



**Name:** Deepak Kumar

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**Professional Summary:**

- Having 4+ years of IT experience and 4 years in Salesforce Admin.
- Experience in **Administration, Implementation, and Support** of Salesforce CRM based on leveraging Force.com Platform.
- Supported the project's end to end implementation. And Working for Jira & CSM ticketing Tool.
- Configured Products, Catalog, Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products.
- Configured complete PLI with different Charge Types and Charge Type Criteria combinations for all the Products and Services.
- Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc.
- Configured the complete attribute based pricing and Price Matrices.
- Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
- Testing the CPQ Integration with ERP.
- Proficient knowledge of Governor limits. Experienced in optimization of existing code in according to the governor limits.
- Extensive experience in designing of custom objects, custom fields, custom page layouts, workflows, relationships, look-ups, dependent pick lists, and role based page layouts, work flow alerts, validation rules, custom reports, custom tabs, report folders, designing Visual Force pages, record types, formula fields and email generation according to application requirements.
- Hands on experience in implementing 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.
- Experience in SFDC Support using SOQL, SOSL
- Involved in data migration using Apex Data Loader.
- Hands on experience in building processes using Process Builder in Salesforce.
- Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
- Worked in all stages of Software Development Life Cycle (SDLC).
- Hands on Experience on Salesforce Configuration like Users, Profiles, Roles, Workflow Rules, Validation Rules, Permission sets, Relation Ship, Formula fields, Email to Case and Email to Leads.

**Technical Skills:**

Operating System	Windows 08, Windows 10, Windows 11 & Linux
Environment	Salesforce
Internet Tools	Salesforce Inspector, Data Loader, CSM, HTML, CSS, Jira, Git

Sales force Technologies	Workflow & Approvals, Reports and Dashboards, Case Management Automation, Standard Controller's, Custom Controller's, Validation Rules, Custom Objects.
Salesforce Tools	Eclipse, Data migration tool, Salesforce Inspector, Data Loader
Salesforce Admin Certification (201)	<b>3208827</b>

**PROFESSIONAL EXPERIENCE:**

- Working as Salesforce Admin L2 Support for **S&P Global** from Dec 2021 to present
- Worked as Software Engineer for **Infocepts** from July 2019 to Dec 2021

**EDUCATIONAL QUALIFICATION:**

- Completed Degree (B-Com) from Acharya Nagarjuna University ( ANU), Guntur.

**TECHNICAL SKILLS**

<b>Salesforce Technologies</b>	Salesforce CRM,SOQL, SOSL, Migration, Workflow, Reports, Dashboards,Custom Objects, Custom Tabs.
<b>Operating Systems</b>	MS-DOS, Microsoft Windows platforms, Unix
<b>IDE</b>	Eclipse, Force.com Eclipse IDE plug-in, Force.com IDE
<b>Other Tools</b>	Workbench, Force.com Explorer

**WORK EXPERIENCE**

**Project#1: Financial Project**

**Role: Salesforce Admin L2 Support**

**Description: Financial Project** We are supporting 4000+ user for End to End all ongoing activities projects in a cloud-based application and meanwhile they wanted to make their business functions in Automated process and communicate with their business users.

**Responsibilities:**

- Working on User Configuration- like creating new user, activate and deactivating users, assigning permission set to users.
- Worked with native Salesforce quote to sh functionality to design quotes, order management and billing for Back office operations. • Coordinated with Business Users and Pricing team to gather requirements for CPQ implementation.
- Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.

- Worked on Salesforce CPQ (Steel brick) pricing using list, cost markup, percent total, block, price rules, calculator plugins, filter rules, system and user discounts.
- Working on Reports & Dash boards and creating Custom Report Type.
- Writing SQL queries
- preparing test plan test cases , test rail, test document using
- Jira.
- Imported data by mapping to business objects in CRM system using Apex data loader and data Import wizard.
- Reproduce issue in UAT and finding bugs.
- UAT Acceptance testing.
- Involve in activity of triage, communicate with client, Monitoring of incidents and service request.
- Performing activities related knowledge transfer of product or different new salesforce functionality.
- Managing SLA and monitoring of different Jobs across org.
- Work on org clean up (log clean up, sync transaction cleans up)
- Sanity check before upgrading product finding bugs.
- Resolve issue related account merge.
- Performing Data Management like Importing, exporting, Inserting, deleting and Mass Updating Data.
- During Product upgrade check related sanity of org , finding bugs.
- Perform sanity check before product upgradation. Data management, org backup
- Managing different type of incident: Call unlock, TOT creation , meeting status change, filter related issues report and dashboard

## **Project#2: IHS**

### **Role: SFDC Admin**

**Description :** OCE used to, where they wanted to capture and Track the records of their Patient, all ongoing pharma activities projects in a cloud-based application and meanwhile they wanted to make their business functions in Automated process and communicate with their business users.

### **Responsibilities:**

- Working on User Configuration- like creating new user, activate and deactivating users, assigning permission set to users.
- Worked with native Salesforce quote to sh functionality to design quotes, order management and billing for Back office operations. • Coordinated with Business Users and Pricing team to gather requirements for CPQ implementation.
- Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.
- Worked on Salesforce CPQ (Steel brick) pricing using list, cost markup, percent total, block, price rules, calculator plugins, filter rules, system and user discounts.
- Coordinated with Legal, Business Operations, Orders and Finance teams to execute customer agreements and process purchase orders. Working on Reports & Dash boards and creating Custom Report Type.
- Writing SQL queries
- preparing test plan test cases , test rail, test document using
- Jira.

- Imported data by mapping to business objects in CRM system using Apex data loader and data Import wizard.
- Reproduce issue in UAT and finding bugs.
- UAT Acceptance testing.
- Involve in activity of triage, communicate with client, Monitoring of incidents and service request.
- Performing activities related knowledge transfer of product or different new salesforce functionality.
- Managing SLA and monitoring of different Jobs across org.
- Work on org clean up (log clean up, sync transaction cleans up)
- Sanity check before upgrading product finding bugs.
- Resolve issue related account merge.
- Performing Data Management like Importing, exporting, Inserting, deleting and Mass Updating Data.
- During Product upgrade check related sanity of org , finding bugs.
- Perform sanity check before product upgradation. Data management, org backup
- Managing different type of incident: Call unlock, TOT creation , meeting status change, filter related issues report and dashboard

### **Project#3: Infocepts**

#### **Role: SFDC Admin**

CRC Health Group is the largest provider of specialized behavioral health care services in the U.S. treating more than 30,000 people. The company was using ACT! Excel spreadsheets, and other proprietary systems to manage extensive patient data. With large number of websites and incoming patient's data it was being difficult to have an efficient management.

#### **Responsibilities:**

- Salesforce Implementation, Administration, Development and review.
- Loading data using Apex Data loader.
- Creating Profiles for Partners, Creating Partner Accounts, contacts and Users, Common Opportunity Configurations.
- Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
- Created page layouts to organize fields, custom links, related lists, stored procedures and other components on detail pages and designed Workflows, Validation rules, Approval Processes and Auto- Response Rules for automating business logic.
- Involved in creating validation rules.
- Designed and developed Workflow rules for generating mails and Tasks.
- Worked on Formula fields, Relationships, Security Control, Business Flow.
- Reports and Dashboards for the Business process.
- Performed Unit Testing in Dev Sandbox.