



Dushyant Singh

Senior Staff Engineer

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Professional Summary

- **Accomplished Salesforce Senior Staff Engineer with 10+ years of experience in Information technology including 8+ years of experience in Salesforce.com CRM platform involving in Development, Administration and deployment and Steel Brick Salesforce CPQ.**
- **Role Played:** SFDC Technical Architect and Salesforce CPQ Solution Architect.
- **Salesforce.com customization using Force.com platform:** Apex Triggers, Visual Force pages, Apex, Lightning, batch classes, asynchronous apex, REST and SOAP Integration.
- **Certified Salesforce CPQ specialist** and implemented the Salesforce CPQ in current project.
- **SteelBrick Salesforce CPQ:** Worked extensively on Product Rules, Price Rules, Products, Price books, Quote, Quote Line, Quote Templates, Advance Approvals, Discounting Schedule, and Custom Actions.
- **Salesforce.com Administration & Configuration:** Standard objects, custom fields, custom objects, page layouts, workflow, validation rules, approval process, sharing rules, Profiles & Roles.
- Experience in authoring Technical Design Document by gathering Business Requirements and Expectations from Subject Matter Experts (SMEs) and defining business processes, identifying risks, performing Gap Analysis, Feasibility Analysis, and Impact analysis.
- Expert at analysing business processes and finding automated solutions and able to translate technical concepts into practical terms. Enjoy resolving complex problems in a fast-paced environment and committed to helping companies simplify their business and IT processes.
- Prepared User Guides, training material, Business FAQs, and other documentation.
- Expertise in Data migration and Performance optimization.
- Expertise in configuring Salesforce Profiles, Roles and Hierarchies, OWD, Sharing Settings, Permission Sets, Workflows and Approval Process, Reports and Dashboards.

Skills

Key Skills: Apex, Visualforce, Lightning, SOQL, SOSL, HTML, JavaScript, CSS, Data Architecture, Development Lifecycle, Data Architecture, Data Migration, Performance optimization, Team Leadership, System Integration.

AppExchange Products: Advance Approvals, Conga Composure, Salesforce CPQ, Apttus CPQ

Tools: Data Loader, Jitter Bit, Force Eclipse IDE, Ant, Visual Studio Code, Flosum, Prodlly.

Work Experience

- Working as Senior Staff Engineer in Nagarro, Gurgaon from April 17 to till Date.
- Worked as Senior Software Engineer in Pwc SDC, Bangalore from August 16 to March 17.
- Worked as Senior Software Engineer in Xerox, Gurgaon from September 14 to August 16.
- Worked as Senior Software Engineer in Wipro Technologies from August 10 to August 14.

08/2018 – Present

Nagarro, Senior Staff Engineer

Project Name Salesforce CPQ Implementation.

Project Type Development in Salesforce CPQ

Team Size 45

Technology Salesforce CPQ (SteelBrick), Sales Cloud, Apex

Project overview

- To use the Salesforce CPQ for increasing Sales productivity, by using the standard customizations provided by the Salesforce CPQ package.
- Product and pricing setup, Quoting, Approvals using advance approvals, Document generation for customer signing. Order generation and send to Sap for billing and automate the opportunity closure.
- Contract generation and Amendments in active contracts.
- Automate and Streamline the Renewals and Amendments process followed by client.
- Data migration from Apttus CPQ to Salesforce CPQ.

Responsibilities

- Acting as Technical Architect for the end-to-end implementation of the project.
- Lead of the solutioning team, to discuss the solution considering the capabilities of Salesforce CPQ.
- Responsible for the overall processes that ensure quality software releases for customers.
- Partner with Client managers to monitor project status and risk areas.
- Serve as escalation point for customers and QA Engineers.
- Conducted impact analysis of new requirements and perform POC and DEMO to the client.
- Lead technical discussions and workshops with client and Designing the Data migration from Apttus CPQ to Salesforce CPQ.
- Configure and Customize Advanced CPQ Approvals based on complex approval rules using a combination of Approval Process, Custom Controller Code and Customized Approval Templates.

- Configuration of the CPQ using Products, Price Lists, Categories, Constraint Rules, Product attribute Rules, APEX Triggers and Workflows.
- Apex Trigger creation for Custom Field and Object Population related to Subscription, Order, Product, Line Item, Quote/Proposal, Approver Modules.
- Configuration and customization of Salesforce Layouts, Profiles, Permissions Sets based on the requirements.
- Data Extraction Transformation and Load of the Apttus CPQ Legacy Data into Salesforce CPQ Data using combination of Batch Jobs and Salesforce Data Loader.
- End-End Testing of the CPQ Flow leveraging the functionalities of the Salesforce CRM, CPQ and Advanced Approvals.
- Testing and Defect Fixing for the Confidential CPQ and Confidential Functionality in the Test and UAT environments.
- End to End CPQ Implementation, Migration of CPQ Data to multiple Sandbox, Test and Prod Instances.
- Provide hands-on, expert-level technical assistance to developers.
- Planning for Testing, UAT and Production migration.
- Building Lightning Component and Salesforce Lightning setup.
- Prepared deployment guide/run book of requirements.
- Manage and mentors a team of developers, including work assignment, mentoring, performance reviews and train them in Salesforce CPQ.

08/2017 - 07/2018

Nagarro, Associate Architect

Project Name

Installed Product and Provisioning.

Project Type

Development in Lightning.

Technology

Sales Cloud, Apttus CPQ, Apex, Visual Force, Lightning

Project overview

- Identify the structure of product and convert them to desired structure and provision to other application.
- The purpose of this project was to reflect the product structure of a customer's purchased products, so that from the account we can easily understand what the customer owns. Where Assets represent a flat, transactional view of the customer's product, the new objects allow us to define the actual subscription constructs - lead item, modules, provisioning detail, usage detail, etc... Additionally, it allowed the customer friendly view into 'what the customer owns' for internal use and provide formatted information for use in the other application of the client.

Responsibilities

- Works directly with clients to lead projects, facilitates business process analysis sessions, develops, and delivers key components of technology solution.
- Developed the solution for real time and backend process.
- Driving the development team through the agile delivery process to where possible achieve commitments across sprints.
- Building Lightning Component and Salesforce Lightning setup.
- Prepared deployment guide/run book of requirements.
- Resolved technical issues and led technical delivery from development standpoint.

04/2017 - 08/2017 : **Nagarro, Team Lead**

Project Name : LCRM.

Project Type : Development

Team Size : 8

Project overview

- Project involved the development and enhancement of client's custom builds, developed on top of custom package.

Responsibilities

- Playing a lead role in Integrating salesforce with another system using SOAP and REST API.
- Involved in client meetings and requirement gathering along with team handling
- Performing impact analysis of the requirements and implementing the same
- Prepared deployment guide/run book of requirements.
- Ensure quality of development done by internal or external teams.
- Resolved technical issues and led technical delivery from development standpoint.

08/2016 - 03/2017 : **PricewaterhouseCoopers, Senior Software Engineer**

Project Name : ARMS Re-Platforming.

Client : Liberty Mutual

Team Size : 12

Technology : Sales Cloud, Apex, Visual Force, Lightning

Project overview

Liberty Mutual Group is an American diversified global insurer, this project involves building the application for client to onboard the new customer and restructuring the approvals and provide them with the dynamic email system which was very complex and involve manual task before this application implementation.

Responsibilities

- Playing a lead role in rebuilding the application and customizing in Salesforce.
- Building Lightning Component and Salesforce Lightning setup.
- Prepared deployment guide/run book of requirements.
- Resolved technical issues and led technical delivery from development standpoint.
- Involved in end-to-end implementation of the project, starting from Requirements.
- Troubleshoot issues, resolve complex system problems, and develop and manage complex workflow rules, data validations, and object customizations.
- Lead technical discussions and workshops with client.
- Manage external relationships with a focus on client satisfaction, clearly communicating issues and delegating work, as necessary.

03/2015 - 08/2016 : Xerox, Senior Software Engineer

Project Name : Account Business Plan

Client : Xerox

Technology : Sales Cloud, Apex, Visual Force, Conga Composure

Project overview

- Client is an American global corporation that sells business services and document technology products.
- Project involved providing the leadership at global level, Continent level, Country Level, Region level the 360 view of company business at one place where they can view the high producing account, low business account and good prospects account so that they can do future planning.

Responsibilities

- Played a lead role to build one common view for all VF pages.
- Iframe, JQuery, Bootstrap along with Pie chart concepts.
- Conga Composer to generate report which fetch data from multiple objects and generating
- PIE charts using salesforce charts and google charts.
- Involved in Deployment and UAT processing.
- Involved in end-to-end implementation of the project, starting from Requirements
- Requirement Gathering to Post Go-Live support.

09/2014 - 03/2015 : Xerox, Senior Software Engineer

Project Name : ESAP

Project Type : Development

Technology : Sales Cloud, Apex, Integration with SAP.

Project overview:

Client uses multiple application based on different teams Eg accounting, selling etc. and data resided on different application which needed to be pulled into Salesforce so as to make Salesforce as source of truth and create one common view for the client.

Responsibilities

- Played a core developer role in this module.
- Web Service to connect with Sap system and sending salesforce data to SAP system.
- Data Migration from Sap System and other internal Application.
- Provided support for the integration between salesforce and OSM system using Jitter bit.

09/2014 - 03/2015 : Wipro Technologies, Senior Software Engineer

Project Name : Baxter South East Asia & India

Project Type : Development

Technology : Sales Cloud, Apex, Reporting

Responsibilities

- Played Team Lead cum Developer role.
- Requirement clarification & estimation.
- Design and implementation documents along with flow.
- Assist end-users with the development of dashboards, KPIs and Reporting.
- Design and technical sessions with team pre-development.
- Planning for Testing, UAT and Production migration.
- Configuration: Standard objects, custom fields, custom objects, record types, page layouts, Validation rules, workflow rules and Approval process
- Customization: Apex Triggers, VF pages, JavaScript, controllers, Apex Sharing, Batch classes.
- Unit & System Integration testing.
- Written Test cases for important modules of project.
- Maintaining configuration checklist for migration.
- Data management activities using Data loader.
- Production support.
- Assist end-users with the development of dashboards, KPIs and Reporting.

03/2012 - 09/2014 : Wipro Technologies, Senior Software Engineer

Client : Varian Medical Systems

Team Size : 20

Technology : Sales Cloud and Service Max

Responsibilities:

- Worked as a Developer and used Service Max.
- Perform development activities including coding and configuration as well as guide team members.
- Work closely with subject matter experts, developers, testers, and business partners.
- Configuration: Standard objects, custom fields, record types, page layouts, Validation rules, workflow rules.
- Customization: Apex Triggers & controllers.
- Unit Testing and Migration using changes set and Eclipse.
- Data management activities using Data loader.
- Worked on Service Max: Completely configure and customization of Preventive
- Maintenance module according to business requirement.
- Experience in building SFMs (Service Flow Manager), SFM Transaction, Wizards,
- Advanced Lookup Configuration, Advanced Form Fill, Advanced Data Validation.

03/2011 - 02/2012 : **Wipro Technologies, Software Engineer**

Project Name : IFDS Domestic and IA Launch

Client : IFDS Canada

Project Type : Development

Technology : Progress 4gl Database

Project Details

- This is being executed for IFDS Ltd., Canada.
- The project involves development and support on iFAST system. iFAST caters to various mutual funds, RESP, RRSP and interfaces like Fundserv, NSCC etc. across multiple currencies and languages and all other information in the Mutual Fund industry. It also addresses reporting to all the stake holders like Investor, Mutual Fund Companies, broker, transfer agency, Industry etc.

Responsibilities

- Analysis/Design
- Reviews (ESS/Code/UTP) & deliverables release.
- Onsite/offshore co-ordination
- Client Reporting
- Training / mentoring

Certifications

- Salesforce Certified CPQ Specialist.
- Salesforce Certified Sharing and Visibility Designer.
- Salesforce Certified Sales Cloud Consultant.
- Salesforce Certified Service Cloud Consultant.
- Salesforce Certified Administrator.
- Salesforce Certified Platform Developer I.
- Flosum Certified Professional.

EDUCATIONAL QUALIFICATION

2006-2010: Bachelor’s degree in Electronics & Communication with an aggregate of 70.0% from Meerut Institute of Engineering & Technology –UPTU.

2004-2005: Higher Secondary School from CBSE board with an aggregate of 84.0% from Meerut Public school, Meerut

2003-2004: Secondary School from CBSE board with an aggregate of 80.0% from Army School, Mathura.

Personal Detail

Name	Dushyant Singh
Father’s Name	Sh. Ajay Singh
Date of Birth	16–Oct-1987
Sex	Male
Marital Status	Married
Permanent Address	92-1, Somdutt Vihar, Near Medical, Meerut (U.P) - 250004