



ABHISHEK TIWARI

3x Salesforce Certified | Salesforce CPQ Specialist |
Salesforce Developer

SUMMARY

- **Experienced** Salesforce Developer & CPQ Specialist professional with 4+ years of experience on Salesforce Platform as Salesforce Developer & CPQ and Billing Expert.
- **Recognized** for ability to communicate effectively with stakeholders, provide optimal & scalable solutions, and increase efficiency of quoting.
- **Success** in developing, deploying, and evaluating CPQ org to improve operational efficiency.
- **Prime responsibility** includes gathering requirements from client-side SME's & translate requirements into clearly defined technical tasks, Data Modeling, Development, Configuration, Data Security, Analytics using Einstein, Internal Trainings, Documentation & Deployment.

CERTIFICATIONS

Salesforce CPQ Specialist

Credential ID- 22032740

Salesforce Platform Developer I

Credential ID- 21016502

Salesforce Certified Administrator

Credential ID- 20722907

EDUCATION

Bachelor Of Technology | Rajasthan Technical University, Jaipur

Apr 2011 - Jun 2015

Scored 66.09%.

Class - XIIth | CBSE, Kota

Apr 2010

Scored 69.20%

Class Xth | CBSE , Jaipur

Apr 2008

Scored 72.20%

EXPERIENCE

Salesforce CPQ Specialist | Weave India Communications Pvt. Ltd., Noida

Mar 2021

- Acting as the SME for the CPQ implementations.
- Re-Architecting of the CPQ model of the company
- Worked with advance approval rules, approval conditions & approval variable to match the business needs.
- Worked with native Salesforce Quote to Cash functionalities such as Opportunities, Product Configurations, Product Rules, Price Rules, Quotes, Orders & Contracts

CONTACT

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📍 Jaipur, India

Nationality:

Indian

SKILLS

Salesforce CPQ

Salesforce Billing

Salesforce Admin Configuration

Triggers

SOQL, SOSL

User & Profile Management

Copado Data Deployer for CPQ

Data Import/Export

Security Settings

Technical Documentation

Sales Cloud

Order Management, Amendments

Batch Apex & Schedulable Jobs

Deployments

Verbal/Written Communication

LANGUAGES

English

Hindi

- Reviewed & analyzed the effectiveness & efficiency of the existing system & developed strategies to improving the application.
- Enabling automation in the Quoting Process, Guided Selling
- Revamp of the companies Upgrades/Downgrade Quoting Process by implementing the Amendments
- Migrated the company to use the CPQ Renewal model with the help of Renewal Contracts
- Worked on improving the existing Quote Documents.
- Represented Salesforce team on behalf of CPQ functionalities to stakeholders in weekly meetings to gather more requirements or enhancements requests for the day to day use.
- Worked on the Salesforce – Xant integration & Groove Integration
- Enabled a lot of automation like automatic discount calculations, auto product addition & implementation of the validations to minimize the quoting errors.
- Worked on the Tax Information collection process to Capture the customers EIN details
- New internal development projects like, EARRPL, Weave Verify.
- Providing day-to-day end user support and assist users with best practices to improve & increase Salesforce knowledge.

Salesforce CPQ Administrator & Developer | Amtex Software Solutions Pvt. Ltd., Gurgaon

Oct 2019 - Apr 2021

- Designed and mapped CPQ object to Salesforce custom objects and involved in Advanced Approvals.
- Functioned as SME for the CPQ implementations.
- Worked on Salesforce CPQ pricing using list, cost, POT, block pricing etc.
- Worked with native Salesforce Quote to Cash functionalities to design quotes & order management.
- Creating custom objects and its related reports / dashboards to hide data access from other profiles across the organization.
- Implementing customization on Profiles & Permission sets for enhanced security.
- Data migration & maintenance.
- User management.
- Case Management (Case routing, Case Escalation, Email to Case, Web to case rules), Live Agents, Knowledge Articles, etc.
- Automation of Business processes (Using Flows, Process Builder, Work Flow rules)
- Billing & Pricing related solutions leveraging Salesforce CPQ.
- Configured Products Catalogue (Both Subscription & Perpetual Products), bundles within bundles, Configurational Attributes, Product rules, Price list for all the products.
- Configured pricing using various pricing methods like Subscription Pricing, Block pricing, Percentage of Total Pricing, Contracted pricing methods etc.
- Quote Generation & Revisioning.
- Order Management
- Involved in end to end QA & UAT testing & validation of CPQ including Products, Pricing, quoting etc.
- Deployment of application.
- Batchable classes, Schedulable classes & Test classes.
- Creating Apex triggers using best practices suggested by Salesforce & Salesforce integration
- Documentation of the developments.
- Designed and implemented dashboards and tailored reports for Sales cloud objects.
- Implementation on Salesforce Sales Cloud as per business requirements.
- Setting up Salesforce Service Cloud as per business requirements.

- Create user manuals for new applications and train users till total adoption
- Gathering requirements and creation of functional requirements for key Salesforce projects
- Attending Technical review sessions and co-ordination with Offshore.

Salesforce Consultant | R1 RCM, Gurgaon

Mar 2019 - Oct 2019

▣ Understanding the application requirement from SME's.

▣ Configuring variables, picklists, relationships, UI, Data policies, UI Actions, Business logics.

▣ Developing new applications end to end.

- Automating the process using triggers.
- Developing/Implementing business logics.
- Implementing data mapping for groups, users, business service, service offerings, and configuration items.
- Giving knowledge sessions to the users and the team members about the product functionality.
- Providing technical and functional trainings to agents working in company.
- Deployment of application from development environment to production environment.
- Onsite - offshore communication and co-ordination.

Process Associate | Genpact, Jaipur

Dec 2017 - Mar 2019

▣ Application creation along with objects, tabs.

- Building different relationships between objects.
- Configuring UI action & UI policies & applying business logics
- Importing & exporting data.
- Access management on data.
- Creating & managing users & their access on the data.
- Sending automated Email notifications, task assignment, field updating using triggers & Workflows.
- Modifying different layouts as per business requirements.
- Making action buttons & creating VF pages.
- Deployment of application from development environment to production environment

REFERENCES

Pranjali Pai | Amtex Systems, +91 9972944984

Carlo Joe | Weave, +1 (201) 893-5333