

Vinay Kumar Appala

Salesforce Developer

Email: vinaykumarappala@gmail.com

Linkedin URL: <https://www.linkedin.com/in/vinay-kumar-appala>

Mobile: 6300992935



OVERVIEW

- Working for about 1.2+ years on the Salesforce Enterprise Platform entailing Sales Cloud, Service Cloud, Salesforce CPQ, Billing and Force.com platform
- Worked as part of foundation, development, support, and data migration teams
- Well versed with the salesforce platform configurations around Security Setup (Profiles, User Setup, Permission Sets, Roles and OWD)
- Familiar with configuration such as customizing standard objects, creating custom objects, fields, validation rules, and business process automation such as process builder, automated flows, data management (uploads), email templates, folder management, and public groups, as well as other configuration items etc.
- Good interpersonal skills, committed, result oriented, hard working with a zeal to learn new technologies.
- Very familiar with Salesforce CPQ Configuration end to end and hands on in setting up Renewal and Amendments, flows as well.
- Familiar with LWC and Apex development and have delivered multiple projects on the platform.
- Familiar with Agile methodology of project execution and knowledgeable of the end-to-end IT projects SDLC
- Worked as part of foundation, development, support and data migration teams
- Hands on in configuring products, features, bundles, product rules to handle dynamic scenarios of prod configuration
- Setting up price waterfall for quotation, custom pricing calculation via price rules etc.

EDUCATION

Bachelor of Technology (ECE) from **National Institute of Technology DURGAPUR**

Master of Technology (Digital Systems & Computer Electronics) from **JNTU College of Engineering Jagityal**

EMPLOYER DETAILS

Company Name : Omni-Cloud Software Consulting Pvt Ltd

Worked from JANUARY- 2022 to FEBRUARY- 2023.

Address: H.No1-11-251/11, RKP Mansion, Prakash Nagar, Begumpet, Hyderabad, Telangana-500016.

EXPERIENCE & CLIENTS

J.D. Power

Role: Salesforce CPQ Developer Developer

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modelling capabilities to understand consumer behaviour, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

Responsibilities:

- Handle service tickets. Resolve daily generated user's errors like quote template document do not render related link to record when quote is submitted for approval, User unable to generate contract on order for certain product.
- Move depreciating automation processes to latest one. Convert previous automation like Workflow rules, Process builder to Flow builder.

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- Automation to handle sunset of product. When certain product is deprecated and no longer to be sold by business those products will be visible for quotation.
- Address associated to Account deduplication. Redesign the Account associated address and their master address to prevent duplication of address.

ISUZU Motors Ltd.

Role: Salesforce Developer

Isuzu Motors Limited, Japan - headquartered in Tokyo, is a global manufacturer of light, medium and heavy commercial vehicles, utility vehicles, and diesel engines. The company has operations in over 25 countries, selling in more than 100 countries worldwide. The company currently sells its feature-loaded SUV in the country - the MU-X. The company has also built the country's first adventure utility vehicle, the D-Max V-Cross.

Responsibilities:

- Worked on the Sales Cloud implementation in configuring Opportunity, Account, Contact, Pipeline management etc
- Worked on product analysis and setting up bundles etc for the products and custom pricing functionality
- Participated in sprint planning and grooming sessions in the agile methodology
- Been part of gathering requirements for security and prepared security matrix
- Worked on configuration workbook for products and price books in salesforce CPQ
- Created Price rules to achieve custom functionality of pricing as required to achieve dealer and retail sales.
- Created Quote template with the template Content and sections to generate Quote Document on the quote.
- Worked on quote document generation using out of box functionality

KGO Group, ON, Canada

Role: Sales Cloud + CPQ Developer

KGO Group Ltd. is an experienced developer and distributor of unique, high-quality engineered equipment, fabricated systems, and controls for industrial and municipal applications. We offer a complete range of chemical metering, blending, mixing, pump, and filtration systems – all backed by the highest levels of technical service and support.

Responsibilities:

- Understanding the customer sales process, conducting requirement workshop with the team and understanding pain points
- Setup the entire Lead Management end to end from customizing the Lead Stages, setting up auto-response rules to send out a mail to the customer that the lead is captured
- Preparing reports on Lead conversion per Sales Rep, leads by region etc. and created a dashboard for the Sales Reps to go through in their daily morning sales call
- Understand their Opportunity Management and customize the opportunity stages with probability
- Create an escalation path of the Opportunity is not closed by the close date and keep the Sales Manager posted via email notification that the team missed some deal closure.
- Help Sales Reps be on track while closing the Opportunities by enabling them to setup reminder tasks etc.
- Created Pipeline management dashboard for the Sales Team (including manager, sales reps) to keep track of high value deals and plan selling strategy

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- Implemented end to end CPQ process from product configuration, bundling, pricing and volumetric discounts etc.
- Implemented quote document generation and discount approvals for additional discounting
- Post Quote Document generation customer acceptance and automated Order generation and contract generation via process automation
- Enabled automatic renewal process with uplift using process automations
- Looked into any platform issues like governor limits and designed an application that is clean and bug free.

ADDITIONAL

Certifications:

- Salesforce CPQ Certified Consultant
- Salesforce Associate Certified