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## **Practice Head - Salesforce | PgMP | PMP | CSM | 10x Salesforce Certified**

**About**:

I have led P&Ls, Sales, Solutioning, Delivery and Operations for high-growth large businesses in the Banking, Financial Services, Insurance, Nonprofit, Education and Hi-Tech space for a portfolio of Business & Enterprise Applications and Products. Built and led global teams of 150+ people, and also led centers in India and UK. Hired and mentored a globally distributed diverse team. Have led multiple build scenarios where competition had a substantial head start and we needed to establish ourselves in the market ensuring considerable growth and increased margins in the business.  
  
Lead India Practice Head (Salesforce) for Icreon Communications, the leading Salesforce solution provider for Nonprofit, Education, Retail and Hi-Tech and reporting. Very interested in India based startups and have invested in some extremely bright ideas in the education space.   
  
**Specialties**:  
Program Management: Global Delivery for Software Products & Services. PMO for multi-million dollar programs.

* Salesforce Technology: Force.com (Visualforce/Apex), Salesforce CLI data loader, Force.com IDE And Rest API
* Programme/Project/Delivery/Process Management and Transformation.
* General management, Product Management, Operations, Service Delivery, People development and Strategy.
* Negotiations, Vendor/Supplier Management, Financial Management.
* Coaching and Mentoring.

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| **Work Experience History** | |
| **Organisation Name: ICREON Communications Pvt. Ltd**. [Apr 2013 – Till Date Duration 7 yrs.] | |
| **Practice Head – Salesforce** | April 2017 – Present [3 Years] |
| **Head - Global Solution Development – Salesforce** | [Apr 2013 – Mar 2017 Duration 4 yrs.] |
| **Practice Head – Salesforce** Oversee innovation and execution of the digital experience globally, leveraging best-in class technology and systems. Partner with stakeholders across the business, including marketing, business operations and project stakeholders to set the innovation agenda. Leading a dedicated team of project managers, business systems analysts, and responsible of delivery throughout project initiation, execution, and deployment in a scrum-agile work practice. Providing guidance through their career progressions. My leadership role is also responsible for effective executive stakeholder engagement. Directing work assignments, product roadmaps, influencing the balance of scope-budget-timelines, strategic planning and staffing, and demonstrating agile expertise with functional-technical-operational processes.  **Responsibilities:**   • Build, manage, multiply, coach and develop a team of outstanding individuals for transformational enterprise projects • Driving the digital technology innovation agenda, working closely with development across many technology and system platforms as customer #1. • Leading teams responsible for driving the broader digital technology roadmap • Providing regular updates to leadership, escalating items when needed but with presence and relationships to identify and resolve most issues independently • Knowledgeably and successful in presenting project strategy, roadmap and current progress/actions to senior executive audiences inside and outside the company • Foster, facilitate, and furnish, timely decision-making across a broad network of stakeholders, delivery partners, and operational teams. • Collaborate with security, architecture, engineering, quality, support, experience, program, and infrastructure partners in coordinating delivery of complex, multi-year initiatives **Head - Global Solution Development – Salesforce** **Responsibilities**   * Being a “source of truth” for and own the success of the Solution Development program across Education, Nonprofit, Marketing Cloud. * Building, communicating, executing, measuring and continually refining the team strategy for the team’s strategy for successful execution of solution development, release planning and delivery * As owner of the NGO and EDU Industry Demo environments, working with internal teams to align the solution planning and release schedules to the success of the Solution Development program * Working in close partnership with the Leadership team to communicate and align on key deliverables and focus areas * Aligning with Salesforce Branch and Demo Engineering leadership to align priorities and build a combined roadmap of success * Continuously prioritizing the work so that we are always focused on what is most important. * As a member of the global leadership team, collaborating closely with other senior leaders to execute on key strategic initiatives and overall organization strategy beyond your own areas of direct responsibility   **Skills and Experience**   * 4 years of proven solution development leadership experience * Experience with Salesforce technology. ADM-201, 301 certified. * Strong understanding of Salesforce change management technologies, processes and best practices. * Strong project management and Agile development methodologies * Direct experience working with CRM and/or cloud computing technologies * Ability to work as part of a team to solve business and technical problems in complex environments * Proven time management & prioritization skills in a dynamic environment   Ability to work effectively as part of a distributed remote team.   |  |  | | --- | --- | | **Organisation Name: Accenture**. [April 2009 – March 2013 Duration 4yrs.] | | | **Program Architect - Salesforce** |   **Responsibilities**   * Providing architecture leadership and oversight for large transformational enterprise impacting initiatives to ensure that solutions development aligns with the defined architecture strategies * Development of multi-year strategies and implementation roadmaps for various business units across a customer's enterprise. * Identification and analysis of enterprise business drivers to derive useful business context * Analyzing the current environment of the customer to detect critical deficiencies and recommending solutions for improving value proposition to the business partners * Aware of technology industry and market trends for determine their potential impact on the enterprise architecture * Promoting the processes, strategies and recommendations to the organization, including the enterprise's IT and business leaders * Leading technical design sessions; architect and document technical solutions aligned with client business objectives; identify gaps between client's current and desired end states * Follow and help define coding standards. Lead code reviews during projects to ensure quality and appropriate design patterns are followed * Managing the technical delivery of custom development, integrations, and data migration * Part of pre-sales activities such as discovery and technical deep-dive sessions, Proof-Of-Concept (POC) development with prospects * Liaise with product teams to support client implementations   **Skills and Experience**   * Experience as an Architect in mid-large enterprise IT environments * External consulting experience, including implementations with one or more common enterprise software solutions * Experience with enterprise application, data, security and integration architecture patterns and domains * Expert level understanding of CRM product suite, including Sales, Service, Community, Marketing, and Community Clouds * Experience in defining the system architecture landscape, identifying gaps between current and desired end-states, and delivering a comprehensive solution that will enable achievement of the desired business outcomes * Strong background in design/development of large web-based systems and complete software product lifecycle exposure * Strong knowledge and experience of CRM development and configuration. * Understanding of systems architecture and ability to design scalable performance-driven solutions * Familiarity with platform authentication patterns (SAML, SSO, OAuth) * Knowledge of data integration tools and experience in integrating with different business systems (ETL, CPQ, marketing automation, reporting, etc.) * Strong understanding of environment management, release management, code versioning best practices, and deployment methodologies   Experience with platform security capabilities (TLS, SSL) | |
| **Organisation Name: Infosys** [April 2005 – March 2009 Duration 4yrs.] | |
| **Technical Architect - Salesforce** | |
| **Responsibilities**   * Developing technical solution designs & recommendations using Salesforce technology for complex customer use cases that align to the business value the customer is trying to achieve. * Leading formal presentations, webinars and other learning events tailored to field delivery stakeholders (advisory, delivery, GTM, etc.) to showcase customer use cases and reference architectures * Providing ad hoc subject matter expertise as warranted via customer needs and business demands including but to limited to practice operations, pre-sales support, field assistance, etc. * Establishing mutually beneficial relationship with product owners and stakeholders * Collaborating with the Technology, Marketing & Product organization, and Customers to execute an early adopter program * Leading Ambassador Program to scale expertise across the business.   **Skills and Experience**   * Complex implementation experience with focus area products * Thorough understanding of the fundamentals of focus area products and how our customers use the platform to manage their business. * Interacts well with both technical and non-technical customers, attains relevant technical and business requirements, analyzes information and designs comprehensive solutions. * Develops visually rich and professional conceptual design documents targeted to varying audiences of business and technical aptitude. * Conducts solutions presentations and obtains customer acceptance to solution design. * Strong aptitude toward communicating complex business and technical concepts using visualization and modeling aids. Ability to conceptualize and design sophisticated wireframes, workflows, and diagrams. * A particular desire to continually study new technologies and functionality, as well as be involved in projects that push the capabilities of existing technologies. * Develop materials that are appropriate for the audience and evangelize best practices. * Strong presentation skills. Able to effectively present and defend point of view to a variety of audiences. * Ability to work independently and be a self-starter, prioritize, multitask and perform effectively under pressure. | |
| **Organisation Name: Oracle Financial Services** [April 2001 – March 2005 Duration 4yrs.] | |
| **Technical Development Lead** | |
| **Responsibilities**  Development of high-end software products • Experience in developing REST API using Spring REST • Smart Java + Spring with strong problem-solving skills, and able to thrive with minimal supervision • Knowledge of REST API design principals • Excellent in coding skills (Java, Spring, Hibernate) • Experience in couple of Spring Packages: Core/ Web/ JDBC/ Transaction Management/ JMS/ AOP/ Context/ Test/ WS/ Security/ Boot • Experience in UI Technologies such as HTML5, CSS3, JavaScript, jQuery and Angular 4/ 5 • Good understanding of SQL • Ability to work with ease in Linux/ UNIX environment and large-scale architecture environments • Well versed with source control tools such as GIT/ CVS | |

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| **Industries** | | | | |
| **Telecommunications, Aviation, Retail, Travel & Tourism, Media, Non Profit, Logistics, Manufacturing, Banking, Insurance, Capital Markets, Healthcare, Asset & Investment Management** | | | | |
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| **Technologies** | | | | |
| **Java, integration, web technologies, salesforce.com, force.com, crm software, architecture, data loaders, sales, sfdc, service cloud, sales cloud, marketing cloud, application design, salesforce, implementations, apex, web services, lighting, triggers, micro services, Heroku, REST, SOAP, WSDL, Mulesoft, CPQ** | | | | |
| **Qualifications:** | | | | |
| **Examination** | **Institution** | **Board / University** | **Year of Passing** | **Division** |
| **BCA** | Church Degree College | Osmania University | 2000 | 1st Division |
| **10+2** | Wesley Junior College | Board of Intermediate | 1997 | 1st Division |
| **10th** | Seventh Day Adventist High School | Board of Secondary Education | 1995 | 1st Division |

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| **Certifications:** | | | | |
| **Certification** | **Institution** |  | **Year** |  |
| **PMP** | Project Management Institute |  | 2015 |  |
| **PgMP** | Project Management Institute |  | 2018 |  |
| **Certified Scrum Master (CSM)** | Scrum Alliance |  | 2018 |  |

Mahesh Chandra

Signature