

# Ranjit Harapanahalli

Success Architecture Analyst - Salesforce

## EXPERIENCE SUMMARY

- A customer oriented, multitasking professional with excellent analytical and logical skills. Experienced in analysis, design and development.
- Experienced in converting functional requirements into technical solutions
- Strong SQL Development and Design skills.
- Experience in SFDC Development using Apex Classes, Triggers, and flows for custom fields .
- Strong analytical and programming skills in using technology to develop effective complex business solutions.
- Experience in Coordinating with business and IT across all phases of software development life cycle.
- Strong at object-oriented Analysis and design, along with ability to learn new emerging technologies and adapt quickly.
- Worked in leading End-to-End software platform for Consumer goods Industry with a suite of trade promotion management (**TPM**) and Retail Execution(**ACRE**).

CRM	Accenture CAS, Salesforce
Languages	C#, VB.net, Apex, SQL
Tools	Visual Studio, MS SQL, Salesforce CRM

## PROJECTS /ASSIGNMENTS - Salesforce(Present)

- Joined as an Associate success guide in feb-2021
- Worked as Success Specialist for salesforce success, expert coaching topics for following clouds with high proficiencies
  - Sales Cloud
  - Service Cloud
  - Platform
  - Financial Service Cloud
  - Consumer goods cloud.
  - Trade Promotion Management
  - Communication Cloud
  - Salesforce Maps
- Worked with business stakeholders to understand requirements and design custom solutions on the Salesforce platform.
- Closely working with high AOV customers on providing solutions
- Worked with Multiple red accounts, Renewal cases and increased the overall adoption and also while increasing the total AOV on customers.
- Designed and implemented custom solutions on the Salesforce platform to meet specific business requirements for various clients.
- Promoted to grade 5 and Awarded Impact player for FY23Q3 for most successful closures and high KPI numbers
- Worked in the Support team in closing complex technical tickets and escalations.
- Liaise with Salesforce Architectes and Solution engineers on Multiple instances to help increase ROI and increase adoption.
- Managed project timelines, resources, and deliverables to ensure on-time project completion.
- Led a team of 3 for Service cloud Customer success pillar and Mentored for new joiners.

## PROJECTS /ASSIGNMENTS - Accenture (2016-2021)

### **Project 1#**

Client : AB InBev (Anheuser-Busch InBev)

Team Size : 17

Role : Associate/Support

Technologies : C#, MS SQL, .net and Entity framework, CAS Modeler

Duration : 2016 to continue responsibility of the overall project.

#### Description:

Project was an on-premises web-based application with 3 tier Architecture. Application handles the Retail execution of the client business model. This app is designed to capture Marketing, Sales, and Service, Tasks and execution of those tasks.

- Worked as a support role, which included smooth handling and uninterpreted business process. • Automated daily monitoring jobs using MS SQL with Stored procedure and smtp servers.
- Involved in meetings with project manager, onshore team and end client for impact analysis and identification of implementation approach for the new changes.
- Created SQL Views, Stored Procedures, Worker modules as per business requirements

### **Project 2#**

Client : Danone

Team Size : 4

Role : Developer

Technologies : CAS Modeler, SQL, VB.Net, C#

Duration : 2017 to continue responsibility of the overall project.

#### Description

This was a retail Consumer goods industry project, which included migration from older application version to upgraded version. As a part of new implementation it included gathering of functional requirements and converting them to technical requirements and running thru all phases of development such as implementation, testing, and deployment.

- Worked from On-Site (Germany) to gather functional requirements and Demo.
- Migration of all modules and upgrading the codes to new framework supported versions.
- Creating FD's and maintaining Documentation of the codes.
- Handling escalations.
- Creating new KPI's, Roles, and role specific views.
- Creating new toggles, Views.
- Automated a manual activity for removing duplicated entry in database which were created due to Masterdata (ftp) interface.
- Performed data migration from legacy systems to Salesforce and ensured data integrity and accuracy.

### **Project 3#**

Client : Philip Morris International (PMI)

Team Size : 3

Role : Developer/Consultant

Technologies : CAS Modeler, Salesforce CRM,

Duration : 2017-2018

#### Description

This CRM was a retail execution on Web and Mobile Device ( Mobility ) framework. As a part of Salesforce migration, This project was a hybrid of home-grown Accenture CAS + Salesforce. Objects, Fields and UI were a part of Salesforce and business logic was driven by Accenture CAS.

- Created Custom Objects, fields on SFDC.
- Worked on Key Performance Indicators (KPI's) and implemented new KPI's as

- per business requirements.
- Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data

#### **Project 4#**

Client : Unilever BAU  
Team Size : 24  
Role : Support/Developer  
Technologies : ACTPM  
Duration : 2018 to 2021.

#### **Description**

This project was a fresh from scratch development, where I was part of KPI development team and business consultants handed over requirements and we converted that to technical documentation and built multiple KPIs, Postman was used to integrate the data,

- Hands-on experience with Accenture Cloud Trade promotion management Solutions
- Created KPI's on promotion and products such as Actuals and Historicals,
- Developed and Tested over 200 KPI's,
- Part of workshops to demonstrate and involved in requirement gathering with customers.

### **CERTIFICATIONS**

- AWS Certified cloud practitioner
- Salesforce Certified Administrator
- Salesforce Certified Advanced administrator
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Platform App Builder

### **EDUCATION**

MBA (external) in Systems Management  
2016-2018 Gitam University, Vizag.

Bachelor of Technology (B. Tech),  
2011 - 2015 BVB College Hubli  
Karnataka

### **Personal Information**

Current city: Hyderabad  
Current organization: Salesforce

Contact No: +91-8762678518  
E-Mail : ranjit.bvb.it@gmail.com