VIRENDRA SINGH

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AN ACCOMPLISHED CPQ Solution Specialist

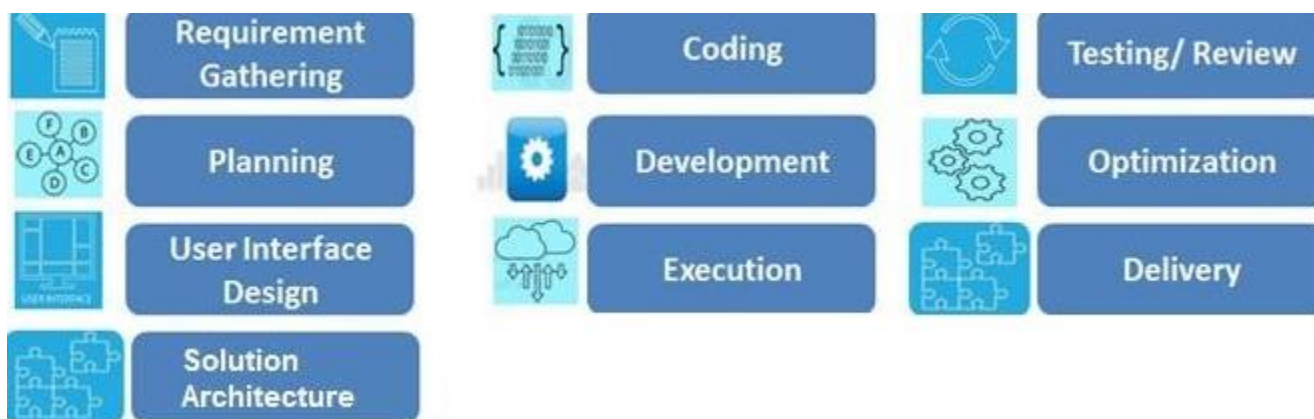### Vlocity VIP Masters Program Member, 3x Vlocity Certified

A result-oriented professional, seeking challenging assignments in
Solution Architecture /Business Analyst/ Technical Architecture / Tech Lead / Process Automation with an organization of repute Industry

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PROFILE SUMMARY

Vlocity VIP Masters Program Member, 3x Vlocity Certified, Salesforce, Salesforce Vlocity, Oracle CPQ Professional with **6 years** of experience in **Solution Architecture, Business Analyst ,Technical Solution, Tech Lead and Team Management.** Expertise in solutions and Designing & automating business processes from Quote to Billing (Pre-sales to Post-sales automation) in telecom/Retails domain. Efficiently served as a Solution Designer, Business Analyst, Project Leader and Team Lead; extensive client interfacing experience. Acted as a single point contact located at the client side to manage all their requirements/solutions and liaising with the IT team for timely project rollout. Working on key strategic project in Tech Mahindra like Tet, Colt, Vodafone and in TCL like ILL Zero Touch, Partner Enabled portal for end customer and helping to setting new corporate customer experience benchmark.

Proficient knowledge in Telecom/Retail domain which includes processes like Salesforce, Salesforce velocity CPQ, Oracle CPQ (Configure, Price and Quote), Vlocity Order management system, and end to end implementation of Quote to Bill process and interaction between multiple systems. Worked for multiple telecom/Retails operator projects like Tet, Vodafone, Colt, Tata Communications.

Skilled in carrying out requirement analysis, development of business plans, process flow, measuring performance, designing, programming and troubleshooting skills. Gained significant knowledge of Salesforce, Salesforce Vlocity CPQ, Oracle CPQ (Configure Price and Quote)/Cloud Computing, Vlocity Order Management system and Java.

AREAS OF EXPERTISE

~**Software Development ~ Solution Architecture ~ Technical Architecture ~ Team Management~ Business/Functional Analysis~ Salesforce ~ Salesforce Vlocity ~ CPQ System (Oracle CPQ) ~ Vlocity Order Management ~ EPC (Product Modelling) ~ Business Development ~ Organized & Strong Analytical Abilities ~ Quick Problem Resolution & Decision Making ~ Cloud Computing Solutioning ~ Client Relationship Management ~ Team Building ~ Training & Development**

ORGANIZATIONAL EXPERIENCE

Since Feb' 18 to June 20 Tech Mahindra, Pune as Solution Architecture & Technical Lead

July' 17 to Feb' 18; Tata Communications, Pune as Technical Lead & Manager

Feb' 16 to july' 17; Tech Mahindra, Pune as Technical Architecture & Technical Lead

March' 14 to feb' 16; Tata Communications (Mastercom payroll), Pune as Technical Lead & Module Lead & Senior Developer

Professional Experience

✝ **Project 1**

Project	**: Tet Digital transformations**
Environment	**: Salesforce Vlocity CPQ**
Client Name	**: Tet Lattelecom**
Role	**: Solution Architect/Technical Architect**

Responsibilities   : Build the Business Process and converted business process into the end to end CPQ technical design (HLD, LLD and other documents) and solutions based on user story inputs. Reviewing all the implementation after the build to ensure the quality delivery. Shared the best practice and performance changes with the development team. Sometime take caring the production urgency.

Descriptions   :

This is Order fulfilment, Network Bandwidth allocating, Inventory Management, Account Manager as well as Product Manager Software for Tet. Order management process is responsible for receiving the orders from the sales department And making the service available to the customer by addressing the operational requirements of the customer.

The scope of order fulfilment includes receiving inquiries from sales department, confirming feasibility of circuit requirement, generating order form, completing order processing stages and commissioning of circuit. For communication with customer letters are generated through the system depending upon customer priority.The schedules are sent as notification to different departments/branches while stages are to track provision of the services.

✝ **Project 2**

Project	**: HTCL Digital transformations**
Environment	**: Salesforce Vlocity CPQ**
Client Name	**: Hutchison telecom**
Role	**: Solution Designer**

Responsibilities   : Build the Business Process and converted business process into the end to end CPQ technical design (HLD, LLD and other documents)

The objective of the HTCL "Digital transformation" is to build new age platform, which will provide highest data quality with improved data access and operational efficiency.

The CRM aspects of the Phase-1 scope with respect to the MO brand related offers. However, the solution approach documented over here will serve as the main foundation and shall be extended to other offer related scenarios as well – for both MO and the Home brands, in the subsequent phases.
MO or Mobile Online is the second brand for Hutchison Telecommunications Ltd., Hong Kong, and caters to the pre-pay Customers.

✝ **Project 3**

Project	**: Colt Digital transformations**
Technologies	**: Oracle CPQ**
Client Name	**: Colt**
Role	**: Solution Architect**

Responsibilities   : Build the Business Process and converted business process into the end to end CPQ technical design (HLD, LLD and other documents) and solutions based on user story inputs. Reviewing all the implementation after the build to ensure the quality delivery. Shared the best practice and performance changes with the development team. Sometime take caring the production urgency.

Descriptions   :

This is Order fulfilment, provide telco service to the customer, product/sales team need to create the Opportunity in C4C, Quote & COF in Oracle CPQ and get the customer approval offline on the proposal post to which OVT will vet the COF and assign it to the users to proceed with order creation and further manual provisioning. As part of automating the Colt ordering process, customer will login to the C4C and create the order themselves and process the order automatically.

✞ Project 4

Project   : VGE
Technologies   : Oracle CPQ
Client Name   : Vodafone
Role   : Solution Architect & Delivery Lead

Responsibilities   : Build the Business Process and converted business process into the end to end CPQ technical design (HLD, LLD and other documents) and solutions based on user story inputs. Reviewing all the implementation after the build to ensure the quality delivery. Shared the best practice and performance changes with the development team. Sometime take caring the production urgency.

Project Description   :

In VGE markets, Vodafone has selling mobile product and mobile broadband. Quote has been creating in oracle CPQ and input system is 1SF (salesforce). Project and so many tariffs for Vodafone and Global Sales team can select all tariffs in single configuration. We are using all array attribute to develop this project. One best part of this project, it will generate all profit
And loss statement for hole quotes. And have single level approval structure.

✞ Project 5

Project   : SME/UK large
Technologies   : Oracle CPQ
Client Name   : Vodafone
Role   : Technical Architect & Delivery Lead

Responsibilities   : Build technical design (LLD) and solutions based on user story inputs. Reviewing all the implementation after the build to ensure the quality delivery. Shared the best practice and performance changes with the development team. Sometime take caring the production urgency.

Description:

In SME/Large markets, Vodafone has selling mobile product and mobile broadband. Quote has been creating in oracle CPQ and input system is 1SF (salesforce). Project and so many tariffs for Vodafone and user can select all tariff in single configuration. We are using all array attribute to develop this project. One best part of this project, it will generate all profit
And loss statement for hole quotes. And have single level approval structure.

✞ Project 6

Project   : ILL Automations
Technologies   : Oracle CPQ
Client Name   : Tata Communications
Role   : Technical Lead and Developer

Responsibilities   : Implemented the project from the start. I was leading the project from CPQ side and equally responsible as developer as well. Have implemented the core integration part which use to take a data from portal to CPQ and CPQ to portal with salesforce involvement. I have been worked almost all area of implementation of the project.

Project Description:

Provide IAS service to the customer, product/sales team need to create the Opportunity in SFDC, Quote & COF in Big Machine and get the customer approval offline on the proposal post to which OVT will vet the COF and assign it to the OET users to proceed with order creation and further manual provisioning. As part of automating the IAS ordering process, customer will login to the portal and create the order themselves and process the order automatically and completed the order journey part from portal only.

ILL automation is fully automated and fastest system where user can create a quote and get everything done in 4 to 5 clicks. Its fully integration based projects, Integration between Oracle CPQ and Portal to be established through the APIs.

All MACD Order case:

    ILL automation has supported almost all MACD order of communication industry with the minimum agent touch. System was take caring all the process to get the assets record from CRM and Pulling the Data from billing system based on order or customer record. Everything will be done by within 2 min including all legacy system connectivity and order status completion.

✝ Project 7

Project	: WEBEX, INSTACC, UCAAS
Technologies	: Oracle CPQ
Client Name	: Tata Communications
Role	: Technical Architect and Developer

Responsibilities : I have single handedly build and design this project. This project was basically to support the one of salesforce project where they were taking some product from oracle CPQ to creating the order and generation output documents in salesforce and I have owned this from CPQ side.

Description:

    WebEx, Instacc project, we have developed the system which is connected to the S-Docs for Tata Communications.

Project Description:

IN WebEx, Instacc, sales parson can configure the quote in BM and finalize or approved the quote. Once he/she finalize the quote. BM will trigger the integration and send all the configuration detail with the charges back to SFDC by the backup integration file. Once the SFDC get all the information which is require for customer order form generate in S-Docs. After S-docs will generate the Customer order form and given to the customer.

✝ Project 8

Project	: IZO Hybrid
Technologies	: Oracle CPQ
Client Name	: Tata Communications
Role	: Solution Architect

Responsibilities : Build the Business Process and converted business process into the end to end CPQ technical design (HLD, LLD and other documents) and solutions based on user story inputs. Reviewing all the implementation after the build to ensure the quality delivery. Shared the best practice and performance changes with the development team. Sometime take caring the production urgency.

Project Description:

    In IZO Hybrid Project. We are developing the system where multiple product coming under one quote. And when the quote will go for approval process. It will go different- different users those are the product owner. Example. If in quote there is two product MPLS, IAS. So MPLS model will go for MPLS approver. And IAS model will go for IAS approver. And once quote has approved. BM will send the Back update to the S-Docs for Customer order form generation.

CERTIFICATE / TRAININGS ATTENDED

Salesforce Vlocity EPC/CPQ Essentials (certified)
Salesforce Vlocity Developer Essentials (certified)
Salesforce Vlocity Order Management (certified)

✝ Salesforce Vlocity CPQ
    o Configuration Pricing Quote System

✝ Oracle CPQ
    o   Configuration Pricing Quote System

EDUCATION

- **BCA** from Sikkim Manipal University in 2010
- **12th** from U.P Board in 2007
- **10th** from U.P Board in 2005

Personality Profile

- Enthusiastic team leader. Passion to learn new technology and work in discipline.
- Excellent technical, management and negotiation skills.
- Strong analytical, communications and inter-personal skills.
- Expertise in Solution Architecture/ technical expertise and managerial skills to have productive results.
- Quick learner adapting to available tools to accomplish tasks successfully.
- Skilled in Man management, motivate teams for higher productivity and keeping high morale of the team.

PERSONAL DETAILS

Date of Birth	5th June 1990
Passport Number:	N9171700, Place of Issue: Lucknow
Nationality:	Indian
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