Priyanshu Agrawal

Email:priyanshuagarwal07@gmail.com
Mobile:+919753878989,7020683970
DOB-14/07/1991

OBJECTIVE:-

An ambitious, self-motivated, highly dedicated, and energetic professional seeking new opportunities as a Salesforce developer, CPQ Specialist and Techno-functional Consultant with a go getter attitude and possessing excellent client facing and interaction skills involving leadership, negotiation, presentation and consultative selling skills with **5 years** of experience in managing transformation solutions on Cloud and involved in the entire Technical Presales process (Salesforce CRM), Business analysis, product management, Market research and Business software development having a deep understanding of entire SDLC and different methodologies like Waterfall and Agile involved. Experienced in managing a team, both in sales and service based companies.

KEY STRENGHTS:-

➢ Good Analyzing and problem solving skills.

➢ Fluent and an effective public speaker.

➢ Good Understanding of Client Business Flows and its working model and a very quick learner of new technologies.

➢ Software development, Presales and business analysis.

➢ Drafting various business docs like proposals request for Proposals (RFP),Quotations**(RFQ)**,Scope of work**(SOW)**,Request for information**(RFI)**,Proof of concepts **(POC).**

➢ Preparing Business requirement document **(BRD),** Functional requirement document **(FRD).**

➢ Excellent selling, convincing, demonstrating, presenting and negotiation skills.

➢ SFDC end to end sales and service cloud platform and product selling knowledge.

➢ Knowledge of **IaaS, PaaS, or SaaS** models involved in the CRM technologies.

➢ Knowledge of development cycle in **Agile** methodology development.

➢ Relationship Building & Networking.

PROFILE AND AREAS OF EXPERTISE:-

➢ **TECHNICAL EXPERTISE(SALESFORCE)**

• Hold a Hands on design and development experience of custom solutions on the force.com platform including significant work in Apex, Visualforce, application integration and data migration.

• Good working Knowledge of **SFDC CPQ** (Configure Price Quote) platform and its business process.

• Knowledge of SFDC lightning and web components.

• Ability to manage change requests from Users, such as creating rules around data uploads, workflow, validation, fields, advanced formulas, custom objects, flows, etc.

• Experience on handling test case development – Functional, non-functional, integration for SIT, UAT and post go-live

• Configuring standard objects and modules including Validation rules, formulas, record types and page layouts.

• Knowledge of SFDC Marketing Cloud.

• Effective demonstration of **SFDC platform**, Implementation and configuration knowledge including - APEX, Force.com, triggers, SOQL, visual force pages etc.

• Designed, developed and deployed Custom tabs ,workflow Rules, Email Alerts, Page Layouts Components to suit to the needs of the application

• Developed Apex Classes using Custom Controllers, Triggers and Visual force pages

- Good technical exposure with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
- Worked on customizations of Objects, Fields, reports and dashboards.
- Involved in Test Classes to Coverage Code before moving from Sandbox to Production.

➢ BUSINESS EXPERTISE:

- Excellent relationship building skills and ability to develop strong working relationships across multiple organizational functions and strong customer engagement skills.
- Created various user stories based on the **INVEST** criteria.
- Done the **SWOT** analysis of the entire product customization as needed by the client.
- Drafted various business docs like proposals **(RFP)**,Quotations **(RFQ)**,Scope of work**(SOW)**,Request for information**(RFI)**,Proof of concepts **(POC)**,after knowing the requirement of client & developing the channel partner network across the globe.
- Worked on various Business requirement document **(BRD)**,Functional requirement document **(FRD)**
- Prepared various Use case diagrams **(UCD)**, Wireframes, Prototypes, business process flows.
- Done the commercials from the shelf Commercial from the shelf **(COTS)** analysis as if which API's or the tech platforms that can be integrated readymade from different vendors
- Prepared the work breakdown Structure **(WBS)** doc as to analyze how and when to proceed with the project plan.
- Lead various joint application development **(JAD)** meetings connecting all the stakeholders involved in a product through a single platform or mode of communication.
- Prepared various Business process models **(BPMN)** describing the entire product flow in a single doc.
- Prepared various requirement traceability **(RTM)** which helps in faster impact analysis and also validate if all the business requirements are met or not.
- Prepared various test cases on User Acceptance testing docs **(UAT)** and received the final sign-off clearances from the client.

➢ FUNCTIONAL EXPERTISE:-

- Gathering, understanding and analyzing the client business requirements and mapping them into Salesforce functionality by conducting business requirements gathering sessions, translating the business requirements for developers to configure and integrate new functionality.
- Responsible for prospecting the new clients for the company by showcasing them the benefits by migrating from the existing systems or build the new ones while maintaining the existing ones and area expansion to market the Salesforce CRM product further.
- Participate with teams of technical staff and client managers or decision makers in the business unit to determine Salesforce fit, systems requirements and functionalities needed in a Salesforce environment.
- Involving in **Pre-sales** activities by mapping the client / RFP requirements to SFDC functionality and develop scope, effort estimates, resource plans and implementation timelines
- Demo presentation of software solutions to the prospects, Post Implementation training to the end users,
- Strong understanding of the client business and even their customers & maintaining good relationships within the CMO, CIO & CTO organizations of Key Customer Accounts.
- Sound understanding of Customer relationship management (Salesforce CRM), business models, ecosystems, competitive landscapes, market challenges & creating analysis and impacts.

➢ Professional Summary:-

Products: - Dell online self-dispatch software and services, Salesforce CRM product expansion, Agri-tech info services(IVRS) ,Agri-connect platform product(Agrinaut),

➢ Career Synopsis:-

Technology: SFDC .
Organization: CapGemini Technology Services.
Role: Presales operations and Software development
Client:-Dell international
Team size:8

Duration: Feb 2015-Jan 2018

Description Of The Process:-

The **DOSD (Dell Online Self Dispatch)** program is being designed for customers who purchase any dell's product with 100 or more quantity. Under this program, a customer can claim for replacement of a faulty part within the warranty and Dell is responsible to deliver the part within 4 to 48 hours depending upon the type of warranty. Customer should provide Service Tag, PPID within their requests in order to get the part replacement.

The flow was like when the customer requested for a part change,a work order request will be created with a service tag attached to it henceforth verifying that it is a genuine dell's product and then the request would be allocated to a Queue and based on the case assignment rules the request was forwarded to the associated agent accordingly and then they would be assessing the case and follow some exception handling process and check the product details and warranty in the CPP portal and issue a SER (Service evident request) to the customer which will be used for future references for product replacement.

➢ Roles and Responsibilities:-

- Gathering, understanding and analyzing the client business requirements and mapping them into Salesforce functionality.
- Worked on enhancing the internal business sales process and upgrading it Using **SFDC CPQ (Steelbricks)** functionalities.
- Perform value argumentation through generating customer business cases also analyze and identify the gaps in functional/business requirement and its necessity to upgrade with the sfdc CPQ and effectively communicated with both Business and Functional analysts on the frequent basis.
- Demonstrated Salesforce Design, Implementation and configuration knowledge including - APEX, Force.com, triggers, SOQL, visual force pages etc. to the prospected leads.
- Worked with various Relationships, Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
- Worked on customizations of Objects, Fields, Validation rules, Auto-assignment rules, Queues, Formula Fields, reports and dashboards.
- Configuring standard objects and also Custom tabs, Email Alerts modules including record types and page layouts also creation of various custom objects as per the requirements of change request.
- Hands on design and development of custom solutions on the force.com platform including significant work in Apex, Visual force, application integration and data migration
- Test case development – functional, non-functional, integration for SIT, UAT and post go-live
- Developed Apex Classes using Custom Controllers, Triggers and Visual force pages

Organisation: Lennon Agritech private limited(Farmguide)

Mode: Presales Management and product development.
Client:-Government of India(Ministry of Agriculture and farmer welfare)
Team size: 12
Duration: May 2018-present

Description Of The Process:-
The process involved with the development of **Mobile and web based applications** that provides the customized information services to the Government of India, where all the government officers had separate admin module and monitored the activities of all the stakeholders like seed, machinery, insurance providers that are involved in the agri-supply chain all were brought together into a single platform and marketed their products through a single government authenticated platform.
It also involved the development of IVRS platform channel where the customer could get the awareness and informative calls from the government servers, and the frontend had the functionalities to generate the customized messages and call appropriately.

Roles and Responsibilities:-

- Gathered, understood and analyzed the client business requirements and mapped them into Salesforce functionality.
- Analyzed and identified gaps in functional/business requirement and and its necessity to upgrade with the **SFDC CPQ** and effectively communicated with both technical teams and the clients decision makers.
- Drafted various business docs like proposals**(RFP),**Quotations**(RFQ),**Scope of work**(SOW),**Request for information**(RFI),**Proof of concepts **(POC),**after knowing the requirement of client
- Worked on various Business requirement document **(BRD),**Functional requirement document **(FRD)**
- Prepared various Use case diagrams **(UCD)**, Wireframes, prototypes, business process flows.
- Done the commercials from the shelf Commercial from the shelf **(COTS)** analysis as if which API's or the tech platforms that can be integrated readymade from different vendors
- Prepared the work breakdown Structure **(WBS)** doc as to analyze how and when to proceed ahead.
- Lead various joint application development **(JAD)** meetings connecting all the stakeholders involved in a product through a single platform or mode of communication.
- Prepared various Business process models **(BPMN)** describing the entire product flow in a single doc.
- Prepared various requirement traceability **(RTM)** which helps in faster impact analysis and also validate if all the business requirements are met or not.
- Prepared various test cases on User Acceptance testing docs **(UAT) a**nd received the final sign-off clearances from the client.

➢ Technical Exposure:

Operating System	Z OS , Windows, MVS
Database	Oracle, SOQL, SOSL Server
Internet Tools	SFDC CRM, Data loader, Sandbox SPUFI, Lotus Notes, Visual Mock flow, Ms-Visio, Zeplin, Marvel,Trello.
Languages	Apex Triggers, Apex Classes, Visual force, Lightning
Office Utilities	Microsoft Word, Excel, Power-point and various report and dashboard management softwares .

Extra Curricular activities and engagements:-

- ➢ Attended various workshops on Brand and strategic management and was a part of various campaigning programs held by the organization.
- ➢ Currently pursuing a year **MBA** program in product extension management (WILP based) from Manage Hyderabad.
- ➢ Participated in the national level badminton championship at the school level (Under 17) Participated in the state level squash championship at Bhopal.
- ➢ Prepared a paper on **Hot Spot technology** which is very effectively used now a days in various sports and represented it at the organizations meet
- ➢ Completed an online diploma cum workshop on social media marketing and digital marketing from a reputed international academy (SHAW).

EDUCATION:-

Educational Record (In Reverse Chorological Order Starting with Highest Degree)				
Course of Study	*Specialization*	*Name of University*	*Year of Completion*	*Percentage*
Bachelor of Engineering	Electronics and Instrumentation Engineering	Laxmi Narain college of Technology Bhopal	2013	71
Higher Secondary School	Maths + Science	CBSE Board	2009	83
Secondary School	N.A.	CBSE Board	2007	84