

Ajayender Goud P

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Objective

- Salesforce Developer with 5+ years of extensive Salesforce experience and management skills seeking positions in Salesforce platform with your organization to utilize acquired skills. An effective leader with strong interpersonal, leadership, analytical and relationship management skills
- Manage SFDC environments including development, QA, Staging sandboxes and production.
- Participate actively in change management efforts to implement better practices, new processes & improvements in overall performance on Web Application, Application support, Deployment process. Apex Salesforce.
- Support and Implement continuous delivery & support the end to end release process
- Develop & maintain all reports, dashboards, workflows & sharing rules within Salesforce.com to improve visibility to activities, pipeline & forecast
- Ensure all Salesforce updates made seamlessly move from development through staging to production.
- A good team player, ability to learn quickly, excellent written and spoken communication.
- Work with Sales Managers, other Salesforce.com admins, and IT Help Desk to provide user support for supported applications and business processes
- Experience with Salesforce platform production deployments working in an agile methodology environment, experienced in Production Support.

Skills

- Salesforce Development, Salesforce CPQ, Apttus CPQ, Reporting And Analytics, Data Loader, HTML, Workflow & Approvals, Reports Validation Rules, Apex, LWC, Lightning Aura Components.

Professional Expertise

- Salesforce Sales cloud
- SFDC Workflows
- SFDC Validation Rules
- SFDC Process Builder

Certifications

- Salesforce Platform Developer 1.
- Salesforce Certified Administrator (ADM201).
- Salesforce Certified **CPQ SPECIALIST**
- Salesforce Certified Platform App Builder.

Work Experience

1) National Trust (Aug 2021 – Present)

The National Trust for Places of Historic Interest or Natural Beauty, commonly known as the National Trust, is a charity and membership organisation for heritage conservation in England, Wales and Northern Ireland. In Scotland, there is a separate and independent National Trust for Scotland.

The Trust was founded in 1895 by Octavia Hill, Sir Robert Hunter and Hardwicke Rawnsley to "promote the permanent preservation for the benefit of the Nation of lands and tenements (including buildings) of beauty or historic interest". It was given statutory powers, starting with the National Trust Act 1907. Historically,

The Trust acquired land by gift and sometimes by public subscription and appeal, but after World War II the loss of country houses resulted in many such properties being acquired either by gift from the former owners, or through the National Land Fund. Country houses and estates still make up a significant part of its holdings, but it is also known for its protection of wild landscapes such as in the Lake District and Peak District. As well as the great estates of titled families,

It has acquired smaller houses including some whose significance is not architectural but through their association with famous people, for example the childhood homes of Paul McCartney and John Lennon.

✓ Roles and Responsibilities

- 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.
- 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.
- Worked with native Salesforce quote to cash functionality to design quotes, order management and billing for Back office operations.
- Coordinated with Business Users and Pricing team to gather requirements for CPQ implementation.
- Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.
- Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, calculator plugins, filter rules, system and user discounts.
- Configured Pricing factors like variance pricing, volume-based pricing, attribute-based pricing.
- CPQ Implemented automated escalation and alert notification and automated surveys to measure customer satisfaction.
- Worked with Service Request status information and reports.
- Create and maintain support queues and case escalation rules, add new support products / resolution codes.
- Implemented real-time reports to measure success such as Current and historical case volumes, an overview of currently open items by Queue and Owner, measurement of response and resolution time.
- Worked with Communication Solution such as Knowledge Base, Email Templates and Workflow Alerts and Notifications Implemented Support Follow up process such as Surveys, Employee Satisfaction
- Work closely with sales management to inspect sales process quality and prioritize improvements **CPQ**
- Develop customizations (new fields, new objects) to Salesforce.com that improve workflows and reporting
- Expected to work as a full-standing member EAS Team and provide frequent input and insight into partner business discussions
- Test business applications and ensure performance is as designed; work with team members to resolve any issues
- Assist with the performance of business analysis in which information about business process and concerns are gathered from key internal business stakeholders
- Work with team members to identify project tasks, estimated work effort and timelines; escalate any changes to project scope
- Providing support for the day to day management of LWC activities.

2) Moody's Analytics (Oct 2020 – Aug 2021)

Moody's Analytics provides financial intelligence and analytical tools supporting our clients' growth, efficiency and risk management objectives made up of research, data, software, and professional services, assembled to deliver a seamless customer experience.

✓ Roles and Responsibilities

- Implemented automated escalation and alert notification and automated surveys to measure customer satisfaction.
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- Providing support for the day to day management of Salesforce.com

3) Riskonnect (July 2020 – Oct 2020)

Riskonnect connects people, systems, and data for the clearest view of risk. Built on a cloud-based platform, our integrated risk management, Riskonnect is the leading integrated risk management software solution provider and the largest RMIS provider in the world.

✓ Roles and Responsibilities

- Worked on several configuration requirements like workflows, approval processes, validation rules, etc.
- Handled client UATs with different country stakeholders within Europe.
- Worked on effort estimation, requirements traceability matrix maintenance, prepared demo presentations.
- Worked with App Installation Process new version Upgradations. & LWC support tickets.
- Familiarity with the Salesforce App Exchange, downloading packages and installing 3rd Party Applications
- Worked with configuration, customization, programming with APEX Class / Triggers / APIs, Visual Force, SOQL, SOSL and implementing new instances of Salesforce.com application
- Manage and perform production and pre-production deployments

4) Clarivate (July 2019 – July 2020)

Clarivate Analytics is the global leader in trusted insights and analytics that accelerate the pace of innovation. Trusted by the world's top universities, corporations and brands, the company's analytics-based solutions portfolio and comprehensive content trace their roots to foundational discoveries in information science.

✓ Roles and Responsibilities

- Worked on customization requirements like triggers, batch apex classes.
- Played deployment manager role for the entire project.
- Implemented automated escalation and alert notification and automated surveys to measure customer satisfaction.
- Worked with Service Request status information and reports.
- Create and maintain support queues and case escalation rules, add new support products / resolution codes.

- Implemented real-time reports to measure success such as Current and historical case volumes, an overview of currently open items by Queue and Owner, measurement of response and resolution time.
- Worked with Communication Solution such as Knowledge Base, Email Templates and Workflow Alerts and Notifications Implemented Support Follow up process such as Surveys, Employee Satisfaction
- Build new Salesforce solutions leveraging standard configuration and/or custom code to include Visual Force and Apex
- Assist by making change recommendations, technology research and assessments to identify Salesforce solutions for best strategic, functional, and technical fit
- Provide great customer support for the Salesforce platform
- Escalate process change requests, system enhancements or any other related requests through relevant mechanisms for approval / prioritization, Security Model.
- Strong knowledge in Sales Cloud, Service Cloud, Force.com, Visual Force and Apex Salesforce, Lightning Aura Components.
- Well versed in CRM practices and technology platforms and key integration points
- Responsible for configuration activities for Salesforce.com which includes Sales, Service and Communities applications, including new areas of configuration, analyzing and fixing assigned faults, peer-to-peer reviews and testing

5) Hughes(Dec 2017 – June 2019) (HUGHES is the global leader in broadband satellite technology and services for and office provides high-speed satellite Internet service, the world's largest network with over 1.3 million residential and business customers across North South America.) Assisting with creating and maintaining an automation and monitoring framework. Implement and manage infrastructure as code through Chef and other automation tools, Developing continuous delivery pipeline in cloud environment, Implement and manage continuous code build and deployment with Go and other tools

✓ **Roles and Responsibilities**

- Created user groups and configure workflows and assignment rules to enable proper routing of leads to the marketing members.
- Have written batch apex classes, triggers and configuration of workflows, process builders, etc.
- Assist in developing and maintaining documentation on processes, policies, application configuration, and help related materials
- Manage operational requests and troubleshoot issues, working with diverse user groups
- Customize Salesforce.com fields, page layouts, record types, validation rules, workflow rules, reports, and dashboards
- Provide high quality support via both email and ticket system

- Manage mass imports and exports of data
- Manage instance to ensure data integrity
- Act as the primary point of contact for Salesforce users
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.
- Implemented pick lists, filed dependencies, lookups, master-detail relationships, validation and formula fields to the custom objects.
- Customized Marketing application to create a web to lead forms, Campaign to lead forms, assigning tasks, and managing workflows.
- Involved in preparing Business Requirement Document and Functional Requirement Document.
- Redesign through customization and applications within salesforce.com, including the implementation of Solutions and Leads Training of salesforce.com globally for the Sales and Marketing Teams.

Personal Details

Name : P Ajayender Goud
 Nationality : Indian
 Gender : Male
 Hobbies : Browsing, Learning new Technologies.
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Professional Summary

- Having total **8 years** of experience In IT Industry
- Atos|Syntel (July2020 – Present).
- Having **3.6 Years** of experience as a Salesforce Consultant in HCL Technologies (Jan 2017 - July 2020).
- Worked as a Software Engineer for Sunpro Cyber Systems(Oct 2013-Jan 2017).