Controllers to deliver pages that meet the end user needs.
* Work with Application Architects and tech Leads to **design integrations** between Salesforce.com and other systems across the enterprise
* Designed and deployed dynamic workflows, validation rules, Approval processes, Apex classes, Lightning web components and Triggers.
* Reduced the time required for troubleshooting product issues by automated monitoring systems.
* Used Lucid charts to show current and future state map of the project along with technical documentation.
* Ensured seamless integration with the company’s existing ERP system leading to reduced manual touches by 80%.

**Business Systems Analyst (Salesforce CPQ) Aug 2016 – Oct 2017**

**Learn Beyond Inc**

**New Jersey**

**Responsibilities:**

* Responsible for analyzing and documenting business requirements, business workflow, developing file mapping and technical specification and working with business partners/stakeholders to determine details and priority of requirements
* Interact with various business user groups to gather and document the requirements
* Develop and maintain customizations using declarative functionalities of Sales force including Public groups, Permission sets, Reports, dashboards, Workflows, Approval Processes, Process Builder,Validations, Custom Permissions, etc.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Customized Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Support, Debug, Analyze, and Troubleshoot complex customizations developed using Visual Force pages and Apex code.
* Manage, Prioritize, and Handle cases related to User objects, Reports, dashboards, Wave analytics and handle data loading
* Proactively identify and implement new enhancements, and system customizations to maintain data integrity, automate manual processes
* Perform risk analysis associated with requested changes/enhancements, ensure change management practices are followed and help business make the right decision by communicating the impacts and alternatives
* Coordinate and maintain strong working relationships with critical business partners (Sales Ops, BusinessOps, Partner Ops, and Product &amp; Pricing) to expedite the review and approval process for any Salesforce.com customizations
* Evaluate information gathered from users, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs
* Design and Develop SLA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface.

**Salesforce Administrator Oct 2013 – Nov 2014**

**CNO Financial corp**

**Hyderabad- India**

**Responsibilities:**

* Scoped and quantified tasks and subject projects for 2-week work cycle sprints using JIRA.
* Adhered to the SDLC process for Salesforce development and deployment by documenting requirements and specifications.
* Manage SharePoint content and system administrator for the entire enterprise and assisted various business lines with content organization and automation using workflows.
* Manage most of our Salesforce instance from user management, security and permissions to reporting, process automation and custom development across all business units and departments.
* Data migrations, data entry, data cleansing for almost over 100000 records.
* Attended pre-manager and standup meetings to discuss plans, timelines, and profitability.

**Education Details:**

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| --- | --- | --- | --- |
| **Degree** | **Majors** | **University** | **Year Passed** |
| Masters | Computer Science | University of the Cumberlands | 2020 – Dec 2021 |
| Masters | Computer Science | Southern Arkansas University | 2015 - 2016 |
| Bachelors | Electronics and Communications | JNTU- Hyderabad | 2013 |