



PS.ANIL KUMAR , **Mobile No : +91-7013854445**

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SYNOPSIS

Young, energetic and result oriented professional with experience in handling **Project Delivery, Administration, Salesforce Development, Lightning of Salesforce.com** on Force.com Platform.

- ☞ Possessing good communication and collaboration skills to lead and the ability to work in concert with diverse groups effectively.
- ☞ Adroit at learning new concepts quickly, working well under pressure and communicating ideas clearly and effectively.
- ☞ Friendly with an upbeat attitude.
- ☞ Positive approach.

PROFESSIONAL SUMMARY

Overall **10+years** of **Project delivery in IT & 4.3 Years into Salesforce.com CRM, Force.com, Sales & Service** platform's worked as **Developer, Administrator, Pardot & Salesforce CPQ Specialist under CPQ Basics, Features, Billing, discounting, Order Generation, Contract Amendments & Configurable Bundles in Salesforce CPQ.**

- Experience in **Requirement Capturing** from client, **Designing, Development, and Testing, having deep understanding of the Salesforce** applications.
- Experience in working on **Sales Cloud, Service Cloud and Sales Force Lightning Applications development, CPQ & Microsoft Excel.**
- Daily administration, technical and functional support for Salesforce Sales Cloud and Service database.
- including but not limited to handling multiple user **setup, profiles and roles, customization of objects, fields, record types, page layouts and validation rules.**
- Provide recommendations for process and application improvements utilizing standard methodologies for SFDC, data management and governance.
- Document and maintain processes, policies, application configuration and help related materials for users.
- Keep up-to-date on new Salesforce and 3rd party application products, features and functionality to recommend and apply improvements to **internal business issues.**
- Expertise in **Salesforce.com CRM, Force.com, Apex Classes, and Apex triggers, Visual force, Force.com API, SOQL and SOSL, OOPS, Apex, Java Scripts & Reports & Dashboards**
- Build lasting relationships with key client **stakeholders and sponsors.**
- Flexible respond to shifting **business** needs and **Priorities.**
- **Trained** Key users in Salesforce **Admi, Development, Lightning etc** with support materials.
- Experience creating and maintaining **data** in Salesforce.com and explored **Change Data Capture** from salesforce to **Exteranl Systems.**
- Experience with **Agile Methodology** Development (Scrum Methodology).

- Having good **communication and interpersonal skills.**
- Certified Platform **Developer I and Administrator**
- Experience working with **Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox Environments.**
- Experience and comfort with working with large data sets which also include **External objects, Big objects, Standard object & Custom Objects** in salesforce.
- Completed all Sales force **trailhead** related to **Admin, Development, Integration, Pardot & CPQ with 125 Badges with 81,350 Points Now as Ranger.**
- Completed **Aura Component Specialist –SuperBadge** in salesforce **Trail Head.**
- Completed **Service Cloud Specialist - SuperBadge** in salesforce **Trail Head.**
- Completed **Advanced Billing Specialist (CPQ) - Super Badge** in salesforce **Trail Head.**

EDUCATIONAL QUALIFICATIONS

✓ **M.Tech** **2007** **67% marks** **JNTUK.**

WORK HISTORY

- ✓ Working as **Sr. Sales Force Developer** at **JARVIS Business Solutions Pvt Ltd.,** Hyderabad from **Aug 2019 to Till date.**
- ✓ Worked as **Sales Force – Module Lead** at **YASH Technologies Pvt. Ltd.,** Hyderabad from **Oct 2018 to May 2019.**
- ✓ Worked as a **Sales Force Application Developer** at **QUANTITY Business Solutions Pvt. Ltd.,** Mumbai (Nucleus commercial Finance, UK) from **Jan 2018 to Sept 2018.**
- ✓ Worked at Planning dept. as **Manager** at **HANBIT Automation Technologies Pvt. Ltd.,** from **July 2016 to Nov 2016.**
- ✓ Worked at G.I.S Department as **Spectrum Manager** in **Sales force** at **JIGYA Software Services Pvt. Ltd.,** from **Feb 2015 to June 2016.**
- ✓ Worked as **Executive** under **Project Delivery- Planning –South Lead** at **VIOM Networks Ltd.** from **June 2009 to Feb 2015.**

Sales force Certification:

- Certified **SALESFORCE ADMINISTRATOR -CREDENTIAL ID --->20460621**
- Certified **SALESFORCE CERTIFIED CPQ Specialist -CREDENTIAL ID --->20884979**
- Certified **SALESFORCE PLATFORM DEVELOPER- I (401)-CREDENTIAL ID --->18002841**
- Completed 40 Hours of **PMP (Project Management Professional) Training, Certified -PMI** from **Proventures Pvt. Ltd.,** Hyderabad in 2017.

PROJECT DETAILS

PROJECT# 7: Client: Nissan Digital Hub , Hyderabad

(Aug 2019 – Till Date)

Title: NFS CRM & POC

Languages & Database: Apex, HTML, CSS, JavaScript, Data Base, SOQL & Lighting.

Environment: Sales Cloud & Service Cloud as Admin, Development

Project Description: Nissan Motor Co., Ltd is a Japanese multinational automobile ... trucks, buses, light commercial vehicles and passenger vehicles," and "the largest joint-venture project of its scale.

Role & Responsibilities:

- Developed salesforce solution configuring, customizing Salesforce **Sales Cloud & Service Cloud** in APEX, Visualforce, Triggers, Lightning.
- Payment System + Sales force (**Case Creation**) : Salesforce External Connectors using **Custom Apex & Odata 4.0** in Lightning Environment.
- Experience in working with large data sets which also include **External objects, Big objects, Standard object & Custom Objects** in salesforce.
- Configure **bundles** (features, options, option constraints, configuration attributes), product rules, price rules, discount schedules pricing, contracted prices, quote templates, quote processes and custom actions.
- Translate business requirements into architected **solutions** which best leverage the Salesforce platform.
- Proven ability to **design** and **optimize** business processes and integrate business processes across disparate systems.
- Business **Functionalists** supporting multiple countries like Mexico, Japan & America.
- Experience creating and maintaining **data** in Salesforce.com and explored **Change Data Capture** from salesforce to **External Systems**.
- Followed & implemented Scrum / Agile Methodology.

PROJECT# 6:

(Oct 2018 – May 2019)

Title: Hendrickson., Client: Hendrickson, USA.

Environment: Sales & Service cloud in Admin, Development & CPQ.

Role: Sales Force – Module Lead

Languages & Database: Apex, HTML, CSS, JavaScript, Data Base, Lightning, SOQL & SOSL

Project Description:

The leading global manufacturer and supplier of medium- and heavy-duty mechanical, elastomeric and air Suspensions, integrated and non-integrated axle systems; auxiliary lift axle systems; parabolic and multi-leaf springs, stabilizers, bumper and trim components to the global commercial transportation industry.

Role & Responsibilities:

- Preparation of **technical design** documents as per business requirements.
- Having hands on **Lightning** environment with Lightning Web Components and Communities.
- Supported the **business** requirements and provided end to end solutions by Identifying Risks from Process and **Technology** development perspective.

- **Salesforce CPQ Specialist** under CPQ Basics, Features, Billing, discounting, Order Generation, Contract Amendments , Discounting Tools, Security Subscription Renewals, Channel Sales, Partner Relations Ship Management, Product Configuration, Priority Support Services & Configurable Bundles in Salesforce CPQ.
- Daily **scrum** calls & Team Management with regard to **ProjectCompletion**.
- **Flexibly** respond to shifting business needs and **priorities**.
- Experience working with large data sets with respect to **Salesforce & External System**.

PROJECT# 5: Client: Nucleus commercial Finance, UK

(Jan 2018 – Sept 2018)

Title: Business Process Automation.

Admin, Development, CPQ & Sales force Lightning.

Role: Sales Force Application Developer

Languages & Data base: Apex, HTML, CSS, JavaScript, Data Base, SOQL & SOSL.

Tools: Eclipse, Data Loader & Salesforce CPQ.

Project Description:

Nucleus is a money lending website, where it will give loans to customers on various areas keeping property as assurance. In order to provide loans fast, it would be helpful if integrated with mouse price.

Based on the property valuation it can be easy for nucleus to filter up to what amount it can provide as a loan.

Price is a website, where user needs to enter address of a particular property in UK, it will provide the

Value range, valuation, rental estimate, rental range, tenure, type, year built ...etc of that particular property.

Role & Responsibilities:

- Worked closely with sales, **Operational team and business analysts** and performed detailed analysis for business technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- Having good knowledge of **Salesforce/Steelbrick** CPQ objects used in Quote to Order process especially.
- CPQ's **benefits** also extend to operational efficiencies. it shortens the time-to-market for new offerings, decreases seller ramp time, automates complex back-office sales processes in the front-office, and reduces costly pricing errors.
- **Land Registry Integration (SOAP) on Home Owner verification (HOV)**, moving the Land Registry and Property Valuation integrations to the beginning of the deal processing will allow us to filter out deals that are not true home owners verified by Land Registry.
- Moving manual and auto **multiple attachments** from Lead to opportunity and respective credit write up based on opportunity product of interest are moved automatically.

PROJECT# 4: Client: Amanora, Pune

(Dec 2016 to Dec 2017)

Title: Automatic Meter Reading.

Roles & Responsibilities:

- Engaged in the business of Hardware, Firmware, IT & Software Services and Maintains.
- Handling AMANORA Project for Gas Meter Automation at Pune Location. (**Wireless Gateway, Routers and AMR (Automatic Meter Reading)**).
- Handling O&M work for APARNA , LANCO Constructions located in Hyderabad.
- Dash board **Report** preparation, Issue resolve on NON-Communicating of AMR to server, Routers and Gateways performance.
- Handling Manpower regarding installation, commission and Testing of all Wireless equipment.
- Providing Access to SMART Prepaid / Post paid System - GAS/WATER Windows.
- Handling **Customer** issue like Top up recharge, non communication of AMRs to server, Pluse cutting problems, Display hang problems and Command pending for Long time etc.

PROJECT# 3: Client: Southern Herbs, AU.

(July 2016 to Nov 2016)

Title: Online Ordering System

Role: Developer/ Admin

Languages & Database: Apex, HTML, CSS, JavaScript, SOQL & SOSL

Project Description:

It is completely customized application built for Southern Herbs using Salesforce.com. It is used for online purchase order raising and in supply chain system their world wide users. Southern Herbs is providing ability for their dealers (resellers) to be able to place product orders online via the dealer page. Southern Herbs has chosen Force.com platform for this solution.

Roles & Responsibilities:

- Created custom objects and worked with standard objects.
- Developed Apex classes and triggers to support the custom functionality.
- Developed Visual force pages for all custom objects and overridden.
- Creation of workflows, email templates
- Worked on configuring of different profiles and permission sets
- Worked on visual force pages and apex classes
- Created test classes for apex classes
- Generated custom reports and dashboard

PROJECT# 2:Client: Sensus, USA

(Feb 2015 to June 2016)

Title: Service Utility Mapping.

Environment: Apex, Visual force, JS, CSS, Force.com IDE.

Project Description:

Many Applications, Smarter Cities and Utilities: It is completely customized application built for Sensus using Salesforce.com. It is used for online purchase order raising and in supply chain system their worldwide users. Senses is providing ability for their dealers (resellers) to be able to place product orders online. Senses has chosen Force.com platform for this solution.

Roles & Responsibilities:

- Preparation of technical design documents as per business requirements.

- Involved in Coding **Business logic** in Apex and Visual force pages design.
- Validated & Auto Approved over 2000+ **Business Economic Areas** Which includes BEA pdf Map as per the approved designed format of Federal Communications commission, USA by using sales force.
- Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.

PROJECT# 1:

(June 2009 to Feb 2015)

Title: Network Planning & Testing.

Client: VIOM Networks Ltd. (Now ATC Ltd.) -Project Delivery. (IT – Operations)

Languages & Database: HTML, Java, JavaScript , Microsoft Excel etc.

Roles & Responsibilities:

- Experience in **Telecom Network/ Tarantula site** development along with Testing, implementation and Operations of networks and had led end to end project delivery of small to medium size and complex projects for Telecom Infrastructure.
- Experience in **project scoping**, resource planning, schedule and estimations, reviews and validations,
- Tarantula **SAM RF Mapping** & Circle Customer Interaction which include 5 different States-South Region Lead Customer **Operations** Review Meetings, SLA/KPI reviews weekly & Monthly.
- Hands on experience on project planning, risk assessment and mitigation (risks, actions, issues, dependencies and changes), project reports, presentations, organize meeting and capture **MOM**- Minutes of meeting.

INTEGRATION SKILLS

- Web Services development or experience with the Salesforce API (REST/SOAP/MetaData, etc.)

PROFESSIONAL ENHANCEMENTS

Train the Trainer, Creative Thinking, and Habits of Effective People

Love to learn new releases in Sales Force **Trail Heads** like Dev, Lightning, Pardot, CPQ and IOT.

PERSONAL DETAILS

Date of Birth: 17/Oct/1981

Nationality: INDIAN

Marital Status: Married

Languages: English, Telugu & Hindi

Passport: YES

I hereby declare that all the information given above is true to the best of my knowledge.

(PS Anil Kumar)