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 **VENKATA**

**PROFESSIONAL SUMMARY TOTAL EXPERIENCE : 4+ Years**

* **7X** Salesforce certified professional having **4+** years of experience in the Salesforce CRM and CPQ Configuration. Enthusiastic teammate with best presentation, and interpersonal skills who can also work independently in a challenging, cross-platform environment.
* Working exposure with business partners to realize the full capabilities of Salesforce.com CRM to meet the business requirements and implement efficient workflows.
* Designed various custom Objects, custom Fields, Page Layouts, custom Tabs and Record Types as per the requirements.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Email Services, Approval Processes, Workflow Rules, Validation Rules, Reports & Dashboards, Task Events.
* Knowledge on Sales Cloud, Experience Cloud, B2B Commerce and Custom AppExchange applications.
* Deploying applications from Sandbox to Production using Change Sets.
* Extensive experience in data migration using Data Loader and Cloudsync.
* Implemented AppExchange application with Salesforce.
* Hands on experience in sharing models like customizing OWD settings, Field Level Security, Creating Permission Sets, Field Sharing Rules, and Manual Sharing.
* Experience in customizing standard objects like Accounts, Leads, Contacts, Opportunities, Cases, Campaigns, Products, Quotes and Orders as per the requirement.
* Hands on experience in creating Query Templates, Template Insertion, Merge fields, Document output formats.
* Good knowledge in creating Standalone and Bundle products, defining product hierarchy, creating Product Catalog, Price List.
* In-housedevelopment of the smart import application that imbibes the artificial intelligence and integrates the logic to the salesforce instance, thereby achieving the result of third-party contract execution.
* Experience in training the internal business users to use the SFDC application.
* Experience in check in templates into the system using X-Author.
* Extensive knowledge in Salesforce.com Sandbox and Production environments.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.
* Well-coordinated in addressing problems, investigating root causes, and implementing successful resolutions.
* Highly proficient in developing Test Traceability Matrix and Gap Analysis.
* Performed feasibility, adaptability study and risk analysis to identify the business-critical areas from User perspective and supported multi-tier applications.

**EDUCATION**

* Master’s In Information System Security, Kentucky, USA
* Master’s In Computer Science, California, USA

**CERTIIFCATION**

* Salesforce B2B Commerce for Administrators Accredited Professional
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified CPQ Specialist
* Salesforce Certified Advanced Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified App Builder
* Salesforce Certified Administrator

**WORK EXPERIENCE**

**Company: Cloudely, India June 2019 – Current**

**Clients: AToE, Cequence, Infoworks, Elastic Search, APA, Couchbase, NorthStar Orion, Cirrus, Human Good, Salestrip Position: SFDC Administrator |Salesforce CPQ/Apttus Configurator**

 **Responsibilities:**

* Worked with developers, project managers and peers to help ensure high quality and timely software delivery on multiple implementation projects of varying sizes and complexities.
* Worked closely with Sales team and performed detail analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.
* Performed Salesforce CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows
* Involved in Apttus Configure Price Quote and Apttus Billing requirements analysis, design, development, testing and implementation of the application.
* Involved in creation of Apex Classes, Apex Triggers for various functional needs in the CPQ application.
* Configured Profiles, Roles, Users, Permission sets, Record Types, Page Layouts, Search Layout, Field level Security, Custom tabs, Validation rules, Formula fields, workflows, Approval process, Process Builder.
* 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 on integrating DocuSign with Salesforce for emailing the envelopes to the customers and configured DocuSign end-to-end.
* Created various Reports & Dashboards based on the client requirement.
* Developed and scheduled batch jobs to implement renewal opportunity and quote functionality for use cases of Business process.
* Provided Production support for Sales rep team and day to day end user support and assist users with best practices to improve and increase Salesforce knowledge.
* Proven ability to apply best practices, work in the salesforce governor limits and devise innovative solutions to meet project’s requirements.
* Actively work as an analyst with stakeholders & agile teams to monitor and prioritize product backlog on an ongoing basis to meet release timelines and value to the business.
* Performed Quality assurance by creating test scenarios, conducting unit testing, smoke testing.
* Created & Loaded test data into Salesforce according to the requirement.

**Company: Arrin Systems LLC, CA, USA**

**Position: SFDC QA Intern Mar 2017 – Nov 2017**

**Responsibilities:**

* As a SFDC Jr Admin interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Administered Salesforce.com SFA setup, which involved modifying roles and profiles, creating/modifying dashboards/reports and managing users.
* Created use case scenarios, custom workflow and business logic.
* Provide periodic testing report which include test cases that were executed, defect solved and responded to the project team members.
* Manage traceability between requirements and test cases.