



Puneet Malik
Mob: +91-7506123335

Email: puneet1504@gmail.com
LinkedIn: <https://www.linkedin.com/in/puneet-malik-0b463391/>

Objective:

To seek challenging assignment and responsibility with an opportunity for growth and career advancement as successful achievements.

Summary:

- ✓ **Total IT experience: 7.6+ years | Salesforce Consultant/Administrator: 5.6+ years | Salesforce CPQ : 2.10+ years | UI : 2+ years**
- ✓ Configured & Implemented **Knowledgebase/Articles (Service Cloud)**.
- ✓ Having knowledge of **JIRA Admin**.
- ✓ Acquired Salesforce Administrator (**ADM-201**) Certification.
- ✓ Acquired Salesforce Advance Administrator (**ADM-211**) Certification.
- ✓ Acquired Salesforce **Pardot Specialist** Certification.
- ✓ Acquired Salesforce **CPQ Specialist** Certification.

Key Competencies Gained Through Academic & Professional Experiences:

Sales Operations, Service & Support etc.

Training Experience:

- **Successfully completed 12 live online training batches.**
- **Successfully done corporate trainings for IT Companies.**

Professional Experience:

Lakeside Infotech Pvt Ltd (Formerly Protegrity) [Feb 2015 to Present]

Designation: Sr. Salesforce Consultant

Responsibilities:

- ✓ Co-ordinating with different teams (Sales, Finance, Marketing, Product Managers, Services and Support etc).
- ✓ Enabled and Configured **Salesforce CPQ (Steelbrick)** for the sales team.
- ✓ Enabled and Configured **Knowledge-Base/Article** for our org and modification as per the requirement's.
- ✓ Enabled Self-Serice Portal for the Customers and created Web-to-Case for them & added pagelayout.
- ✓ Created Workflow Rules to automate Tasks, Email Alerts, Field Updates actions.
- ✓ Set-up many Appexchange Products depending Like S4G, RainKing, DealMaker, Dupacher, Field Trip, Pardot, SurveyForce and PTO Manager.
- ✓ Worked with various salesforce Standard objects like Lead, Account, Contact, Opportunity, Contract & Cases etc.
- ✓ Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility and Snapshots.
- ✓ Created and used Email templates in HTML and VisualForce.
- ✓ Enabled multi-currency features for the organization.
- ✓ Set Field level and Object level security.
- ✓ Integrated **Salesforce to JIRA (via Go2Group)** and **Salesforce to Outlook**.

- ✓ Extensively exposed to Creating objects, fields, Workflows, Approval processes, Escalation rules, Assignment rules, Validation rules, Email services, Process Builder, Data migration activities, Custom page layouts, Custom fields and other Standard functionality.
- ✓ Interacted with clients from all Global regions.
- ✓ Extensive experience in Creating Roles, Profiles & Users.
- ✓ Responsible for enabling network-based security and organization-wide list of trusted IP address.
- ✓ Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.

➤ **Salesforce CPQ (Steelbrick) Key-Points:**

1) Quote and Contract (EULA):

- a. Added Products into the SF and in the respective Price book.
- b. Created **Features, Options, Bundled Products, Quote Template, Template Content, Sections, Custom Action (for the button), Product Discounting, Price Rule, Summary Variables** and Products with diff currencies into the CPQ.

2) Project Details:

Project Name	"Prime CPQ Implementation"
Project Description	Society Foundations fund a range of programs around the world, from public health to education to business development. We built solution for Contract Management, Payment Management, Approval Process, Agreement and Proposal Management. We used Salesforce, and AppExchange Product Salesforce CPQ to achieve requirement.
Responsibilities Worked as Sr. Salesforce CPQ Consultant.	<ol style="list-style-type: none"> 1. Analysed the business requirements to finalize the design approach. Prepared low level design (LLD) document. 2. Configured package for Contract management. 3. Implementation done as tough timelines & as well one shot solutioning completion inclusive all systems. 4. Written trigger to automate process.

Project Name	"EULA"
Project Description	Need to create the multiple templates based on the customer need (which they are going to generate with the help of the CPQ).
Responsibilities Worked as Sr. Salesforce CPQ Consultant.	<ol style="list-style-type: none"> 1. Created the multiple templates based on the request. 2. Analysed the requirements to finalize the design approach. 3. Implemented the functionality based on the requirement.

Project Name	"Salesforce CPQ Implementation"
Project Description	The client develops and markets engineering simulation software. It is used to design products as well as to create simulations that test a product's durability. We have developed solution to enhance their sales and support process using Salesforce.com and Salesforce CPQ which involves pricing and quote management. We also automated contract to previous manual processes as possible and in doing so, saves time and allows Reps to focus on achieving target in closing deal rather than just number crunching.
Responsibilities Worked as Sr. Salesforce CPQ Consultant.	<ol style="list-style-type: none"> 1. Analysed business requirements to finalize the design approach. 2. CPQ (Configure Price Quote) Implementation using Salesforce CPQ for Proposal Life Cycle and accelerate business using automation like sales process and approvals. 3. Used Billing and Revenue product of Salesforce Product for generating Invoices, Order management and Revenue. 4. Written Scheduler and Batch to update record on nightly basis.

Infobeans System India Pvt Ltd [Jan 2014 – Dec 2014]

Duration: Jan 2014 - Dec 2014 | Designation: Sr. Software Engineer |

- Transformed businesses by proposing Sales/Service Cloud enterprise solutions. Prepared Solution Proposals, Estimations and implemented them.

Accenture Services Pvt Ltd [May 2011 – Dec 2013]

Duration: May 2011 - Dec 2013 | Designation: IT Operation Associate |

- Worked on SF Services & Support project.
- Created Use Case & Sequence Diagrams UI Design. Coding on HTML, CSS & JS etc.

Rewards & Appreciations:

- ✓ Received Star Performer (Above and Beyond) Award in Protegrity {Lakeside Infotech Pvt Ltd}.
- ✓ Received Bonus Award in Infobeans System India Pvt Ltd.
- ✓ Received Celebration Award in Accenture Services Pvt Ltd.
- ✓ Received Valuable Award in Accenture Services Pvt Ltd.

Academics:

- ✓ M.B.A (IT) from SCDL (Distance) – 2011.
- ✓ B.E (CSE) from BMIET, Sonapat – 2009.
- ✓ Diploma (CSE) from HIT, Sonapat – 2005.

(Puneet Malik)