

PROFESSIONAL EXPERIENCE:

- Currently working as **Sr. Technology Consultant** – Salesforce/Apttus in **Epicor Software** from May 2019 to till date for Epicor own product. Project is for **Apttus CPQ implementation using Salesforce and Apttus Version Upgrade with Lightning enablement** in Epicor and role as Techno-Functional in CPQ implementation in **ERP** module.
- Worked as **Associate Consultant** in **Wipro Technologies**, Bangalore from **June 2018 to May 2019**. I am working in renowned **Health Care industry**. Technology I am working in **Salesforce/SFDC** and role is testing as well as configuration changes. I got an opportunity to work from **Offshore Philips Client Location** and this project is for **Apttus CPQ/CLM in Market to Order** implementation. I am having functional knowledge of **Apttus CPQ/CLM**.
- Worked as **Application Development Associate** in **Accenture Solutions Pvt Ltd.** Bangalore, from **June 2016 – June 2018**. I am currently working in renowned **Pharma Industry (Life Science Project)** in my current Organization and my technology is **Salesforce** and working in **CRM Application**. I have worked in many short span projects within a year in organization.
- Worked as a **Trainee** in **MindTeck** from **December 2015 – March 2016**.

PROFESSIONAL SUMMARY:

- Working as per **Apttus CPQ Product Setup, testing, Data Loading** into respective org.
- Extensive knowledge of **Apttus CPQ process, Pricing, Apttus Asset migration, Attribute Rules, Custom Objects, Custom Settings, QTC process and Fields**.
- Functional knowledge and hands on experience on **SFDC Sales Cloud, Service Cloud**, basics of **Marketing Cloud**.
- Working on **SFDC Admin works related create Field, Deployment, Validation Rule, Custom Settings changes, Creation/Modification Roll Up Summary fields etc.**
- Functional and technical knowledge on **Apttus CPQ & CLM**.
- Sound knowledge in **Salesforce CPQ** and hands-On.
- Handling **Cases** as per customer's feedback and solving with proper resolution.
- Handling **International Team** from **Business perspective** and implementing it.
- Good knowledge in **SDLC & STLC** concepts.
- Experience in **System Testing, Functional Testing, Regression Testing, Smoke, Sanity testing**.
- Working as per **Business module** to clear understanding of requirements.
- Interacting with **Business** to get the requirements and turned in to **User Story**.
- Functional knowledge of **Assets and Orders**.
- Good experience in **Defect Tracking** using **CA Agile tool Rally and Jira**.
- Sound knowledge of **Salesforce Lightning** as testing perspective.
- Good experience in **Azure Devops**, which is using for **User Story tracking** as well as **defect tracking**.
- Experience in writing and Executing **Test Cases**.
- Sound knowledge in **Manual and Automation Testing Selenium**.
- Performed **Unit Testing** as Developer.
- Good Knowledge of **Salesforce Data Migration using APEX Data Loader, Salesforce Configuration, Roles, Triggers, Profiles, Objects, Apttus CPQ/CLM**.
- Good Knowledge of **SFDC deployment** using **GearSet**.
- Understanding in **Life Science and Health Care Industry**.
- Good knowledge over **Agile Methodology** as **Scrum**.
- Sound knowledge in **Rally Agile tool**.
- Sound knowledge in **HP ALM** for **Defect Tracking** and **test case implementation**.

- I can handle multiple work simultaneously.

TECHNICAL SKILLS:

Skills	: Salesforce Configuration, Lightning, Salesforce Testing, Functional Testing, Regression, Smoke Testing, Apttus CPQ/CLM, Sales Cloud, Apttus CPQ Product Setup, CPQ Pricing, Assets, QTC Process.
SFDC Tool	: Apex Data Loader, Import Wizard, Data Export/Import SF Inspector
Agile Tool	: Rally (CA Agile Tool), Azure DevOps
Defect Tracking Tool	: HP ALM, Rally, JIRA Defect tracking, Azure DevOps
Programming Skills	: Java, HTML
Testing Experience	: Manual, Automation, Selenium Webdriver, Test NG
Database	: SOQL
Deployment Tools	: GEARSET, Force.com IDE
Test Methodology	: Agile, Scrum, Waterfall model
Office Tool	: Outlook, Word, Excel, PowerPoint

ACADEMIC EXPERIENCE:

- MCA from **Acharya Institute of Technology (VTU), Bangalore** in **2015** with 76%
- BCA from **Burdwan University, West Bengal** in May **2012** with 68%
- Secondary (10th) from **WBBSE** in **2007** with 62% and Higher Secondary (12th) from **WBCHSE** in **2009** with 64%.

PROJECTS:

Project 1

Title : CPQ Implementation in Epicor Product

Technology : Salesforce, Apttus CPQ, SOQL

Role : Techno- Functional in SFDC/Apttus CPQ

Duration : May 2019 to Till date

Client : **Epicor (Product Based)**

Roles and Responsibilities:

- Understand the functionality of CPQ implementation in Epicor product.
- Responsible to resolve Salesforce Cases with proper resolution, product setup, pricing, QTC process of Apttus.
- Handling Cases and resolving issue related to Salesforce and Apttus.
- Handling International team and work collaboratively with team.
- Responsible for Product Setup and whole CPQ process to implement in Epicor product.
- Responsible for Asset migration in ERP integration application.
- Interacted with Business & get clarify the requirements and turned into User Stories with Acceptance Criteria.
- Assist CPQ data imports and maintain integration with other application.
- Responsible of solution design for CPQ new feature.
- Responsible for generating Apttus CPQ reports bi-weekly to business.

Project 2

Title : **Apttus CPQ/CLM Market to Order** implementation and planning

Technology: Salesforce (Sales Cloud), SQL workbench, Apttus CPQ/CLM

Role : SFDC QA

Duration : June 2018 – May 2019

Client : **PHILIPS** (Working from Offshore Client location)

Roles and Responsibilities:

- Responsible for Test Case creation using feature in Rally tool & Azure DevOps.
- Responsible for performing Functional Testing/Manual Testing/Validation Testing for Apttus CPQ applications on Force.com platform.
- Performed Functional, Negative, Positive, Integration, Regression and End To End User Acceptance Testing.
- Understand the Functional aspects of the project using Features.
- Understand CPQ/CLM functionality.
- Understand the Sales Cloud functionality over CPQ/CLM.
- Client interaction for changes and retest.
- Defect Tracking using Rally tool.
- Involved in preparing Operational Qualification (OQ) document for validated applications.
- Involved in SIT Sign Off and Defect Report activity.
- Retest the defects and make sure to close the same.
- Working in Agile Methodology to make the release smooth.
- Application integration with SAP verification from interface side.
- Worked with Developers, BA's and Test Lead to verify test cases.
- Working closely with Developers to close Defects.
- Responsible for Quote creation.
- Responsible to handle my scrum team to demonstrate User Stories to my subordinates.
- Providing KT to new joiners in all scrum team members whenever required.

Project 3:

Title : Sandoz Package Solution

Technology: Salesforce-Veeva

Team Role : SFDC QA

Duration : July 2017 – May 2018

Client : NOVARTIS

Roles and Responsibilities:

- Responsible for Load data in all sandboxes using Apex Data Loader.
- Understand Salesforce Veeva functionality.
- Verification and validation all the data before load and after load.
- Ensure all data to be loaded perfectly.
- Client interaction regarding the changes and data load.
- Understanding development functionalities.
- Ability to handle multiple release data load simultaneously.

Project 4:

Title : CRM Planning for Release 2.4 & 2.5 for Customer Service & Technical Service

Technology : Salesforce

Role : SFDC QA

Duration : January 2017 – June 2017

Client : NOVARTIS

Roles and Responsibilities:

- Going through Functional Study of Application.
- Salesforce Administrator part. Such as User Creation, Territory assign, assign Permission sets.
- Assigning Roles for particular User.
- Creating Profiles for User based on the requirement.
- Client interaction daily to convey the update on the requirement.
- Deploy the changes from one Sandbox to higher sandbox using GearSet.

- Work on the defects based on Tester's comment.

Project 5

Title : Sandoz NBO (New Business Opportunity)

Technology : Salesforce

Role : Lead Tester

Duration : December 2016 – March 2017

Client : NOVARTIS

Roles and Responsibilities:

- Going through Functional Study of Application.
- Writing the Test Cases based on the requirement.
- Involved in Executing Test Cases and finding bugs.
- Defect creation and follow till closure
- Conducted Ad-hoc testing for enhancement in same release.
- End to End manual testing for whole application.
- SAP Testing and Salesforce testing both I made in single-handed.
- Perform system test execution and prepare test evidence.
- Responsible to carryout Functional, Integration and System Testing
- Actively involved in defect tracking using TFS.
- Assigning Territories, Roles, profiles etc.
- Deploy changes for SIT to next higher-level environment using GearSet.

ACHEIVEMENTS and CERTIFICATIONS:

- Got Certified in Salesforce Admin 201 and Sales Cloud Consultant.
- Got Certified in Apttus CPQ Product and Conga Sign.
- Got Certified in Copado Admin.
- Received appreciation from client side/Onshore for extremely well tested and well understanding of application within a short period.
- Delivered deliverable at before the committed deadline.

PERSONAL DETAILS:

Date of Birth : 22nd September, 1991
Father's Name : Biswajit Banerjee
Current Location : Bangalore
Permanent Location : Kolkata
Nationality : Indian
Languages Known : English, Bengali and Hindi
PAN No : AYPPB7200G
Passport No : S3333249

DECLARATION:

I hereby declare that the above information is true to the best of my knowledge and belief.

(Prasenjit Banerjee)