**Prashanth Kumar Talari** Email:prashy.apptus@gmail.com Mobile: +91 8886000619

**Professional Summary**:

* Qualified IT Professional with 16 years of experience in software industry. Skilled in Salesforce CRM, Apttus CPQ, Siebel CRM & Pivotal CRM. In-depth Analysis of Business Processes & AGILE Methodology.
* Interacted with various Business user groups and partners for Requirement gathering for Apttus CPQ implementation and documented the Business and Software Requirement.
* Experience in Administration, Configuration, and Implementation and Support of Salesforce CRM applications.
* Experience with both Sales & Service Cloud the provide Salesforce Customer Support and Customer Management.
* Extensive experience in implementing end-to-end CRM solutions for ITO.
* Experience developing solutions for the Apttus Configure, Price and Quote (CPQ) systems including X-Author for Excel.
* Ability to work independently, distributed team and can co-ordinate on-site/Off-shore team setting to deliver high quality results.
* Experience in working with various Salesfoce.com standard objects like Leads, Accounts, Contacts and Opportunities along with Reports & Dashboards.
* Experience in using different data tools – Apex Data Loader & SFDC Data Export.
* Experience in creating various profiles and configured the permissions based on the organization hierarchy.

**Technical Skills**:

Platform: Salesforce.com, Apttus CPQ, Siebel CRM, UCM8.2 & Pivotal CRM.

Database: SQL, Oracle

Query Tools: Apex Data Loader, Dataloader.io, and QC & Clarify.

Project Documentation Tools: MS Office

**Work Experience**:

**Regional Configuration Management Leader**

Project Title: GE Healthcare CPQ & Account Management Support

Client: GE Healthcare India.

Duration: April 2011 – Till Date

**Responsibilities:**

* As a Project lead need to work with Product modelling CoE to model Imaging, Ultrasound and LCS Healthcare Products in Apttus.
* Set-up Pricing approval mechanism by coordinating with Development team and Commercial Operations for Wipro GE Healthcare.
* Create Dashboards and Reporting mechanism to determine quote to order life cycle and determine TAT.
* Creating SOP’s and training super users to handover to business post deployment.
* Support post deployment activities by resolving cases, ensuring smooth quarter closure and final handover to business.
* Resolving any configuration issues in CPQ, Opportunity, Contact and Account modules and resolving interface issues in SFDC, by coordinating with respective teams
* Auto-Order the Sales quotes ensure the eOM number is released.
* Coordinating with Other applications to work on interfaces issues from different environments to Apttus and vice versa.
* Map specific requirements to the system and identify gaps
* Providing Trainings GE Sales Teams in Salesforce CPQ/Apttus CPQ functionality.
* Maintaining Standard configuration for all the Ultrasound/LCS & Imaging Products.
* Delivered critical support beyond office hours and also during weekends on need basis and also supported both Quarter End weekends effectively.

Siebel Technical Consultant

Project Title: BA COE Consolidated RFP.

Client: GE Healthcare USA.

Duration: July 2009 - March 2011

Responsibilities:

* Worked in the Siebel Performance Management team of BACoE Consolidated RFP project as a Techno-Functional Consultant. Experience in resolving Siebel application performance issues routed through Quality Centre and Clarify Cases.
* Complete Ownership in Knowledge Management ensuring creation and updation of technical, functional related documentation along with case run book, SOP's and documentation for critical processes.
* Coordinating with Database team, Load Test team, CM Team and PST team about issues status after a Load test and collating all data required for Investigation of Performance Issues.
* Maintain MOM, upload all project related documents into Support Central as part of Knowledge Management.

Pivotal Technical/Functional Consultant

Project Title: Global Commercial Pricing Portal and Opportunity Management.

Client: GE Plastics/SABIC Innovative Plastics USA.

Duration: Nov 2005 – June 2009

Responsibilities:

* Handling issues created by the Global Functional Users all over the World mainly [Pacific, Europe, US] and providing solutions.
* Involved in the Process Improvement / New Enhancement / Implementation.
* Identification of the Root Causes of the Issues and providing solution for them.
* Worked on 3 dpmm (digitized Project Management Methodology) projects for permanent fix of issues.
* Attend Weekly Calls with Managers across all poles.
* Bought 20 – 30% case reduction by implementing dpmm’s or Finding Root Causes.
* Involved in Global Price Surcharge Process [Mass Price Changes] for all the poles.
* Implemented and Managed Autosys Jobs, worked & closed 415 Support Central Cases.

Academic Skills:

* B-Tech (Electronics and Communication Engineering) from Sri Krishna Devaraya University

**Current Employer:**

* Working as a Lead consultant for Genpact India since November 2005.

Certifications:

* Salesforce Administrator
* Salesforce CPQ Specialist
* GB Certified & Lean trained & provided lean ideas to the Organization

Strengths:

* Pro-active in accepting any kind of work.
* To give utmost satisfaction to the employer by giving qualitative services mixed with experienced expertise.