**PROFESSIONAL SUMMARY**

* Hands-on Oracle CPQ Cloud (formerly BigMachines) solution architect offering subject matter expertise in aspects of architecture/business analysis/program management while helping customers realize their business vision/strategic goals and return of investment in the Oracle CPQ platform.
* I have a deep working knowledge of Oracle CPQ Cloud, with hands on experience in the Configuration and Commerce modules (Configuration, Commerce. Document Engine, Document Designer, Integration).
* Expert in BML to create advanced Configuration/Commerce rules & Library functions.
* Ability to use layout editors to create Configuration, Commerce UI.
* Applied knowledge of the solution definition, design, layout and configuration of the Oracle CPQ Cloud implementation and related applications, across different industries.
* Possess great debugging and troubleshooting skills with BML codes and functions, Integration and the CPQ application in general.
* Expert in XML, XSL and Integration Webservices.
* Over 15+ years of extensive and progressive IT experience in the areas of Analysis, Design, Developing, Testing and Implementation of Enterprise level applications.
* Around 11+ years of Techno-Functional experience with primarily on Big Machines CPQ and secondary on Salesforce.com/Force.com platform, Web Methods and DocuSign.
* Ability to independently perform development, testing, implementation, documentation and deployment.
* Ability to work independently and engage supervisor as needed and to handle full workload and meet proposed deadlines.
* Excellent Interpersonal, Communicational, Organizational and Project Management skills.
* Manage IT application development and support projects around systems and data architecture.
* Experience in offshore/on-site project environments.
* I always try to explore and learn new things. I would like to think that I possess great grasping power that helps me in learning and implementing new things quickly.

**QUALIFICATION**

Master’s Degree

**CERTIFICATIONS**

Oracle BigMachines CPQ Cloud Service 2020 Implementation Specialist

Salesforce CPQ Implementation Specialist

Salesforce.com Certified Force.com Developer

Sun Certified Java Programmer (SCJP)

**TOOLS & TECHNOLOGIES**

|  |  |
| --- | --- |
| Oracle CPQ (Big Machines) and cloud computing related | BMQL.  Commerce rules and behavior.  SOAP APIs and web services.  Transition rules.  Administration and reporting features.  Standard approval process and transition rule based workflow.  Approval Email notifications and email templates.  Document engine.  Export attachments.  Printer friendly XSL views.  Integration XSL’s.  Style sheets.  Client side validations, Java scripts and jQuery.  Configuration rule and behavior.  Configurations flows and page templates.  Single node vs multi node configuration flows.  Pricing functions and calculation.  Multi-Currency.  Real time integration.  User Management.  XSLT, Altova XMLSpy  Debugging and troubleshooting techniques.  Web Methods 8.2  DocuSign  Salesforce APEX triggers, Visual Force pages  Eclipse-managed development and deployment,  Test method design and implementation  Salesforce Data loaders  Point to click and declarative programming.  Migration |
| Others | Core Java and J2EE  Hibernate  JSF  Struts, Spring  IBM Portlets (JSR 168 portlets).  ASP.net and classic ASP  Eclipse, RAD  JBoss, IBM WebSphere, Apache Tomcat  SQL Server and Oracle9i  XML  JSTL  SQL Cartridges |

**WORK EXPERIENCE**

**Nov 2020 till Date: Argano**

**Role:** **Oracle CPQ Solutions Architect\Tech Architect**

* As part of this engagement, I am managing multiple enterprise customers with Oracle CPQ implementation and managed services
* I have also led a project team for eCommerce Implementation project including Oracle commerce cloud, Oracle CPQ and 3D Visualizer tool

**July 2018 till Oct 2020: Deloitte**

**Role:** **Oracle CPQ Solutions Architect\Tech Lead**

* As part of this effort, customer is looking forward to design and implement a global quote to order solution enabled by Oracle CPQ. In addition to the order to cash process, customer is also looking for transforming their business processes (in the current world its all manual) related to BPO\Back office support services to a highly scalable solution and standardize their costing and pricing model in order to reduce overall turnaround time and to increase ROI.
* As part of this project my roles and responsibilities include leading      discovery sessions, conduct user demos, identify key design decisions and impact to global design and develop future state process flows.
* I am working as CPQ technical lead on this project and helping offshore and onsite team members for any functional or technical problems
* Till last year end we had successfully conducted multiple customer demos which got huge attention and great appreciation from both Customer and Deloitte leadership.
* We had picked Customer’s complex use cases and presented them as ‘Production Like’ application. These demos not just helped us getting to the next level but also gave us baseline application that is helping us moving forward with new phases.
* The vision is a multiyear project with different phases. Right now we are executing the phase1 deliverables while working on the global design as part of the whole Order to Cash process.

**May 2018 till June 2018: Deloitte**

**Role: Oracle CPQ technical lead**

* As part of this project, Customer was looking forward to implementing Zuora subscription billing system that also required implementation of Oracle CPQ asset management based on the BOM mapping capabilities for various use cases.
* I was working on this project as an Oracle CPQ solution lead. Since the customer already had Oracle CPQ license and wanted to scale the application for the enterprise solution, my main role was to see how the customer needs, match with the new CPQ offerings and help other team members understand the tool
* As part of this project, I was responsible for helping lead business design and functional design/user stories, grooming sessions with business and IT stakeholders to define CPQ processes required in SaaS business model and customer life cycle events such as New business, Amendments Upgrades, Renewals etc

**April 2018 till May 2018 : Deloitte**

**Role:** **Oracle CPQ technical lead**

* This project was to demonstrate Oracle CPQ’s capability for Order Management for customer orders.
* As part of this project we implemented a CPQ cloud based solution for capturing orders in various different manner.
* We had worked on five to six separate use cases provided by customer to showcase CPQ’s rich functionalities both out of the box and with custom extensions.
* The main vision was a large and multiyear transformation effort to accelerate client's growth strategy by replacing old proprietary application with new scalable tools and technology.
* As part of this project I had been helping onsite and offshore team with both designing and development efforts.
* Since I joined late on this project, my main role was to help the other team members who had been driving the project since the beginning.

**May 2017 to till date: Keste**

**Role:** **Oracle CPQ\Big Machines Implementation Engineer/Architect /Technical Delivery Manager**

Client currently has an Oracle CPQ Cloud implementation, which integrates with Salesforce, and supports only the New Business flow. The users can configure, price and quote Veritas products for a New Business sale.

As part of the Aurora initiative, Veritas aims to:

1. Integrate the current Oracle CPQ Cloud implementation to the new CRM application of choice - Oracle Sales Cloud, thus providing a complete quoting solution on the Oracle Customer Experience (CX) platform.
2. Renewal flow – Currently, client manages the Renewal Quoting process via Oracle EBS Service Contract quoting. As part of this scope, the Renewal Quoting process will be implemented within CPQ.
3. Enhance the current Oracle CPQ Cloud implementation with additional features:
   1. Quote Approval Workflow
   2. Quote Versioning
   3. Quote Uplift
4. Integrate the Oracle CPQ Cloud solution with Oracle EBS to convert
   1. Quote to EBS Service Contracts in case of the Renewal process
   2. Quote to EBS Sales Order in case of the New Business process

The primary goals for this initiative are:

1. Standardization – Both New Business and Renewal Business will have a standard quoting experience
2. Simplification – Leverage the standard out-of-the-box features and functionalities within CPQ and minimize customizations.

As part of this project, I was responsible for designing and developing the whole solution while mentoring offshore and onsite team by providing them both technical and functional help.

**Responsibilities:**

* Project management and resource management.
* Managing the technical delivery of integrations and custom extensions.
* Managing technical scope and client expectation.
* Understand, analyze - business processes, customer pain points, business objectives and vision..
* Active involvement in high level design and technical design documentation, new development, code reviews, trainings etc.
* Producing and managing a detailed technical design document to match the solution design specifications.
* Spearhead the entire engagement under client’s guidance and as per their requirements.
* Participate in and lead, when needed, project meetings with the customer.
* Managing development designs across multiple projects to meet project and customer required time lines.
* Providing Customer Training as required.
* Participate in internal projects as required.
* Leading technical requirements gathering sessions and

**Aug 2016 to till May 2017: Keste**

**Role:** **Big Machines Implementation Engineer/Architect /Technical Delivery Manager**

Involved in implementing quick quote registration process for an agriculture company. A quick quote registration process required to set up a B2B application for the partner users coming from the partner portal. This helps dealer and partners selling their products from inventories, existing orders or by creating a brand new configuration. This is a REST based application that does complex mathematical calculations. In addition to this, I was also involved in designing a solution for providing an incentive (retail sales bonus) for their North America dealers using the Quick Quote (build on Big Machines platform) tool.

As part of this project, I was responsible for designing and developing the whole solution while mentoring offshore tam by providing them both technical and functional help. In addition to that I was equally involved in project management activities that include billing, resource allocation, invoicing and other project management activities.

**Responsibilities:**

* Project management and resource management.
* Managing the technical delivery of integrations and custom extensions.
* Managing technical scope and client expectation.
* Understand, analyze - business processes, customer pain points, business objectives and vision..
* Active involvement in high level design and technical design documentation, new development, code reviews, trainings etc.
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* Participate in and lead, when needed, project meetings with the customer.
* Managing development designs across multiple projects to meet project and customer required time lines.
* Providing Customer Training as required.
* Participate in internal projects as required.
* Leading technical requirements gathering sessions and writing technical requirements documents.
* Leading technical design sessions and writing technical design documents.
* Responsible for providing hands on expert level assistance to developers for technical issues.
* Designing and managing the execution of test plans and ensuring a quality solution is delivered.
* Work with business and product owners to understand the customer needs that helps designing new application in Big Machines.
* Configuring and customizing the BigMachines application for our product while working collaboratively with Project Managers, Solution Architects, and other sales engineers to solve real world business problems.
* Responsible for ensuring that the proposed implementation and test designs yield a high performing application with reliable quality in alignment within the business timeline objective Understand the customers' business requirements and relate their needs to a technical solution.
* Effectively utilizing the BigMachines Admin Platform and cool web technologies including XML, XSL, HTML, and AJAX (JavaScript) to meet project requirements.
* Working experience in Force.com development, Salesforce.com integration and extension, features, designing solutions, using Force.com API, APEX, Visualforce and other tools that extend the product.

**Mar 2017 to May 2017: Keste.**

**Role:** **Big Machines Implementation Engineer/ Architect /Technical Delivery Manager**

It was cumbersome and an inefficient operation for the customer to maintain and support the existing outputs in Document Engine, as even small requirements require Coding. To overcome this issue, as part of this project, we are migrating client’s contract and proposal documents from old legacy XSL based templates to the latest Document Designer. As part of this exercise we have done a lot of reverse engineering of the XSL code and logic since customer was missing the old design documentation. This is needed to prepare all of user scenarios and complex conditionals and convert them to the new oracle CPQ offering. I am currently also heading the activities of a Health Check assessment for this client.

**Responsibilities:**

* High level design documentation
* Code analysis and walk through
* Managing technical scope and client expectation.
* Understand, analyze - business processes, customer pain points, business objectives and vision.

**Jun 2015 to July 2016: Keste.**

**Role:** **Big Machines Professional Service Implementation Engineer/ Technical Architect**

Involved in implementing security for different user base that includes partner users, federal users and other direct and indirect channel users. As part of this project I was also involved in designing and developing complex workflow and approval process, run time product configuration on commerce side, line item creation using excel file upload, and various other customizations that were not possible out of the box. Parallel and serial approval processes enabled approvers and upper management to review the quote submitted for their various configuration, discounting and missing pricing related conditions by sales team, and to provide their feedback. This process works for clients internal as well as the partner users. Quotes submitted by partner users are reviewed by the internal upper sales management. I was also involved in designing and developing a controlled, secured and shared quoting environment delivered for client’s partner users and internal users. Advanced forwarding rules, different user role and profile based access and customization helped building a restricted system where partner users are refrained from accessing internal quoting process and vice versa. In addition to that, users from one partner organization are also restricted from accessing the quotes created by users from another partner organization.

I was also involved in various other projects like NSP line item upload process, dynamic configuration creation, import\export user discount profile etc.

**Responsibilities:**

* Define and design application architecture models and solution standards for a solution stack that includes: CRM (Customer Relationship Management), CPQ (Configure, Price, and Quote).
* Understand, analyze - business processes, customer pain points, business objectives and vision.
* Provide overall integration technical guidance and leadership for delivery of projects involving CRMOD\Sales cloud as well as a variety of supporting applications to ensure the solutions meet both the business and technical requirements.
* Define and deliver architecture deliverables including diagrams, integration standards, etc.
* Conduct requirements and solution concept workshops for enterprise scale implementations.
* Active involvement in design, new development and SLA based support tickets of Big Machines applications.
* Producing and managing a detailed technical design document to match the solution design specifications.
* Spearhead the entire engagement under client’s guidance and as per their requirements.
* Participate in and lead, when needed, project meetings with the customer.
* Managing development designs across multiple projects to meet project and customer required time lines.
* Providing Customer Training as required.
* Participate in internal projects as required.
* Leading technical requirements gathering sessions and writing technical requirements documents.
* Leading technical design sessions and writing technical design documents.
* Managing the technical delivery of integrations and custom extensions.
* Managing technical scope and client expectation.
* Responsible for providing hands on expert level assistance to developers for technical issues.
* Designing and managing the execution of test plans and ensuring a quality solution is delivered.
* Work with business and product owners to understand the customer needs that helps designing new application in Big Machines.
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* Working experience in Force.com development, Salesforce.com integration and extension, features, designing solutions, using Force.com API, APEX, Visualforce and other tools that extend the product.

**Jan 2013 to Jun 2015: Cognizant**

**Role:** **Big Machines Architect**

Managing programs for deployment of Big Machines solutions across various groups within First Data small and medium business.

First data boarding and redesign aka SNAP is an account executive and business consultant driven merchant boarding tool that is being developed for various channels and partners for First Data on North platform. SNAP provides various boarding services and functions that help merchants expand their business and executes them effectively in timely manner. SNAP is a SAAS based tool that has interfaces to cloud computing technologies SFDC, Big Machines and DocuSign.

**Responsibilities:**

* Work with Solutions Architects to produce a technical specification for implementation, migration and enhancements of Big Machines application.
* Leading the entire engagement under client’s guidance and as per their requirements.
* Managing development designs across multiple projects to meet project and customer required time lines.
* Providing Customer Training as required.
* Participate in internal projects as required.
* Leading technical requirements gathering sessions and writing technical requirements documents.
* Leading technical design sessions and writing technical design documents.
* Managing the technical delivery of integrations and custom extensions.
* Managing technical scope and client expectation.
* Responsible for providing hands on expert level assistance to developers for technical issues.
* Designing and managing the execution of test plans and ensuring a quality solution is delivered.
* Work with business and product owners to understand the customer needs that helps designing new application in Big Machines.
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* Effectively utilizing the BigMachines Admin Platform and cool web technologies including XML, XSL, HTML, and AJAX (JavaScript) to meet project requirements.
* Working experience in Force.com development, Salesforce.com integration and extension, features, designing solutions, using Force.com API, APEX, Visualforce and other tools that extend the product.
* Leading a technical requirements gathering session, write requirements and technical architecture documents and manage the integration.
* Participate in pre-sales activities as required.
* SME for the instructional designer during training planning and development

**Feb 2010 to Jan 2013:** **HCL America**

**Role:** **Big Machines Tech Lead**

As a technical lead of the CRM Business Consulting Team I led the team that was focused on the front end business transformation to re-define sales, configure-price-quote, marketing and services business processes and requirements that are used to drive business change enabled by technology.

**Responsibilities:**

* Responsible for leading BigMachines development and support teams by adhering best practices and quality measures.
* Active involvement in all stages of SDLC to take the ownership and better tracking that helps driving the results in timely manner.
* Major involvement in code reviews, development and monthly release.
* Engage and lead pre-sales activities, particularly technical solution and estimation, leading up to closing the contract.
* Own and be accountable to project tasks as assigned by project leadership.
* Lead requirements gathering and design sessions.
* Create and document a cohesive design that utilizes Leading Practices and meets the client’s objectives.
* Provide Technical Leadership to the project team; guiding the Consultants through the technical details required for the implementation.
* Execute, and be able to teach, effective processes including project methodologies, programming standards, and meeting preparation.
* Provide good technical and business advice to the customer at all times with respect to the final solution and its successful adoption.
* Help achieve practice growth objectives by contributing to building the practice, interview & hire talent, conduct training and/or identify/ develop solutions that makes Brocade differentiated in the market space.
* Producing and managing a detailed technical design document to match the solution design specification..
* Build proof of concept demonstrating solution at a high level to customers and gain their trust/buy-in.
* Apply technology and SalesForce.com platform capabilities knowledge to architect optimal innovative integrated system solution to achieve customer needs.
* Scope, phase, size projects.
* Prepare, Present proposals to sr. management/customers, show ROI.
* Elicit functional requirements for solution - create Visio use cases.
* Provide directions to off-site team members for custom development (Commerce, Configuration, Web Services, APEX, VF, APIs, and SOQL) activities.
* Mentor, motivate, and manage development team members.
* Perform SF Administrator activities – create/modify custom fields, workflows, reports, dashboards, profiles, security settings, triggers, VF pages, manage users, rollout trainings.
* Pro-active planning, monitoring of entire project execution for risk, issues, scope, customer expectation & relationship.
* Resource planning and management for projects.
* Communicate and report to senior management & customers on program statuses.
* Translate business lingo into technical and technical into business as & when needed for effective communication.
* Create training plans and deliver training of Big Machines, Salesforce and DocuSign solutions to customers.
* Post-launch production assistance and support.
* Track open issues and action items as necessary.

**Oct 2008 to Jan 2009: HCL India**

**Role:** **Java Lead**

The objective of “Item Priority Management” project is to define / setup priority for Items / Department / Class. The priorities defined will then be used by the warehouses applications to perform various items handling task effectively.

Roles and responsibilities: My role in this project was module lead. I had developed the module Item maintenance. I was involved to define / setup priority for Items / Department / Class. The priorities defined will then be used by the warehouses applications to perform various items handling task effectively. My core responsibilities were to gather requirements, preparing functional and technical documents, unit test cases, traceability matrix, coding and bug fixing.

**Aug 2008 to Oct 2008:** **HCL India**

GSI Commerce is a big name in e-Commerce applications. GSI Commerce is having almost 90 partners like TRU, NIKE, LEVI, iROBOT etc. \and Models is one of GSI’ partners. This project was all about creating online and in store Gift Card and Gift Certificate application.

Roles and responsibilities: In a Sr. Developer capacity, I was working as a module lead. My core responsibilities included requirement gathering, preparing implementation plans, coding, unit testing and bug fixing.

**Aug 2007 to Aug 2008**: **HCL India**

**Role:** **Java Lead**

Fencepost (Fencepost.com) is a web based information portal and one of the communication channels used by Fonterra Milk Supply (FMS) to provide information to Suppliers, Shareholders and third parties. Fencepost users can access information on milk collection, milk quality appraisal results, collection start and stop, securities, shares and payment, and any communication from Fonterra to the supplier community. Fencepost portal also provides information on weather, agricultural prices, market updates and any other information relevant to the supplier community. Suppliers can also access tools to assist with productivity and to aid the running of their business.

Roles and responsibilities: As a Module Lead, I was working in the module development for 'My Profile' and ‘Weather Forcast', in which my responsibilities were in preparing LLD's and HLD's and get them reviewed by senior management. The real challenge with these modules was heavy dependency on external interfaces like Aspire and MSCRM. We had heavily used web services and web- methods in these module. This was a basically a migration project, we re-developed the code from ATG Dynamo to JavaJSFPortelts.

**July 2007 to Nov 2007: HCL India**

**Role:** **Java Developer**

eExpense is a tool for managing expense claims related with business travel, hotel expenses, entertainment, vat expenses etc. The claims an employee is making routes to the appropriate manager. Manager either approves or declines the claim. If the manager approve the claim it routes to the cc guys for approval and they decide on the same basis. Based on approval or rejections claim goes to SAP database.

Roles and responsibilities: As a Developer, my core responsibilities were coding, unit testing, bug fixing and providing production support. I was also involved in preparing SRS documents, functional and design documents. In this project I had also used Hewitt's workflow and approval process framework at.

**Mar 2007 to Jun 2007: HCL India**

**Role:** **Java Developer**

In this project we were using 'Brio' a legacy reporting tool and ‘Starhire’ which is an online job posting application especially for US employees.

Roles and responsibilities: As a Developer, I was working on the UNIX platform and SQL Cartridges. My responsibilities comprised of bug fixing, data loads and testing.

**Sep 2006 to Feb 2007: HCL India**

**Role:** **Java Developer**

Performance Share Plan (PSP) is a tool developed for British Petroleum. The main feature of this tool to distribute restricted share units (RSU’s) to PS US, PS UK and MOW employees.

Roles and responsibilities: I was working in this project as module developer for ‘Add and maintain employee'. I was involved in development and bug fixing.