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***Sreenivasa Nagendra Kumar M***

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**PROFESSIONAL SUMMARY**

**Senior Application Analyst with 5 years and 10 months of Salesforce experience in Sales Cloud, Salesforce CPQ, Apttus CPQ and Service Cloud. Strong engineering professional with a B-Tech background.**

* Manage Quotes, Bundle product creations, Orders, Contracts, Subscriptions and assets.
* Creating Product options, Product features, Pricebookentries, Discount schedules, Price rules, Product rules, Summary Variables and Configuration Attributes.
* Implementing end to end functionality on new product information which is to be quoted based on the business requirement.
* Support business users to process orders during the Month-end, Quarter-end and Year-end.
* Work closely with business leadership to respond to, and proactively identify challenges that can be solved with system and/or process improvement.
* Creating Objects, Profiles, Roles, Users, Public Groups, Reports, Dashboards, Tasks and Events.
* Collaborating with CRM system developers to maintain, create and update User roles, Security, Profiles, Workflow rules, Page Layouts, Approvals.
* Skilled in generating as well as scheduling the custom reports and dashboards.
* Performed Validation Rules, workflows, e-mail services and approval processes.
* Possess comprehensive understanding of CRM business processes like Campaign, Lead, Account and Sales Cloud flow.
* Skilled in Data Migration using Data Loader, Salesforce inspector, Salesforce Import wizard and Workbench.

**Extra Pro activeness**

* Leadership ability capable and comfortable working within a team, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
* Experienced in working shifts alone, handling the business at ease during quarter-ends.

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***Senior Applications Analyst***



Company Name - **Forcepoint**

Total Duration - 2 yrs 2 mos

**Key Qualifications & Responsibilities**

* I am part of Salesforce Support for front office team, which adapts the process of standard Salesforce case management and Service-now tool to track progress of issues and resolve them in a timely manner.
* I work on JIRA stories for the new requirements or enhancements regarding the Salesforce CPQ products.
* Worked on end to end configuration of new CPQ product projects which involves in creation of Products, Product options, Product features, Pricebookentries, Volume and Term discount schedules, Price rules, Product rules, Summary Variables and Configuration Attributes.
* Created objects and fields to manage Channel discounts, Deal Registration Discounts using price rules.
* Currently working primarily on the Salesforce CPQ and Supporting Sales, Order Processing, Marketing and Technical Support applications for smooth business transitions.
* Support order processing team to process orders smoothly during the Month-end, Quarter-end and Year-end.
* Support sales team in contract renewals/amendments.
* Perform weekly deployments using change sets for the user stories once the UAT testing is done by QA testing team.

**Key Achievements**

* Leadership experience - Built frontline support in India, involved in hiring and staffing process.
* Worked on a project as a lead developer, which stood out as a go to product in Forcepoint and generating millions in revenue using Salesforce CPQ process.

***Application Development Analyst***

[Company Name - **Accenture**](https://www.linkedin.com/company/accenture/)

[Total Duration - 3 yrs 8 mos](https://www.linkedin.com/company/accenture/)

**Key Qualifications & Responsibilities**

* Worked on Sales Cloud implementations and Apttus CPQ.
* Analyzed requirements, documentation and getting the clarification from design team.
* Daily support and resolving issues for all users of our organization
* Experience in handling 8000+ users and 15+ Hyper Care supports for go live.
* Creating TDD (Technical Design Document) for the change requests and CRQ’s for emergency changes.
* Provided Knowledge Transfer session to the users of the CRM application with respect to application, databases and change management.
* **Administrative/Support** tasks include- Create Reports and Dashboards, Scheduling reports, Create profiles, Roles, permissions, Organization wide defaults, sharing settings and sharing rules, Customizing compact and page layouts, working with security controls, access controls, user setups, monitoring workflows, validation rules, complex data uploads using Data loader, Import wizard or workbench.
* **Development/Configurations/Customizations/Enhancement** tasks include – Salesforce CRM, Formula fields, Validation rules, Custom Objects, Workflow & Approval processes, Reports, Dashboards, Profile, Role, Permission sets, Organization Wide Default Sharing, Sharing Rules, SOQL, SOSL.

**EDUCATIONAL QUALIFICATION**

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| **COLLEGE / SCHOOL** | **UNIVERSITY/BOARD** | **EXAMINATION** | **CGPA/PERCENTAGE** |
| Vellore Institute of Technology | VIT university | B.Tech(Mechanical Engineering) | 7.10 (CGPA) |
| Sri Chaitanya Jr.Kalasala | B.I.E | H.S.C | 95.1% aggregate |
| Keshava Reddy E.M High School | S.S.C | S.S.C | 91.08 |

**PERSONAL INFORMATION**

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| **NAME:** | Sreenivasa Nagendra Kumar Muchumalla |
| **DATE OF BIRTH:** | 03-04-1995 |
| **Sex** | Male |
| **Marital Status** | Single |
| **Nationality** | Indian |

I hereby declare that the above written are true and correct to the best of my knowledge and belief.

Yours sincerely, Sreenivasa Nagendra Kumar M