

CERTIFICATIONS

Salesforce Certified Platform Developer I
Salesforce Certified Service Cloud
Consultant
Salesforce Certified Administrator
ITIL® Foundation
IT Service Management Foundation

EDUCATION

MBA

Birmingham City University
2008-2009

BE (Computer Technology)

Nagpur University
2001-2005

PERSONAL INFORMATION

DATE OF BIRTH

05/03/1982

LANGUAGES

Hindi, English

PROFESSIONAL SUMMARY

- *Accomplished and certified Project Manager with almost 12 years of industry experience and good exposure in Agile methodologies.*
- *Currently associated with Kony, Hyderabad as Senior Technical Manager managing three different teams across Salesforce and Atlassian products.*
- *Effective communication skills with an ability to exchange information efficiently across all levels.*
- *Proven analytical and problem-solving skills with five years of experience in managing teams. Adept at coordinating with multiple stakeholders to ensure successful execution of projects.*
- *Strong people management skills and capability to motivate the team to deliver high-quality results, ensuring stakeholder satisfaction and meeting operational SLA's.*
- *Competent in providing leadership, direction, strategy, vision in the areas of technology/product development to facilitate growth and business agility.*
- *Good domain knowledge in Agile, Scrum, Project Management, Client Engagement, Support and Sales.*
- *Sound exposure in implementing processes and tools across the organization.*
- *Skilled in SFDC development & customization using Apex Classes, Apex Triggers, Visualforce, SOQL, SOSL, Integrations, Callouts, LWC and Lightning components.*
- *Expertise in Salesforce administrative tasks and configuration including Process Builders, Assignment Rules, Data Loader, Entitlement Management, Deployments, Reports & Dashboards, Roles and Profiles etc.*
- *Proficient in JavaScript, jQuery, HTML, CSS and SQL queries.*
- *Good working knowledge of Salesforce Communities, Sales Cloud, Service Cloud, Jira, Confluence, Bitbucket, Zendesk and Digite.*
- *Worked on App Exchange products like Financial Force and GetFeedback.*

WORK HISTORY

Senior Technical Manager

Kony, Hyderabad

Jun 2013-Present

- Planning and managing deliverables in scrum methodology.
- Ensuring optimal resource utilization and process compliance.
- Involved in architecture design and development of critical functionalities.
- Collaborating with business users to understand and document the requirements.
- Develop and deliver critical business reports in *SQL* to the senior management.
- Providing technical direction and support to the team from time to time aligning solutions to drive end-user satisfaction.
- Responsible for maintaining and enhancing *Jira, Confluence* and *Salesforce* systems.

Key Implementations:

- **EDGE (HRIS Application):** Internally built on *Salesforce* platform giving greater control over the reporting requirements and company specific needs in addition to cost savings.
- **Salesforce Service Cloud implementation:** Led the implementation of *Service Cloud* to substitute *Zendesk* which included migration of data. Built integration with *Jira* and *MS Teams*.
- **Jira implementation:** Led the project to replace multiple disparate systems with a single ticket management tool.
- **Forecasting & Pipeline Management:** A custom-built module to understand the revenue forecasts and pipeline of the organization.
- **Migration from Salesforce Unlimited to Enterprise edition:** Managed the project of migrating Sales, Community and Service cloud into a single instance.
- **Renewal management automation:** Automate renewal of subscription-based opportunities.

Program Manager

SumTotal, Hyderabad

Dec 2011-Jun 2013

- Plan and strategize security scans to identify vulnerabilities and fixes for all products.
- Set up processes for all teams through implementing common configurations & workflows.
- Build dashboards and reports for management to track the progress of ongoing initiatives.
- Authored process documents and conducted trainings sessions within the organization.
- Managed end to end implementation of *Jira* including the data migration and integration with *Salesforce*.

Solution Support Specialist

Digite, Mumbai

Aug 2010-Dec 2011

- Resolving issues and analyzing the root cause of the tickets in adherence to SLA's.
- Presenting weekly status and productivity reports to the senior management.
- Interacting with the clients to understand the challenges and business requirements.
- Work with the engineering team in resolving critical issues and release patch upgrades.

Software Engineer

Infosys, Hyderabad

Jun 2006-Jul 2008

- Interacting with the onsite team to understand the requirements.
- Vigorously involved in preparing high level technical documents.
- Developing the project code in sync with the business requirements.
- Preparation of test cases and performing system testing for the application.