SIDDHARTHA GANTEDI

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ACHIEVEMENTS:

* Blackberry Cylance: Elected as a member of SKU committee which includes Product Directors and various business stakeholders.
* Blackberry Cylance: Awarded most efficient employee for fixing Salesforce CPQ which had potential issues in a very tight deadline and thereby increasing the revenue by 15%.
* Blackberry Cylance: Trained and mentored users by conducting demo sessions on all the processes in the company so that they can close the deals faster.
* Provide Salesforce training classes for a group of 5-10 Salesforce aspirants.
* Completed the Admin Superset on trailhead and just one step closer in achieving App Builder Superset. Completed 75 badges and earned 70000 points.
* Certified Salesforce Administrator (Cert – 19211931)
* Certified Salesforce Platform Developer 1 (Cert – 18633539).

# SUMMARY:

* Around 6 Years of experience in configuring and developing various solutions using Out-of-the box solutions on Force.com Platform.
* Worked in multi-functional environment holding different roles as Business Analyst/ Salesforce Administrator/Salesforce CPQ specialist across the project.
* Hands on experience in Salesforce CPQ configuring Bundles with Features and Options, price Books, Product Rules, Price Rules, Discount Schedules, Guided Selling, Custom actions, Contracts and Order Management, Renewals and Amendments, Quote template Administration, Multi-dimensional Quoting, Advanced Approvals.
* Experience in working with agile methodology, some including two to three weeks sprints.
* Excellent communication skills with ability to translate complex business processes in to technologically feasible and viable solutions.
* Experience in preparing functional document by gathering the requirements and presenting them to various stakeholders in the business.
* Expertise in SFDC Administration in managing various custom and standard objects and automating the business using out of the box automation tools like workflows, process builders and Flows.
* Implemented various business processes and ensured the data quality which helped the sales teams and sales leaders close deals more efficiently hence boosting the revenue up by 15%.
* Experience in integrating Salesforce with third party tools like Outlook, DocuSign, NetSuite and apps from AppExchange.
* Helped the Sales leaders to assess the revenue forecast by creating various Reports and Dashboards.
* Expertise in Accounts, Contacts and Lead management and ensuring there are no potential errors in Lead conversion and verifying the field mappings are accurate.

**Technology Stack**

**Salesforce.com:** Apex classes, Triggers, SOQL, SOSL, User input flows, Auto-launched flows, Cloud Flow Designer, Process Builder, Picklist administration, Reports and Dashboards, Salesforce Identity Management.

**Tools:** Data Loader, Dataloader.io Workbench, Force.com IDE, Visual Studio Code, Maven Mate, Salesforce to Outlook, JIRA

**Languages:** Apex, Visualforce, HTML, CSS, JavaScript, React

**CPQ Suite:** Salesforce CPQ

**PROFESSIONAL EXPERIENCE**

**Salesforce CPQ Specialist/BSA June 2020 - Present**

**Elavon Inc (U.S.Bank)**

**Greater Atlanta Area**

**Responsibilities:**

* Support the on-going issues to enhance the CPQ design process.
* Gather the requirements from the business stake holders and configured CPQ as per the requirements
* Developed custom lightning pages for the Sales team and to other business stake holders for them to help close the deals efficiently.
* Responsible for creating and maintaining the price books, products and configuring them in CPQ for the reps to be able to quote efficiently.
* Completed CPQ implementations and configured different products in the company and suggested different pricing methods like Block pricing, percent of total to increase the revenue from the partners and distributors.
* Analyzing, designing, configuring and maintaining CPQ solutions.
* Analyze CPQ related issues, enhance support process.
* Configured both bundled products and standalone products in the org.
* Best usage of options and features to construct bundles and used product rules to control the selection of products and also used configuration attributes to combine the quantities for different features.

**Sr. Salesforce Systems Analyst/Salesforce CPQ Feb 2019 – June 2020**

**Blackberry Cylance**

**Irvine CA.**

**Responsibilities:**

* Supported 1000+ internal users and 5000+ community users and played a key role in Salesforce user onboarding and offboarding.
* Increased efficiency by 15% by building and understanding of business needs while working with developers to aid in restructuring the tools to improve user experience.
* Implemented CPQ Advanced Approval for multi-level approval process with dynamic routing.
* Providing ongoing support for enhancements and business rule updates within the Salesforce CPQ tool.
* Managed new user set ups and deactivations, including role hierarchy. functional groups and assignment rules.
* Collaborating with relevant business stakeholders to execute the CPQ roadmap.
* Managed and completed more than 100 Service Now tickets in Salesforce which drive the business. Tickets include user setup, Enhancement requests and change sets.
* Involved as a part of the Production Release team, in migrating new functionality to Production and administered all aspects of user configuration.
* Developed, mentored, and trained Sales users to understand the quote-to-cash process and hence allowing them to quote efficiently and close deals faster.
* Perform all administration functions such as security, user management, profiles, roles, permissions, workflow rules, assignment rules, etc.

**Sr. Salesforce Administrator/Developer Oct 2017 – Feb 2019**

**Propel App Technologies**

**Sacramento CA**

**Responsibilities:**

* Gathered business and functional requirements during the JAD (Joint Application Development) sessions, interacted with various stakeholders, managers to formulate different business processes.
* Designed and deployed dynamic workflows, validation rules, Approval processes, Apex classes, Lightning web components and Triggers.
* Reduced the time required for troubleshooting product issues by automated monitoring systems.
* Used Lucid charts to show current and future state map of the project along with technical documentation.
* Ensured seamless integration with the company’s existing ERP system leading to reduced manual touches by 80%.

**Business Systems Analyst (Salesforce CPQ) Aug 2016 – Oct 2017**

**Learn Beyond Inc**

**New Jersey**

**Responsibilities:**

* Organized workshops and sessions with management for gathering business requirements to build high impact project which was rolled out for more than 500 users.
* Designed and configured Salesforce CRM and liaised with technical team for Salesforce custom development.
* Collaborated with stakeholders to train users worldwide to support users before and after go-live.
* Assisted testing team to test salesforce integration and coordinated with users across the company for UAT.
* Designed Reports and Dashboards and custom report types to ensure that senior management had full-funnel visibility.
* Leveraged process builders and flows to improve automation and user efficiency resulting in a dramatic decrease in unnecessary clicks by 75%.

**Salesforce Administrator May 2013 – Nov 2014**

**CNO Financial corp**

**Hyderabad- India**

**Responsibilities:**

* Scoped and quantified tasks and subject projects for 2-week work cycle sprints using JIRA.
* Adhered to the SDLC process for Salesforce development and deployment by documenting requirements and specifications.
* Manage SharePoint content and system administrator for the entire enterprise and assisted various business lines with content organization and automation using workflows.
* Manage most of our Salesforce instance from user management, security and permissions to reporting, process automation and custom development across all business units and departments.
* Data migrations, data entry, data cleansing for almost over 100000 records.
* Attended pre-manager and standup meetings to discuss plans, timelines, and profitability.