

Pavan Rahul

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PROFESSIONAL SUMMARY:

- Qualified IT Professional with over 4.8+ years of IT experience in software Industry. Skilled in **Salesforce CRM, Apttus CPQ, In - depth Analysis of Business Processes, AGILE Methodology, SCRUM and SPRINT Techniques.**
- Interacted with various **Business user groups** and **partners** for Requirement gathering for **Salesforce.com implementation** and documented the Business and Software Requirements.
- Experience in **Designing and developing technical solutions** for multiple **Salesforce projects.**
- Analyze & document **business requirements, business workflows**, developing file mapping and technical specification and working with business partners/stakeholders to determine details and priority of requirements.
- Experience developing solutions for the **Apttus Configure, Price Quote (CPQ)** systems including X- Author for Word & Excel, development of clause libraries and contract templates.
- Worked with Data Management tools like **Data loader, dataloader.io, Salesforce Inspector.**
- Experience with both **Sales and Service Cloud** that provides Salesforce Customer Support and Customer Management.
- Experience in **Email Campaigns** with **Eloqua and Salesforce Communities** respectively.
- Worked closely with **Salesforce architects and Product owners** on salesforce implementation for various **projects.**
- Worked closely with **business partners** to understand and enhance **Force.com Community module** to support various community needs of the **business units.**
- Involved in project **planning** and **deliverables**, monitored issues, communicate **status/business impact** to leadership.
- Experience in **Salesforce Lightning - Lightning Process Builder, Lightning Schema Builder.**
- Experience in **using the Salesforce1 application for internal business needs.**
- Well versed and experienced in troubleshooting, coding & testing issues reported by Internal QA team, Business partners and customers.
- Used **Agile (SCRUM) methodologies** for Development.
- Experience working on **JIRA.**
- Ability to work independently, distributed teams and can coordinate on-site/Off-shore team setting to deliver high quality results.

TECHNICAL SKILLS:

Platform: Salesforce.com, Apttus CPQ, Workbench

Certifications :

Salesforce Certified Platform Developer 1

Infosys Certified Salesforce Administrator

Methodologies : Agile - Scrum

Languages: Apex, Visual Force, JAVA, HTML, CSS, XML, SQL

Tools & Softwares : Apttus X Author for Word and Excel, Conga Composer, JIRA, GIT, VisualStudio Code.

Databases: SQL, Oracle

Query Tools: Apex Data Loader, dataloader.io, Salesforce Inspector

Project Documentation Tools: MS Office, Confidential Docs

Educational Qualification : B.Tech(Civil) from NIT WARANGAL

WORK EXPERIENCE:

Confidential, UK

Salesforce/Apttus CPQ Developer

Responsibilities:

- Responsible for providing solution and **Implementation of Apttus CPQ** for different business internally.
- Responsible for **requirement gathering from business** and developing User stories for the dev team.
- Involved in whole **Lead – to – Invoice** Process as a **Sales User** and **Billing User**.
- Document generation using **Conga Composer**.
- Responsible for performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apttus CPQ.
- Responsible for **Documenting Account and Contract processes** across different Vendors.
- Configured the **Billing management** with using of Apttus CPQ.
- Involved with **Developers, QE and respective BA's for optimizing the operations and delivery**.
- Responsibility of **Code and Data Migrations** - collaborating with the **Scrum development teams** to promote the tested requirements from Sandboxes to Production Environments.
- Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
- Support and **training new end users and business users** of the salesforce.com application.
- Involved in Developing **Apttus Approval Process** and worked on **X-Author tool for Templates**.
- **Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts** to suit to the needs of the application.
- **Designed and Developed complex approval processes** for various business needs.
- Developed Salesforce.com workflow, rules and triggers using Apex for updating fields based on division records.
- **Support and training new end users** and business users of the salesforce.com application.

Confidential, Netherlands

Salesforce Administrator/ Developer

Responsibilities:

- Involved in design and development activities for the salesforce org.

- Worked closely with the **Project Manager** and **Salesforce Architects** to bring the best use cases for **development and deployments**.
- Designed **Profiles, Roles** based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Skilled on **Case Management** , captured cases from the company's website and customer emails.
- Performing the analysis of business as well as technical requirements to design the solution by customizing different standard objects of Salesforce.com.
- Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
- Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval** Processes for automated alerts, field updates, and Email generation as per application requirements.
- Managed **Auto response rules** if customers approached beyond the business hours.
- Designed and developed multiple **custom reports and dashboards**.
- Involved in Foundational Setups such as **User Creation, Permissions, setting up profiles and roles**.
- **Involved in production deployment** and data load activities.
- Schedule jobs as per business requirements.
- Involved in developing reports and dashboards for effective business for the client.
- Worked closely with the project manager for the email campaigns and activities.
- Involved in Troubleshooting and problem solving.
- Implemented all Salesforce coding best practices to achieve the **governor limits** issues all the time.

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SharePoint Administrator,US

Responsibilities:

- Handling the SharePoint Admin activities like updation, deletion and archival of sites.
- Creation of Change management and Incident Management requests using BMC Remedy
- Worked on Metalogix tool for migration of site lists, libraries and documents of Sharepoint sites
- Worked on MaritzCX Survey tool to grant survey access to the users.
- Worked on Activating Newgator community features and Amrein Metro Grid web parts.