**Name: Mahesh G**

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## Objective:

To be associated with an enterprise where my potentials, efforts, inter personal skills and knowledge in the adopted field will lead to a responsible position offering a high level of challenge and the opportunity for continued career growth and mutual benefit.

## Experience Summary:

✓ **Having 5.3 years of IT experience in Salesforce Administration and CPQ Developer.**

✓ Worked on creating Objects, Page Layouts, Record Types, Formula Fields, Rollup Summary Fields, Relationships, Validation Rules and Approvals.

✓ Implementation experience using Custom Objects, Triggers, workflows/workflow rules, approvals, Visual Force Pages.

✓ Proficiency in SFDC Lead Management, Opportunity Management, Case Management.

✓ Experience working with Force.com IDE, Data Loader and Salesforce for outlook.

✓ Experience in Designing of Reports and Dashboards.

✓ Experience in working with Salesforce.com sandbox and production environments.

✓ Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.

✓ Formulating custom objects, fields including reports, dashboards, profiles, users, permissions sets, record types, page layouts, etc..

✓ Worked on creating the Workflow Rules and Process Builder based on the business requirements.

✓ Creation of Bundles, Quotes, Quote Lines, Products, Orders, Subscriptions, Contracts (Amend/Renew).

✓ Adding new Price rules, Product rules, Summary Variables to full fill the business requirements.

✓ Utilized JIRA, to track assigned tickets and triage the bugs for monthly product releases.

✓ 'Reviewed and analyzed the effectiveness and efficiency of existing systems and developed strategies for improving the application under test.

✓ Worked with developers, project managers and others to help ensure high quality and timely software delivery on multiple implementation projects of varying sizes and complexities.

✓ 'Worked with native Salesforce quote to cash functionality such as Opportunities, Product configurations, Product rules, Price rules,Quotes, Orders and contracts, Lead-to-Cash business processes.

✓ Coordinated with Legal, Business Operations, Orders and Finance teams to execute customer engagements and process purchase orders.

✓ Built and maintained dashboards focused on pipeline, bookings, risk, account performance and Sales Rep performance.

✓ Provided day-to-day end user support and assist users with best practices to improve and increase Salesforce knowledge.

✓ Optimized end-to-end workflow efficiency related to Sales, Logistics and Finance transactions between Salesforce and integrated business applications

✓ Provided support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.

✓ Analyzed key performance indicators to measure sales productivity and prepare reporting packages on monthly and quarterly results to executive management.

## Educational Qualification:

**B.Tech (Computer Science) from Rise Krishna Sai Prakasam Group Of Institution in 2017.**

## Technical Skills:

| Force.com | Validation Rules, workflows and approvals, Reports, Dashboards, Standard Objects, Custom Objects, Classic Application,Sandbox provisioning,Deployments. |
|---|---|
| Tools | Import wizard, Data Loader, Classic Application. |
| Database System | SOQL,SOSL |

## Work Experience:

**Backend salesforce developer in VALIDUS INDIA TECHNOLOGY SERVICES PRIVATE LIMITED,**

**from November 2022-2023.**

**Senior Associate in PricewaterhouseCoopers Services LLP, Hyderabad from August 2021-2022**

**Worked as Senior Software Engineer in AGNES SOFTECH Pvt Ltd from June 2017 to June 2021.**

## Project#1:

**Title:**          **DONLEN-CRM**
**Client:**          **Donlen**
**Role:**          **SFDC Administrator**
**Environment:**          **Force.com, Salesforce CRM, Lightning Experience**

**Description:**

Donlen is a full service fleet management company, providing services for the widest range of assets in the industry.Donlen Driver tool tools which allow for unprecedented control, communication, and management of their fleet program. Donlen is a wholly owned subsidiary of Hertz Global Holdings.

**Roles & Responsibilities:**
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Worked on Sandbox and Production, Resolving production issues within the given time line with proper unit testing.
- Worked on Apex Data Loader for doing various data migration activities.
- Created various custom objects and tabs, validation rules, record types, workflow rules and approval processes including various actions.

## Project#2:

**Title** :          **Pure Storage (USA)**
**Role** :          **Salesforce Lightning Developer(CPQ)**

**Description:** Pure Storage develops flash-based storage for data centers using consumer-grade solid state
drives. Flash storage is faster than traditional disk storage, but more expensive. Pure Storage develops
proprietary de-duplication and compression software to improve the amount of data that can be stored on
each drive. It also develops its own flash storage hardware.

**Roles and Responsibilities**:

● Adding new Price rules, Product rules, Summary Variables to full fill the business requirements.
● Developed workflow rules, Flows for various business requirements.
● Used data loader to import and export the data.
● Worked on JIRA tickets.
● Creation of new Lightning components for business requirements.
● Participation of daily status meetings.
● Participate in the design and implementation of customer solutions on the Salesforce Platform.

● Communicate with external vendors and participate in joint solution review.

## Project#3:

**CLIENT :**     **Razor pay**
**Role :**     **Salesforce Admin**

RESPONSIBILITIES
● Designed, Implemented and deployed the custom objects, Page layouts, Custom tabs.
● Worked with various salesforce.com standard objects as well as custom objects.
● Created reports and dashboards.
● Used Validation rules and Custom formulas.
● Designed and developed Workflow rules for generating mails, tasks and field updates.
● Used Apex triggers, Work flow Rules.
● Created visual force email templates and also automated Email Process to send installation.
● Updated the existing data using Data loader in Sales force.
● Created a variety of customized reports for different departments using Salesforce platform.
● Assisted with defining their salesforce roles and groups
● Helped create and update reports through Salesforce
● Completed business analysis of client needs as pertaining to Salesforce requirements
● Extracted data from other databases into salesforce to be used in other reports by client.
● Created reports using salesforce tools, page layouts.
● Helped create and update reports through Salesforce
● Shadowed users when they worked with medical staff on possible salesforce related problems.
● Experience as Salesforce administrator for sales and support organizations
● Developed Visual force pages for override standard tabs and buttons.

● Created email templates using Visual force for the clients and customers.

## Project#4:

**CLIENT :**     **Bank of America**
**Role :**     **Salesforce Admin**

**RESPONSIBILITIES:**

● Involved in preparing the requirement document as per the client discussions
● Worked on the Security model using Profiles, Roles and Sharing Model

(Organizational-wide defaults &amp; Sharing rules) settings.
● Import and export the data using Apex Data loader and Import Wizard.
● Designed and developed Workflow rules / Approval Processes.
● Implemented Account, Opportunity &amp; Contact and Contract management.
● Designed and developed Reports &amp; dashboards.
● Moved the changes from Sandbox to Production through Change Sets.
● Worked on Flows and Process builders.
● Worked on complete setup of application and objects and fields and automation process and validation rules, formula fields, workflows.
● We provided queue-based support along with on-site support for users with Admin related problems.
● Focus is maintaining quality access and security for all salesforce environments in high pressure environment
● Responsible for creative solutions to maintaining salesforce license count.
● Created and updated customized reports within Salesforce for different departments using Salesforce.
 Experienced in both Classic and Lightening salesforce versions

● Performed System Administrative duties while staff got up to speed on the salesforce platform
● Working on team that assisted in the initial setup of their staff to use Salesforce
● Performed System Administrative duties while staff got up to speed on the salesforce platform
● Created a variety of apps within Salesforce that were used client staff
● Pulled data from a variety of sources using the Salesforces Data loader and other CRM systems
● Worked on Apex Classes and triggers and Visualforce pages.
● Experience in writing Test Classes for Classes and triggers.
● Worked on Data Migration process in both Sandbox and Production Environments.
● Worked on Page layouts, Compact layouts, Record types and related lists.
● Worked on Lightning pages, List views, New lightning pages design.
● Attended grooming, planning and daily stand-up meetings.
● Involved in end to end QA and UAT testing and validation of CPQ including products pricing quoting etc.
● Various pricing factors like variance pricing, volume based pricing, attribute based pricing has been configured.
● Configured complete attribute based pricing and price matrices.
● Involved in end to end testing and configuration enhancements for the CPQ and CLM Functionalities.
● Experienced supporting custom CPQ processes in Salesforce.
● Testing the CPQ Integration with ERP.