Kumar S

Salesforce Developer, 9+ years experience
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9+ years of extensive knowledge of Salesforce.com CRM and its Development Life Cycle as a Salesforce CPQ Developer / Administrator. Results-driven financial professional with a proven track record of streamlining quote-to-cash processes and improving revenue accuracy using CPQ software. Detail-oriented Sales Operations specialist skilled in configuring complex financial quotes to drive sales efficiency and reduce quote-to-close cycles. Experience in Advance Approval Process, Price rules, Product rules, Guided selling and Quote Templates, Subscription Products and Renewals. SFDC Configurations and Customizations with external systems - as an Administrator and Developer. Develop User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, etc. Salesforce CRM platform and environment of SFDC such as Sales Cloud, Service Cloud & Force.com. Expertise in maintaining the Functional areas of Accounts, Contacts, Leads, Campaigns, Opportunities, Reports and Dashboards. Creating custom Objects and Tabs, designing Custom Fields, assigning Validation Rules and Field-Level Dependencies, Approval Processes. Experience on translating business process into Custom Objects and creating Lookup Relationships and MasterDetail Relationships. Implement Security/Sharing Rules, Configure Permission sets, Field Level Security, Record Level Security, Profiles, Roles & Resource monitoring at different Hierarchical Levels of the organization. Administrative tasks like User Management Creating Profiles, Roles & Permission Sets, Workflow, Tasks & Events, Email notification & Templates, Process Builder, Reports & Dashboard. Used data migration tools such as Salesforce Import and Export Wizard. Implementing Apex Classes, Visual Force Pages, Apex Compounds, Controllers, Triggers, Scheduler, Batch Apex. Experience in Triggers and writing SOQL and SOSL queries. Good Experienced with Lightning Aura Components A well-organized, goal-oriented, highly-motivated effective team member with excellent analytical, troubleshooting, and problem solving Skills.. Excellent analytical, Interpersonal and Communication skills, fast learner, hardworking and good team player. Knowledge in LWC. Knowledge in Conga Knowledge Salesforce AI (Einstein) and Agentforce Good Knowledge in CPQ Billing and Hands-on Experience in 6 Months only.

INDUSTRIES: Software and Platforms

TECHNICAL SKILLS

• Salesforce	9 years
• Sales & Service Cloud	8 years
• Salesforce CPQ	6 years
• SQL	6 years
• LWC	6 years
• Visual Force	5 years

SOFT SKILLS

Problem-solving, Communication, Critical thinking

PROJECT DETAILS

• Electronic communications pioneer.

Project Description: Electronic communications pioneer Motorola Solutions Inc. is a leading designer and manufacturer of cellular phones, cordless phones, two-way radios, pagers, cable modems, broadband set-top boxes, and other communications products and systems. This Project was based on migrating all the data from one instance to another instance. The goal of migration is to analyze and access the level of effort required to migrate users and data onto a unified salesforce.com platform. It mainly focused on building a framework for global and regional programs, providing a centralized foundation for acceleration of productivity enhancements and also to drive operational efficiencies.

Responsibilities: Responsible for the technical strategy, design and implementation of Configuration, Pricing, Quoting and Review, validate and approve all changes to CPQ production system, to ensure scalability, minimizing technical debt. Created Price rules and summary variables as part of enhancements Configured Products and Product rules to display and hide products based on end user selection. Worked on quote templates to display product related information. Created formula fields on quote and quote line object to meet the business requirements. Created Price rules and Product rules as part of enhancements Developed APEX triggers, classes, Visual Force pages. Created and Customized the Dashboards and Reports with Salesforce CRM. Performed data migration into salesforce application using apex data loader through CSVfiles. Involved in querying salesforce tables using SOQL & SOSL queries using Force.com Explorer. Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC). Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy. Created Workflows and Approval processes and developed validation rules. Imported accounts and contacts data through Import Wizad.

Technologies: Sales Cloud and Salesforce CPQ

Industry: Software and Platforms

• Talent Rover

Project Description: It is a Sales and requirement product. My responsibility includes the various enhancement in product along with design and solution for new clients Maintaining product quality, configuration and customizing the product as per client requirement

Responsibilities: Developed Apex classes and Apex triggers based on the business requirements. Created Components and Apps in Salesforce Lightning and Salesforce1 Mobile Experience. Worked on Assignment rules for assigning the Leads. Created multiple record types based on the category of clients. Used Data loader to make bulk upload of client data. Used SOQL for data manipulation needs of the application using platform database objects. Participate in design meetings and contribute to technical approach. Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visual Force, Force.com API. Designed and deployed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application. Created Templates, Approval Process, Approval Page Layouts and defined Approval actions on them automate the process.

Technologies: Sales Cloud

Industry: Software and Platforms

• Daimler Trucks North America Envi

Project Description: Daimler Trucks North America LLC, a Daimler company, is the largest heavy-duty truck manufacturer in North America and a leading producer of medium-duty trucks and specialized commercial vehicles.

Responsibilities: Created and Customized the Dashboards and Reports with Salesforce CRM. Performed data migration into salesforce application using apex data loader through CSVfiles. Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC). Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy. Created Workflows, Process Builders and Approval processes and developed validation rules. Imported accounts and contacts data through Import Wizad

Technologies: Sales Cloud & Service Cloud

Industry: Software and Platforms

• DCX_Digital (Deliveroo)

Project Description: I worked in BAU Support as Salesforce admin - worked on user security, Pardot, Admin Sync, reports, and dashboards. Worked on data loading activities using Data loader and worked on Data Migration activities using 'Prodly' Data migration tool. Worked on activities involving 3rd party Apps such as DocuSign, Showpad, DNB Hoovers. Worked on release management and CI-CD activities using Bitbucket and SourceTree.

Responsibilities: Worked on RCA (Root cause analysis) for Production issues and helped users to solved there issues. Responsible for the technical strategy, design and implementation of Configuration, Pricing, Quoting and Subscription applications as well as custom applications developed using standard tools/languages. Design CPQ solutions for different software/services sales business models (perpetual license, Subscription Annual Recurring Revenue etc). Configured and maintained pricing rules within the CPQ system, ensuring consistent pricing and preventing revenue leakage. Collaborated with the Finance team to implement new discounting and approval workflows, which reduced quote approval time by 25%. Review, validate and approve all changes to CPQ production system, to ensure scalability, minimizing technical debt. Created Price rules and summary variables as part of enhancements Configured Products and Product rules to display and hide products based on end user selection. Integrated salesforce CPQ and Salesforce Integration for automationg quoting, Contracting and billing process Worked on quote templates to display product related information. Created formula fields on quote and quote line object to meet the business requirements. Created User guideience documents for issues. Created Price rules and Product rules as part of enhancements Created and Customized the Dashboards and Reports with Salesforce CRM. Performed data migration into salesforce application using apex data loader through CSVfiles. Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC). Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy. Participate in design meetings and contribute to technical approach Worked on release management and CI CD activities using Bitbucket and SourceTree

Technologies: Service Cloud & CPQ

Industry: Software and Platforms

• DCX_Digital (Thameswater)

Project Description: Major UK Water Company project which is a large private utility company responsible for the public water supply and wastewater, treatment in most of Greater London, Luton, Surrey, Gloucestershire, north Wiltshire, far west Kent, and some other parts of England. This is the UK's largest water and wastewater services company.

Responsibilities: Worked on RCA (Root cause analysis) for Production issues and helped users to solved there issues. Created User guideience documents for issues. Implemented Approval rules to meet the business requirment. Created and Customized Objects and Fields with Salesforce CRM. Performed data migration into salesforce application using apex data loader through CSVfiles. Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC). Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy. Created Workflows, Process Builders and Approval processes and developed validation rules.

Technologies: Sales Cloud & Service Cloud.

Industry: Software and Platforms

EDUCATION

• Bachelors degree in BIO TECH from Sree Nidhi Institute of Science and Technology. 2013 - 2016

LANGUAGES

• English - advanced

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