Manish Kumar

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PROFESSIONAL SUMMARY

- Over **7 years** of working experience in the IT industry and over 6 years of experience as a Salesforce.com (SFDC), Vlocity/Omnistudio and Industry CPQ developer/team lead.
- Skilled in Industry CPQ: Enterprise Product Catalog (EPC), Order Management, Orchestrations, Product Pricing, Vlocity Rules, Order Decomposition, etc
- Proficient in Vlocity domains: Nonprofit, Communication, Energy & Utility Cloud.
- Skilled in Vlocity tools: Omni Scripts, Dataraptors, Integration Procedure, Cards, Flexcard.
- Strong Health Domain insights.
- Expert in OmniStudio's document generation module.
- Proficient in working with clients - specific solutions like Salesforce.com Sandbox Deployments and using Vlocity Build Tool, Change-sets and IDX Workbench for deploying to various environments.
- Extensive SFDC experience: Admin, Config, Implementation.
- Security/sharing rules, permission sets, field-level security, profiles, roles.
- Data Integration/Migration with ETL tools: Imramport Wizard, Data Loader.
- SFDC Customization: UI, Page Layouts, Tabs, Fields, Objects, Validation Rules, triggers.
- Apex debugging, Custom Tabs/Objects, Reports, Dashboards.
- Designing field dependencies, validation rules, workflows, approval processes.
- Ability to write SOQL, SOSL queries across multiple objects within the SFDC database.
- Implemented and delivered projects under Agile Development Environment and Test-Driven Developments.
- Developed HMS (Hospital Management System), CPRS (Computerized Patient Record System).
- Implemented ERP and CRM system in clients like MDH Spices, AIIMS New Delhi, Videotex International, Cars24 etc.
- Experience with Version Control, ideally GIT.

TECHNICAL SKILLS

Salesforce: Admin and Developer, Apex, Security Module, Reports and Dashboards, Workbench, Data Loader, VS Code, SOSL, SOQL, Triggers, Validations, Formula, Workflow, Approvals, Email Templates
Vlocity: DataRaptors, Integration Procedures, Omniscript, Vlocity Cards, Flex Cards, Document template designer, document generation etc.
Industries CPQ: Enterprise Product Catalog (EPC), Configure Price Quote (CPQ), Order Management, Orchestrations, Product Pricing, Vlocity Rules, Order Decomposition etc.
Agentforce: Prompt builder, Copilot Actions, Agents, Summary, Topics
Salesforce Industries and Clouds: Financial Services, TeleCommunication, Sales, Nonprofit, Energy & Utility.
Salesforce Tools: Workbench, Data Loader, VS Code, Vlocity Build Tool, IDX Workbench.
Databases: PostgreSQL
Programming Languages: Python and Apex.
Domain Experience: Salesforce CRM, Industries CPQ, Enterprise Resource Planning (ERP), Distributor Management System (DMS), Hospital Management System (HMS)
Other: GIT version control, Jira for project management, Confluence.

WORK EXPERIENCE

Senior Consultant - Technical Team Lead   March 2024 – Present
KPMG, Bangalore, KR, India

Driving Financial Innovation: Streamlined Commercial Onboarding and Loan Processes with Salesforce Financial Services Cloud

- Led a team of Vlocity developers to deliver a **Salesforce Financial Services Cloud (FSC)** solution focused on commercial onboarding and loan processing for a **major US bank**. Streamlined the onboarding process using FSC's client relationship mapping and OmniStudio workflows, reducing onboarding time from three weeks to one week and **cutting training costs by 70%.**
- Designed automated workflows for loan origination, approval, and compliance using OmniStudio, improving processing accuracy and operational efficiency while ensuring regulatory alignment with **US financial standards.**
- Deployed **Agentforce** to empower advisors and help desk agents with a unified platform for managing client interactions, tracking loan statuses, and accessing real-time financial data, significantly boosting productivity and client satisfaction.
- Utilized **OmniStudio's document generation capabilities** to automate the creation of loan agreements, commercial offers, and compliance documents, minimizing errors and enhancing efficiency in critical financial processes.

Consultant - Software Engineer Lead   Sept 2022 – March 2024
Capgemini India Private Limited, Gurgaon, HR, India

Enhancing Client Engagement & Operational Efficiency: Leading Salesforce Solutions for Telecom and Financial Services

- Facilitated client interactions through **technical demonstrations** and solution discussions, ensuring a strong alignment between client needs and project outcomes.
- Led Salesforce **CPQ product designs**, analysis, and implementations, delivering customized solutions tailored to business requirements.
- Led a Salesforce Industries CPQ project for a major European telecom company, achieving a **30% reduction in customer acquisition costs** through optimized processes.
- Directed a project that streamlined customer onboarding by implementing guided journeys and enabling help desk users to enter data directly into Salesforce objects, reducing training time from 3 weeks to 1 week, **cutting training costs by 70%.**
- Implemented OmniStudio document generation to automate the creation of **commercial offers**, improving efficiency and client communication.

Associate Consultant - Senior Software Engineer   June 2021 – Sept 2022
Ceptes Softwares, Bangalore, KR, India

Driving Social Impact & Operational Excellence: Leading Vlocity Solutions for Nonprofit and Child Welfare Projects

- Led a scrum team to successfully develop and deliver Vlocity solutions for the **Nonprofit and Communications Cloud** project, focused on social impact and child welfare.
- Managed the development of a critical project for the **US State of Indiana**, leveraging Vlocity Nonprofit and Communications Cloud along with CPQ to prevent child abuse and neglect, and to support children facing potential exploitation or delinquency.
- Oversaw the team's performance, achieving a remarkable 100% increase in delivery capacity by completing up to 200 story points in a single sprint.

Software Programmer   July 2019 – April 2021
AIIMS, New Delhi, India

Transforming Healthcare: Leading Salesforce Solutions for EHR, HMS, and Appointment Management Systems

- Led a team in the **requirement gathering, development, deployment, and implementation** of medical modules aimed at improving healthcare delivery.
- Spearheaded the development of **Electronic Health Records (EHR)** and **Hospital Management Systems (HMS)** using Salesforce and Industries CPQ, significantly improving doctors' ability to access patient histories and deliver more effective care.

- Developed an **Appointment Management System** using Salesforce and Vlocity to connect doctors and patients via video conferencing, while generating **ePrescriptions** through Salesforce CPQ and directly sending them to patients' emails and inboxes, particularly during lockdowns.
- Designed and built a **record-keeping system** for the **Department of Medicine** and **Department of Cardiology**, enabling better data collection and research on patient health outcomes.

Functional Consultant   Jan 2018 – July 2019

Eazy Business Solutions, Gurgaon, HR, India

Driving Enterprise Efficiency: Leading ERP, CRM, and DMS Implementations for Industry-Leading Clients
- Served as a **Functional Consultant** for the successful implementation of **ERP (Enterprise Resource Planning), CRM (Customer Relationship Management),** and **DMS (Distributor Management System)** solutions.
- Managed the customization and implementation of ERP modules including **Purchase, Store, Production, Sales, MRP, Quality Control, Job Work, Fixed Asset, RGP, Plant Maintenance,** and **HRMS**, optimizing business processes across various functions.
- Worked on the customization and implementation of CRM modules such as **Leads, Marketing, Workflows,** and **Reports**, specifically for MDH Spices to enhance customer relationship management.
- Led the successful implementation of ERP and DMS solutions for major clients like **MDH Spices, Videotex International, Cars24,** and **OYO**, driving operational efficiency and process automation.

CERTIFICATIONS

Salesforce Certified OmniStudio Developer
Salesforce Certified Omnistudio Consultant
Salesforce Certified Platform Developer 1
Salesforce Certified AI Associate
Salesforce Certified AI Specialist
Financial Service Cloud Accredited Professional

EDUCATION

Maharshi Dayanand University, Rohtak, Haryana, India
Bachelor of Technology — Computer Science Engineering