**E-Mail**: kishore.111291@gmail.com **Consultant –** Salesforce, Data Migration, Testing, SaaS Based Product (Zuora Billing)

**Mobile**: +91-9791728383

# CAREER INTEREST:

Having 4 years of experience in Salesforce and Zuora as a Technical Consultant/Implementation Consultant/Administrator/Developer including Configuration, Data Migration, Customization, enhancements, deployment and Zuora Workflow development. Looking for a challenging role in the IT Industry to utilize my technical and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

**PROFESSIONAL SYNOPSIS**

* + Extensive experience in **Salesforce.com** setup, Configuration, Customization, Administration.
  + Providing solutions and has Extensive experience in handling clients by implementing SaaS based product - Zuora billing, Zuora CPQ with Salesforce.
  + Having Extensive experience in Testing the **Salesforce Classic/lightning CPQ** along with Zuora Billing platform from Order creation in salesforce to the Invoice sent out to customers through Z-Billing (O2C cycle)
  + **Testing** End to End in products like (Salesforce, Zuora Billing, Revpro).
  + **Data Migration** from Legacy client system to Zuora Billing.
  + Experience working with **workbench, Data Loader**.
  + As a **Technical/Implementation** Consultant, understood the importance of timely delivery and customer satisfaction.
  + **Salesforce CRM** and Zuora CPQ Configurations(**Z-360 and Z-Quotes**)
  + Knowledge on **API Testing**
  + Zuora Product **Workflow Development, Z-Billing**, **Z-Finance, Z-Payments**.
  + Hands on Experience in creating Custom Objects, Custom fields, Record types, Page layouts, Custom Tabs and Various other components as per the client and application requirements.
  + Experience in Creating **Validation Rules, Profiles, Permission Sets, Security Controls, Email Templates, Workflows and Process builder**.
  + Hands on experience in creating sharing rules, apex sharing, role hierarchy.
  + Developed **Apex Classes and Apex Triggers** for various functional needs in the application.
  + Involved in Unit Testing, Test Coverage, deployment and worked on issues while deploying.
  + Developed various lightning components as per requirements.
  + Excellent Leadership and Interpersonal skills, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.
  + Good knowledge on web technologies like HTML, CSS, Bootstrap.
  + Having Experience in version control, Bit bucket.

**WORK EXPERIENCE**

* Working as an Technical consultant in **Zuora India Private Limited** from **1st JUNE 2018 to till Now**.
* Worked as Associate Software Engineer in **Leeyo India Private Limited(Acquired By Zuora)** from **11th APRIL 2016 to MAY 2018**

**SKILL SET**

* **Salesforce Technologies:** Salesforce Standard Objects, Custom Objects, Validation rules, Workflows, Process builder, Apex class, Apex Triggers, SOQL , SOSL, Visual Force.
* **Zuora:** Data Migration , Zuora CPQ, Z-Billing, Z-Finance, Subscriptions, Orders, Workflows, Taxation
* **Languages:** Apex, Visualforce, HTML, CSS
* **Salesforce Tools:** Data Loader, Workbench

**PROJECTS**

* **PROJECT #1: USS (Salesforce Lightning with Zuora CPQ)**
* Developed various Custom objects, Tabs, validation rules.
* Created Email Alerts, Email templates as per the requirement.
* Hands on experience on creating profiles, permission sets, security controls.
* Loading the files into Data Loader and Workbench
* Executed End to End test cases as per the business requirements
* Implemented custom labels, custom settings.
* Worked on Apex classes, Apex Triggers to meet the business requirement.
* Involved in deployments from various orgs to Production system using change sets.
* **PROJECT #2: S&P Global (Salesforce Classic with Zuora CPQ)**
* Developed various Custom objects, Tabs, validation rules.
* Salesforce and Zuora CPQ Configuration
* Worked on configuration changes.
* Loading the files into Data Loader and Workbench
* Worked on creating profiles, users, and access level issues.
* Created Email templates as per the requirement.
* Implemented workflows, Process builder.
* Hands on experience on creating profiles, permission sets, security controls.
* Implemented custom labels, custom settings.
* Worked on production issues and bug fixes.
* Worked on test classes.
* Worked on visualforce page UI issues, JavaScript issues.
* Involved in deployment from sandbox to sandbox and production.
* **PROJECT #3: BIT DEFENDER (Data Migration)**
* Responsible for Migrating the Accounts, Subscriptions etc…from legacy system to Zuora
* Responsible From Migrating the Accounts to Showing the Revenue as the output in the system which involves Product catalog configuration,Billing settings,Accounts,Subscription/Orders,Catch up bill run,Open AR Balance migration,

Payment method migration.

* Migrated with the help of connect tools which used API to import into zuora
* **PROJECT #4: Merck & Co (Data Migration)**
* Responsible for Migrating the Accounts,Subscriptions etc…from legacy system to Zuora
* Migrated around 3.5 million records into Zuora
* Responsible From Migrating the Accounts to Showing the Revenue as the output in the system which involves Product catalog configuration,Billing settings,Accounts,Subscription/Orders,Catch up bill run,Open AR Balance migration,

Payment method migration.

* Migrated with the help of connect tools which used API to import into zuora
* **PROJECT #5: Rev-Pro Product (Data Migration & Implementation)**
* End to End Use case testing and customization code based on customer requirement.
* I have gained a good experience in customer relationship by handling clients.
* Implemented RevPro product for the US based customers.
* I have been working with Dell, an implementation partner of Zuora-Revpro for helping them in understanding the product and supporting them during the time of issue .
* **PROJECT #6: BOSCH (Zuora Workflow Development)**
* Created 3 different Workflows
* Create subscription,Amendments and Renewal
* During this process, workflow will be triggerd automatically with the notification and stores the value in the custom objects and to be sent to downstream system
* Tested End to End cases with the business requirements.
* **PROJECT #7: 3M (Zuora Workflow Development)**
* Responsible for creating Workflows which is to be integrated with SAP
* Developed the workflow using the liquid language which belongs to shopify
* The workflow involves SalesOrder Interface and much more which is to be communicated with Third-party system SAP
* Tested End to End cases with the business requirements.

**CERTIFICATIONS**

* Certified Solution architect in Zuora.
* Certified Product Catalog Manager
* Certified Zuora Business Analyst (Highest Certification in Zuora).

**INTERESTS**

* Travelling
* Learning on New Technologies.
* Building Web application on my own
* Badminton, Table-Tennis.

**ACHIEVEMENTS:**

* Won **Z-Awesome award** (Reputed award of Zuora) for best performance in handling and Implementing S&P project.
* Participated in Zuora Hackathon and won prize

# **EDUCATION:**

* **SRM Institute of Engineering and Technology, Chennai, TamilNadu**.

B.Tech Mechanical Engineering.

**DECLARATION:**

The Information given above is true to the best of my knowledge.

# SIGNATURE