ANUPAM SHARMA

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Objective

To utilize my knowledge and skills for the growth and development of the organization and to get valuable experience and expertise in the process capabilities that offer professional growth while being resourceful, innovative and flexible.

Professional Summary

2.3 years of programming and application development experience in SFDC and CPQ.

- I have wide range of skill sets on different technologies like SalesForce.com an on cloud SAAS technology, Salesforce CPQ (SteelBrick), Salesforce Einstein, ServiceNow etc.
- Handled Major CPQ implementation from scratch and configure bundles, product rule, price rule, discount rule and amendment quotes, order creation etc.
- Worked extensively on configurations like Validations, Workflows, Approval process, Assignment rules, Reports and Dashboards.
- Worked on Admin Setup elements like Profiles, Roles, Public groups, Queues, Sharing settings.
- Experience in developing Apex, Lightning Aura, Lightning Web Component and JavaScript
- Setup and configure Einstein bot and omni channel live agent
- Worked on email templates, entitlement, milestones and email to case features
- Worked on price book and product configuration
- Co-ordinated with teams and stake holders at the time of Development, Quality analysis, Deployment and Maintenance.
- Had close interactions with clients and coordinated between onshore and offshore teams.

Career Highlights

- Recognition from client for CPQ implementation

Technical Competencies

Technology Group	Skills
Salesforce/Force.com	Lightning Web Component, Lightning Aura, Lightning Flow, Lightning Screen Flow, Apex Class, Apex Triggers, SOQL, Visualforce, Force.com APPs, salesforce Data Loader, Object Relationships, Validation Rules, Workflow Rules, Process Builder, Approval Processes, Security & Sharing Settings, Email Template, Data import wizard, Reports & Dashboard, Roles, Profiles, Page Layouts, Record Types, Formula Fields, Rollup Summary Fields, omni channel, live agent, SOQL, SOSL ,SQL , Python
Salesforce CPQ	Configure bundles, Product rule, Price Rule, Discount Rule and amendment quotes, order creation

Salesforce Einstein	Einstein AI, Einstein Chatbot
Deployment	SFDX, Change Sets, Workbench
IDE	Visual Studio Code
Knowledge on	HTML, CSS, XML, JavaScript , ServiceNow, Python

Training & Certification

- Salesforce certified administrator
- Salesforce certified platform developer – I
- CPQ specialist
- Copado fundamentals 1
- Trailhead Ranger Rank
- Salesforce.com admin training from Croma Centre training institute, Delhi (Jun 2021-Aug2021)
- Salesforce.com Developer training from Croma Centre training institute, Delhi (Sept 2021- Dec 2021)

Employment Brief

Company Name	Designation	Duration	Technologies
Croma Campus	Trainee Salesforce Developer	Jan 2022 – Aug 2022	SFDC, Salesforce Developer CPQ (Steel brick)
Cymetrix Software	Salesforce CPQ and ServiceNow	Oct 2022- 5 Dec 2024	SFDC, Salesforce Developer and ServiceNow, Salesforce CPQ

Professional qualifications

Degree	University/Board	Year of Passing	Percentage
B.E.	ITM Gwalior/ RGTU Bhopal	2018	7.05
12th	MP Board	2014	63.33
10th	MP Board	2012	68.33

Projects Profile

1. **Project Name**: **CPQ Implementation for telecom domain**

   Role: Salesforce CPQ Consultant
   Technology: CPQ, Apex
   Client: Confidential

Responsibilities: • Create Bundles with attributes and product option • create different type of   pricing based on user query • Also create different type of pricing for different type of segment By using MDQ product • Use salesforce inspector for query also create search filter for the product • Create guided selling for the product and also give them specific discount by using discount seclude • Use price waterfall for list and unit price

2. Project Name: Financial Domain

Role: Salesforce Developer
Technology: LWC, Apex
Client: Confidential
Responsibilities:
 • Developed Apex Classes, Controller Classes (Custom and Extension) and Apex Triggers for various functional • needs in the application. • Implemented custom validation rules, custom formulas, Email Templates, Assignment Rules and Auto- Responses for cases and leads • Written SOQL, SOSL queries with consideration to Governor Limits for the data manipulation needs of the application using platform database objects in Apex Classes and Apex Triggers. • Developed Workflow rules, Workflow Approvals, email alerts and field updates for business processes. • Created multiple Community LWC pages. • Developed Apex Classes and Triggers wherever required to fulfil the business need and automate the flow accordingly

3. Project Name: CPQ Implementation for Oil and lubricant industry

Role: Salesforce CPQ Consultant
Technology: Salesforce, Salesforce CPQ
Client: Scadea
Responsibilities:
- Worked as Salesforce CPQ Consultant in CRM practice COE for new capability building initiatives and client engagements.
- Worked for technical effort estimations and client engagements.
- 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

4.Project Name: ACI (Allen Career Institute)

Role: Salesforce Developer
Technology: Salesforce, Einstein
Client: Allen Career Institute
Responsibilities:
- Create an Einstein bot and setup the omni channel, live agent.
- Writing Apex test classes for REST APIs callouts

5.Project Name: Calendar App

Role: Salesforce Developer
Technology: Salesforce,
Client: Confidential
Responsibilities:
- Understanding the requirements from the customer.
- Performing the role of Salesforce developer as well as Administrator.
- Customized page layouts for Salesforce.com Standard Objects. Developed LWC Components and Controllers to meet the required specification

6.Project Name: Cirrus Solar System

Role: Salesforce Intern
Technology: Salesforce, LWC, Einstein
Client: Cirrus Solar System
Responsibilities:
- Create an Einstein bot and setup the omni channel, live agent.
- Create a community and connect the live agent
- Create The Email Template, Entitlement, Milestones, Email To case.
- Create a lightning flow for rating