

# Prasad Madasu

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## KEY COMPETENCIES

- Salesforce CPQ
- Salesforce velocity and Order Management.
- Field Service Lightning.
- Technical Expertise.
- Business Analysis
- Data Migration
- Designing
- Salesforce Customization
- Relationship Building
- Cross-functional Collaboration
- Customer service

## SOFT SKILLS

- Leadership
- Excellent Communication
- Problem Solving
- Innovative
- Strategical Thinking

## EDUCATION

- B.Tech Jawaharlal Nehru Technological University in the Year 2011, Hyderabad, India

## PERSONAL DETAILS

- Date of Birth: 12th APR 1989
- Marital Status: Married
- Languages Known: English, Hindi, Telugu
- Nationality: Indian
- Visa Status: USA B1 valid till 2027.

## PROFILE SUMMARY

- With over **10 years in the IT industry**, including **3 years in Salesforce CPQ, Vlocity and Order Management**, bringing extensive expertise in driving CRM solutions & enhancing operational efficiency.
- Proficient in leveraging **Salesforce** to optimize **Configure, Price, Quote (CPQ)** functionalities, analyzing business requirements, architecting scalable solutions, streamlining sales operations, and leading teams to deliver tailored CPQ solutions to drive revenue growth, fostering user adoption, and boosting ROI.
- Skilled in customizing Salesforce objects, managing data models, **automating processes**, enforcing security measures, enhancing operational workflows, and upholding data integrity on the platform.
- Collaborative by nature, closely **aligning technology solutions** with organizational objectives, ensuring seamless integration and user adoption.
- Dedicated & stayed **abreast of new Salesforce CPQ** and Billing features & functionalities, recommending and implementing updates to enrich system capabilities.
- Worked on Vlocity CPQ and velocity order management.
- Worked on Ominiscripts, Vlocity rules, Product configurations, entity filters, data raptors and Product relationship rules.
- Worked on the Order decomposition relationships, Decomposition scenarios and custom implementations.

## CERTIFICATION

- Salesforce Certified Omni Studio Developer
- Salesforce Certified Platform App Builder
- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Developer II
- Salesforce certified Industries CPQ developer
- Velocity order management Developer I
- Salesforce certified Strategy Designer
- Salesforce Certified Administrator

## Experience Summary

1. Working as a Technical Lead in Prodapt India Pvt Ltd from March 2023 to Till Date.
2. Worked as a Senior Support Engineer in Salesforce India Pvt Ltd from Feb 2022 to March 2023.
3. Worked as a Senior Analyst in Value labs India Pvt.Ltd from June 2021 to Feb 2022.
4. Worked as a Consultant in Capgemini India Pvt.Ltd from Mar 2019 to June 2021.
5. Worked as a Senior Salesforce Developer in DELL Technologies from July 2018 to Mar 2019.
6. Worked as a Ent and bus app in consult NTTDATA Global Delivery services Pvt.Ltd from FEB 2016 to JUNE 2018.
7. Worked as a Software Engineer in Profound Infotech Pvt.Ltd from APR 2014 to Feb 2016.

## KEY PROJECTS

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### **Mar 2023 to Till Date: Salesforce VLocity and Order Management**

**Client:** Lumen, US

**Environment:** Salesforce Velocity, Order management and JIRA.

**Role:** Technical Lead

- Working as a Technical lead and involving in the grooming sessions and sprint planning.
- Gathering the necessary information from the product owners and updating then in JIRA.
- Providing the technical approach to the user stories and making them in the adding the technical approach.
- Developing the requirements and helping the associates in technical solutions in velocity.
- Worked on Omni scripts, Vlocity rules, Order decompositions, Product configurations, entity filters and Product relationships.
- Worked on velocity CPQ and velocity order management.
- Worked on Omini scripts, Vlocity rules, Product configurations, entity filters, data raptors and Product relationship rules.
- Worked on the Order decomposition relationships, Decomposition scenarios and custom implementations.
- Customization of Apex classes and test classes
- Used the Flosum deployment tool to deploy the changes.
- Worked on Integration Procedures and Product decompositions and Decomposition relationships.

### **Feb 2022 to March 2023: Salesforce Vlocity CPQ and OM Support**

**Client:** Salesforce.com

**Environment:** Salesforce Vlocity

**Role:** Senior Technical support Engineer

- Working as a senior support Engineer, will be handling the CPQ, Industries CPQ and OM and OM plus Product support issues, will debug the case and support the customer on the product features / fixing the issues related to the product.
- Connecting with the customer and understand the issue and guide them to use the velocity product as per the best practices.
- Connecting with the Engineering team on the product behavior and creating bugs and push them for the next release version of salesforce.
- Created Knowledge articles for the known issues and fix version details.
- Worked with different customers and able to understand the functionality and implementations for different business scenarios in Vlocity.

### **Jun 2021 to Feb 2022: Ihasco Salesforce CPQ Implementation**

**Client:** Citation, UK

**Role:** Salesforce CPQ Developer

The project is related to Salesforce CPQ(Steelbrickcpq) where need to building a system and configuring the price quotations related to the Products.

- Led CPQ & Billing projects, ensuring timelines, resources, and stakeholder needs were met.
- Conducted user training sessions for Salesforce CPQ & Billing.
- Worked on Apex classes, lightning components.
- Worked on the Product Configuration, product rules and Prices rules based on the business requirement.
- Working on the Lead Management, Opportunity Sales Process, Quote process and Product configurations.
- Worked on using the Salesforce CPQ features and Price rules and discount schedules and different product pricing matrix records.
- Worked on flows and Process builder.

## **June 2020 to Jun 2021: Salesforce CPQ and FSL**

**Client:** Whirlpool Corporation

**Environment:** Salesforce CPQ, Rally, and JIRA.

**Role:** Salesforce CPQ Developer

The project is related to Salesforce CPQ, LTQ (Lead to Quote), field service lightning and be able to support the sales persons on the quote process.

- Worked on Apex classes, lightning components.
- Adding extra features by developing lightning components based on the business requirement.
- Working as individual developer to develop, deploy and integrate the packages required for the Business.
- Advised on best practices, optimizing efficiency and accuracy.
- Working on Service Appointments and FSL Implementation.
- Working on integrating the dial pad on the SA object for call center applications.
- Monitored and improved the solution's performance.

## **March 2019 to Jun 2020: Honeywell Portal Services**

**Client:** Honeywell

**Environment:** Salesforce Rally, and JIRA.

**Role:** Salesforce Developer

The project is related to Salesforce CPQ, LTQ (Lead to Quote), field service lightning and be able to support the sales persons on the quote process.

- Worked on Apex classes, VF pages, Apex triggers, VF components and Asynchronous Apex
- Converting the hardcoded visual force pages for the service quote documents which will be used to generate one country document into multiple countries.
- Developer several Lightning components with responsive UI and can be used in Lightning experience and Lightning Community.
- Developed on apex rest web services, and integration with connected apps and to other ecomer's like magneto, market and AEM.

## **July 2018 to March 2019: DELL EMC Partner Portals**

**Client:** DELL EMC

**Environment:** Salesforce, Lightning components and TFS.

**Role:** Senior Salesforce Developer.

The project is related to partner onboarding and deal management and this project also involved several REST and SOAP Base integrations and various middleware like informatics, bhoomi etc.,

- Worked on data migration process
- Worked on Apex classes, Vf pages, Apex triggers, Vf components and Asynchronous Apex
- Converting Classic Partner portal into brand new Lightning Communities
- Developer several Lightning components with responsive UI and can be used in Lightning experience and Lightning Community
- SSO Authentication for the Partners to use Dell Partner community.
- Snap-in chat implementation

## **Feb 2016 to Jun 2018: Salesforce CORP IT**

**Client:** NTTDATA

**Environment:** Salesforce, Lightning Experience, IDX Work Bench, VS Code, and GitLab.

**Role:** Salesforce Consultant

NTTDATA has acquired multiple companies, the Objective of the project is to work as a individual salesforce developer and responsible for migrating of different salesforce instances into One as per the NTTDATA policies.

- Performed the roles of a Salesforce admin and developer.
- Created apex classes and triggers based on the requirement.
- Performed the data load operations using data loader.
- Resolved the errors that occur during the data load process.
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- Uploading the documents related to the accounts, opportunity's etc using the data loader.
- Deployed the changes using the change sets from sandbox to Production.
- Resolved the errors that occur during the data load process.
- Converted all the visual force pages into Lightning pages.

**APR 2014 to Feb 2016: security storage and systems management**

**Client:** Symantec, Mountain View, CA

**Environment:** Service Cloud, Salesforce.com platform, Force.com API.

**Role:** Salesforce Consultant

Symantec is a global leader in providing security, storage and systems management solutions to help our customers - from consumers and small businesses to the largest global organizations secure and manage their information-driven world against more risks at more points, more completely and efficiently.

- Performed the roles of Salesforce.com Developer and Admin in the organization.
- Interacted with various business team members to gather the requirements and documented the requirements.
- Worked on Scheduled and Batch Apex.
- Developed various Apex classes, Controller classes and Apex Triggers for various Functional needs in the application.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Used Force.com Change set tool to make deployments to different sandbox
- Environments. Validation rules and duplicate management practices.

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