## Shravan Pargaonkar

**Sr. Sales force CPQ Consultant**

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**Professional Summary**

* 7+ Years of professional experience in IT industry, 5 years of experience in Salesforce CPQ platform and involving in various phases of Software development including SFDC Administrator, SFDC Development, Business analysis, System Analysis, Design, Testing, Production Support, Implementation of SFDC and Web based Applications.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Good knowledge of security and Sharing rules and Securities at object, field, and record level for different users at different levels of organization. Created various profiles and configured Permission sets based on the Organizational hierarchy.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug - in environments projects like Integration and System Configurations, Integrations and Deployments.
* Experience in developing architecture based mobile apps for Android and IOS using salesforce mobile SDK.
* Maintained support and delivered multiple enhancements for a Salesforce Sales Cloud application, including web-to-lead enhancements that enabled reduction of headcount.
* Deploying applications from Sandbox to production using Change Sets.
* Experience in customizing standard objects, created custom buttons, customized tab for different requirements and different page layout assignment to different profile users.
* Experienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS.
* Having good experience in organization automation processes like workflows, process builder, validation rules and approval process.
* Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Experience working with Salesforce.com sandbox and production environments, also with change-sets and eclipse deployment.
* Custom object Brand, Product items, Plan Product items, Opportunity Product items, Deal sheet and deal details are created to capture the data required for the application.
* Import functionality implemented using apex classes using file. Parsing the data and inserting into the required object.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; Salesforce.com CRM.
* Proficiency in administrative tasks: like Creating Roles, Profiles and Users, User Interface, Tabs, Custom fields, Custom objects, Triggers, etc.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Experience in developing Apex Classes, Standard and Custom Controllers, Controller Extensions, and Test Classes.
* Have worked with multiple business units to implement cross-functional solutions as per the business requirements.
* Good experience with customization of Salesforce Communities and platforms such as Market, Steel Brick.
* Helped the sales team to create Deals and helped the Sales representatives to have the proper sales territory updated with the forecasting position.
* Salesforce to Google Calendar integration. - Importing Google Calendar Events to Salesforce org.
* Salesforce Configuration - Custom Objects, Relationships, Security Settings, Validation Rules, Workflows, Record Types, Page layouts, Approval Process and Process Builder.
* Extensive experience in analyzing business requirements, entity relationships and converting to salesforce custom Objects, lookup relationships, master-detail relationships and junction objects.
* Good knowledge on Web to Lead, Web to Case and Email to Case in sales and service clouds.
* Worked on various Salesforce.com standard objects link Accounts, Contacts, Opportunities, Leads, Cases, Reports and Dashboards.
* Extensively worked on Salesforce.com sandbox and production environments including creating Sandboxes and refreshing it time to time. Deployment between Production and Sandboxes using Eclipse, Force.com Migration Tool, and Change Set.
* Interacted with the stakeholders, developers, Project Manager and SME's to formulate Business Processes.
* Maintained and improved existing Salesforce implementation handling with Sales and Service Cloud.
* Extensive Experience in SFDC Administrative tasks like creating profiles, users, Roles, permission sets, Email notifications and Templates, Outbound Messaging, Tasks, Events and Actions, Creating Flows, Process Builders.
* Experience in building new Applications with the Lightning App Builder and Lightning components. Experience on Salesforce Lightening for Customizing Reports and Dashboards for business use.
* In-depth understanding of CRM business processes like Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management and Contact Management.
* Thorough understanding of all SDLC models like Waterfall, Agile etc. and Specialized in deploying different SDLC models.
* Experience in mapping business requirements, designing customized solutions with strong analytical skills and ability to analyze business practices and define optimal procedures.

**Skills**

* **SALESFORCE.COM:** Salesforce CRM, Salesforce Admin, Service Cloud Console, SSO, Apex language, VisualForce (Pages, Component & Controllers), Apttus CPQ, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, salesforce offline Edition, Analytic Snapshots, Lightning,Case Management System, SOQL, SOSL.
* **SALESFORCE TOOLS AND INTEGRATION TOOL:** Cast Iron, Eclipse IDE, Apex Data Loader
* **METHODOLOGIES:** MS SQL Server DBA, MS SQL Server 2008, SDLC, OOAD
* **LANGUAGES:** Java, Apex, SQL, HTML, CSS
* **RDBMS:** MS Access, Oracle
* **OPERATING SYSTEMS:** Sun Solaris 8.0, Windows95/98/ XP/2000/vista, UNIX
* **DATABASE TOOLS:** Oracle 10g/9i/8i, Enterprise Manager, Query Analyzer, SQL Server Profiler, DTS,Business intelligence Studio.

**Work History**

**Sr. Sales force CPQ Consultant (Jun 2019 - Present)**

**City of Baltimore, Baltimore, MD**

* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Worked on the core enterprise service cloud salesforce projects spanning across multiple salesforce instances within legal and financial & risk bus & have also administered the salesforce environment.
* Created Test Case, Test Plan Document for Project Modules Cases using ALM, HP Quality Center. worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
* Worked on integrating Salesforce with 3rd party products, ideally using web services on REST API based integrations.
* Created new user accounts and configured Salesforce.com to fit security needs at the user and organizational levels.
* Used ALM to synchronize between salesforce automatically created salesforce cases from ALM.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked on integrating salesforce with core systems like CUDL, origins etc. for processing the loan/deposit applications of Batelco & Worked with peer on informatica cloud - SFDC mapping, task wizards, & data synchronization/replication and administer. created apex classes, apex triggers, custom controllers implementing complex code for retrieval from salesforce to visual force pages. developed SOQL statements within controllers, extensions and triggers & Created objects, fields, enabled field level security, enabled record types and page layouts.
* Implemented inbound email handler interface for creation of records in salesforce based on the email received using apex class & created data dictionary and field level mapping of salesforce and Siebel CRM systems for integration and migration, performed data migration using data loader.
* Constant involvement in exploring APEX change apps and using the apps wherever necessary & used apps like Aptos, target, cloud converter, chatter un-follow rules, field trip, conga composer, AKARD, doc-u-sign & created relationships among objects using lookup and master-detail relationships and responsible creating TDDS, finalizing designs and FDDS.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Good expose on apex classes, triggers, visual force pages, custom objects and standard objects, reports, dashboards, workflows & approvals, batch apex, canvas app, scheduler apex and sites.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Design, styling in lightning component and building custom lightning component using IDS & worked with cloud technology and on-premise infrastructure integration for salesforce.com.
* Debugging and analyzing of apex code / generated exceptions using developer console to view debug logs, execute SOQL as well anonymous code and use checkpoints & to prepare documentation covering design, code, errors, and recovery procedures.
* Have managed the queue to provide prompt support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Actively worked as an analyst with stakeholders & agile teams to monitor and prioritize product backlog on an ongoing basis to meet release timelines and value to the business.
* Proven ability to apply best practices, work in the salesforce governor limits and devise innovative solutions to meet project's requirements & Worked with managed apex change applications like s-docs & modified unmanaged applications like magic mover to suit the requirement.

**Sales force CPQ Consultant (Nov 2019 – May 2020)**

**Keurig Dr Pepper, Plano, TX**

* Supported relevant documentation: business requirement document (BRD), functional requirements document (FRD), UML diagrams - use cases, sequence diagrams, process flow charts, and prototypes, such as wireframes & closely worked with salesforce.com consultants while implementing the solutions for the needs of organization.
* Helped use cases, process designs, gap analysis, data mappings, project plans and requirement documentation customized the dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Assisted the testing team in regression, progression integration and smoke testing and approved/rejected test cases as and when deemed necessary.
* Prepared the workflows for automated case routing, entitlement managements, alerts and other processes & developed various custom reports and deployed them for different business user levels & provided the training to the internal business users to use the application and develop their own custom reports. compiled and present monthly analysis of customer risk, focusing specifically on areas of risk having to do with product development, applying strategic insights to meet customer needs.
* Worked on artificial intelligence project based on a 3rd party vendor app that helps with routing, case classification and reduces the AHT and improves CSAT.
* Customized tabs for among different business users' groups and business centers & create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Contributed in making customized dashboards for the service representatives and case team members to keep track of the cases assigned to them and to share insight across the company & used informatica on demand to automate bulk data loading.
* Interfaced with end users to understand feature requirements and/or address support issues and work collaboratively with our analyst and development teams on more complex requests and issues.
* Updated and maintained data within salesforce to accurately reflect current customer system usage and strategic opportunities & leverage SFDC data reporting to build analytical datasets used by various business groups. compiled and present monthly analysis of customer risk, focusing specifically on areas of risk having to do with product development, applying strategic insights to meet customer needs.
* Proficient in all phases of Software Development Life Cycle (SDLC) like analysis, requirement gathering, design, development, testing and deployment.
* Worked on QA, Migration, End to End, Production Mirror Environments.
* Worked on various Salesforce.com standard objects link Accounts, Contacts, Opportunities, Leads, Cases, Reports and Dashboards.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on Sales cloud such as Web-to-lead to support online lead capture, with auto-response rules.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Configured complete PLI with different charge types and charge type criteria combinations for all the products and services using Steel brick CRM.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.

**Sales force Consultant (Apr 2018 – Oct 2019)**

**Walt Disney, Burbank, CA**

* Analyzing and gathering the business/EDI requirement from agency/terminal/depot and create a business and technical specifications.
* Explain the function/business/EDI related enhancements/clarifications to Development and DB team.
* Translates business requirements to System/Functional requirements and passed the requirement to application developers.
* Created mash up between salesforce CRM and Gmail through Salesforce.com AppExchange's Email integration engine.
* Created standardized data definitions and developed data dictionary for migration/integration effort and worked closely with production team to resolve migration issued.
* Elicited the business requirements for the project using One-One Interviews, Document analysis, Surveys, JAD sessions and used the standard template of the organization to develop requirements.
* Worked with Product Owners to prepare the Backlog for Refinement by breaking down larger User Stories, resulting in improved Sprint Planning session.
* Deployed reports to Report Manager, managed subscriptions, and performed troubleshooting when execution errors occurred.
* Performed Data Analysis by parsing XML, comparing different XML files and running SQL queries.
* Configured Business Process Security Policies for Business Processes like Advanced Compensation, Benefits, Unions and workforce planning.
* Developed complex custom reports with multi-layered calculated fields and exposed these as web services to be used as the basis for Enterprise Interface Builder (EIB) and Document Transformations.
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* Performed SWOT and Gap analysis for the new functionality requirements.
* Customized Application Workflow Engine (AWE) process in AP module which involved making changes to the Application Packages.
* Provided shadowing and mentoring for associate consultants & support to identify new outsourcing opportunities in the Finance Planning and Analysis (FPA) area specifically in procurement and reporting.
* Actively worked in Data mapping, date lineage & data transformation from source to target.
* Advanced skills in oracle database programming using PL/SQL (Stored Procedures, Functions, Packages and triggers), standard built-in oracle packages.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Worked extensively on developing various data base objects like Tables, Views, Materialized Views, Stored procedures, Triggers and Packages.
* Monitors agile projects from initiation through delivery including planning and work assignments.
* Elicited the business requirements for the project using One-One Interviews, Document analysis, Surveys, JAD sessions and used the standard template of the organization to develop requirements.
* Deployed reports to Report Manager, managed subscriptions, and performed troubleshooting when execution errors occurred.
* Translates business requirements to System/Functional requirements and passed the requirement to application developers.
* Coordinate across client and internal teams to provide metrics and reporting to support the organization's business processes.

**Sr. Sales force Consultant (Feburary 2017 – March 2018)**

**Cigna, Framingham, CT**

* Worked on Salesforce CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Worked on integrating Salesforce with 3rd party products, ideally using web services on REST API based integrations.
* Created new user accounts and configured Salesforce.com to fit security needs at the user and organizational levels.
* Used ALM to synchronize between salesforce automatically created salesforce cases from ALM.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Performed Salesforce CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked on integrating salesforce with core systems like CUDL, origins etc. for processing the loan/deposit applications of Batelco & Worked with peer on informatica cloud - SFDC mapping, task wizards, & data synchronization/replication and administer, created apex classes, apex triggers, custom controllers implementing complex code for retrieval from salesforce to visual force pages. developed SOQL statements within controllers, extensions and triggers & Created objects, fields, enabled field level security, enabled record types and page layouts.
* Implemented inbound email handler interface for creation of records in salesforce based on the email received using apex class & created data dictionary and field level mapping of salesforce and Siebel CRM systems for integration and migration, performed data migration using data loader.
* Constant involvement in exploring APEX change apps and using the apps wherever necessary & used apps like Aptos, target, cloud converter, chatter un-follow rules, field trip, conga composer, AKARD, doc-u-sign & created relationships among objects using lookup and master-detail relationships and responsible creating TDDS, finalizing designs and FDDS.
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* Implemented Quote-to-Cash solution using Salesforce CPQ. Good understanding of the Salesforce CPQ.
* Design, styling in lightning component and building custom lightning component using IDS & worked with cloud technology and on-premise infrastructure integration for salesforce.com.
* Debugging and analyzing of apex code / generated exceptions using developer console to view debug logs, execute SOQL as well anonymous code and use checkpoints & to prepare documentation covering design, code, errors, and recovery procedures.
* Have managed the queue to provide prompt support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Actively worked as an analyst with stakeholders & agile teams to monitor and prioritize product backlog on an ongoing basis to meet release timelines and value to the business.

**Sr. Sales force Analyst (Jan 2015 – Aug 2016)**

**TMF Group, Pune, India**

* Led discussions with the team about feasibility and effective way of leveraging Salesforce and CPQ features to best serve the Client Vision.
* Apttus CPQ Solution Design and development for creating pricing constraint rules and configuration of the price book and custom coding of the web services into the pricing system for turbines from internal systems etc.
* Configured product and pricing setup using CPQ/Product consoles which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
* Experience working with the functional Business Process Owner to evaluate business processes and facilitate requirements gathering activities.
* Organized various cross team meeting and workshops with SME, end User for requirement elicitation.
* Experience developing requirements, integration requirements, and complete design documentation activities
* Experience in supporting tool selection and gap analysis activities in close collaboration with business and IT stakeholders
* Used X-Author tool for Data Migration interfacing Apttus CLM/CPQ with Templates for contract generation on Agreement object and also Quote generation on Proposal object.
* Developed and configured the Salesforce instances and force.com applications.
* Worked on Custom business logic using Workflow, Approval Process, Triggers, Components, Visual Force pages for various functional needs.
* Customized the standard objects as per the user requirements by using Visualforce components.
* Design, implementation, administration and troubleshooting Apttus CPQ system, managing security profiles and providing technical support for Sales users.
* Created and managed User Roles, Profiles, Permissions, and Role Hierarchies, Public Groups, Security Controls, and Shared Settings.
* Customized Applications, Page Layouts, Lookup Fields, Standard Related Lists, Tabs, and defined dependent Pick Lists.
* Created email templates and customized inbound emails using email-to-case, used Data Loader tool for migration
* As Project Manager Responsibilities generated weekly status reports and Ad-hoc reports to monitor the progress and identify critical points to reallocate resources and Decision support for Software Development Life Cycle.
* Responsible for the overall delivery of the project - timeline, budget, benefits and quality
* Developed and maintains the project plan
* Executed communication plan to internal and external audiences, including status updates

**Sales force Analyst (Jun 2012 – Dec 2014)**

**Shell, Bengaluru, India**

* Worked with the functional Business Process Owner to evaluate business processes and facilitate requirements gathering activities.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Implemented new requirements from sandbox to production environments using salesforce.com IDE on Eclipse platform and change sets.
* Developed Apex Classes, Apex Triggers, Visual force Pages and Custom Controller classes for various functional needs in the application.
* Writing code, test cases, review code, check in to source control, fix issues and enhancement, write technical and functional documentation.
* Develop the events which work based on the flows. Used to perform the multiple actions using process builder.
* Developed rich UI using CSS and Bootstrap in Visual Force Pages and used JavaScript, jQuery for client-side validations.
* Experience developing requirements, integration requirements, and complete design documentation activities
* Experience in supporting tool selection and gap analysis activities in close collaboration with business and IT stakeholders
* Expertise in working with salesforce Standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Designed Custom Objects, Custom tabs, validation rules, workflow rules, Page Layouts, Components, Visual Force
* Pages and Approval Process to suit the needs of the applications.
* Setup field level security for custom objects.
* Defined Lookup and Master detail relationship on the Objects and created junction Objects.
* Created custom Dashboard for manager's home page and gave accessibility to dashboards for authorized people.
* Worked on process builders to create auto response, auto assigning cases, auto finishing cases, and auto populating fields on different objects as per the business requirements.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record pages.
* As Project Manager responsibilities generated weekly status reports and Ad-hoc reports to monitor the progress and identify critical points to reallocate resources and Decision support for Software Development Life Cycle.
* Responsible for the overall delivery of the project - timeline, budget, benefits and quality
* Developed and maintains the project plan
* Executed communication plan to internal and external audiences, including status updates.

**Education Details**

* Bachelor’s: Sinhgad Institues, University of Pune 2008-2012, Computer Science.
* Master’s: University of Texas at Arlington , 2016-2018