

Shankar Mallick

Principal Architect – SFDC CRM, Brillio

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- SFDC professional with 22 years in IT, including 11 years of hands on experience in Salesforce.com Implementation, SFDC Consulting, Architecting, Pre-Sales & Program Management

PROFILE SUMMARY

- **Passionate about Salesforce.com, Shankar is a customer champion who tightly engages with the customer teams to strategize the CRM roadmap and get the best ROI.**
- **Shankar is willing to wear different hats, from a developer to a Principal Architect to leverage SFDC in solving complex problems and providing the best solutions to global corporations.**
- **Expert in Creating Scalable SFDC Solutions, Improving Process Efficiencies, Improving Customer Experience, Increasing User Adoption, Automation and Sales Enablement**
- **Has worked in Manufacturing, Banking, Financial Services, Utilities, Energy, Chemicals and Hi-Tech domains**
- **Flexible in playing multifaceted roles from Technical Architect, Solution Architect, Business Consultant, Program Manager, Delivery & Project Manager, Business Analyst and Change Manager**
- **Sound knowledge of complete SFDC Ecosystem, Architecture & Capabilities. Extensive implementation experience in Lead Management, CPQ, Einstein Bots, Live Chat, Order Management, Opportunity and Pipeline management, Forecasting, Service Management, Knowledge Management, Territory management etc.**
- **Has successfully delivered around 50+ SFDC project in the last 10 years.**
- **Has extensive experience on Lightning Web Components.**
- **Designed and Development of end to end CPQ and Billing Process. Automating and delivering best insights with Salesforce CPQ. Has delivered 5 SFDC CPQ projects**

ROLE & RESPONSIBILITY

- **Brillio, Bangalore (July 2019 – till date)**
Role: principal Architect
Technical Implementation Highlights
 - SFDC CPQ Implementation
 - Steelbrick CPQ and Billing
 - Lightning Web ComponentsKey Function
 - Building an AppExchange Product – SFDC Billing Connector for Financial Services Company
 - Building an App Marketplace solution for a technology major
 - Champion Lightning Web Components and provide trainings
- **Schneider Electric (through Cignex Datamatics), Bangalore (Nov 2018 -June 2019)**
Role: Principal Architect
Technical implementation Highlights:
 - Lightning Web Component
 - Knowledge ManagementKey Functions:
 - Implementation of highly customized Knowledge Management solution
 - Lightning Advisory Board,
 - Lightning Web Component Champion
- **Nous Infosystems, Bangalore (Sept 2018 -Nov 2018)**
Role: Consultant/ Architect
Key Functions:
 - Architecting a new module for Learning Management Courses in SFDC
- **Zensar, Bangalore (Mar 2018 – Sept 2018)**
Role: Consultant
Technical Implementation Highlights:
 - Einstein Bots Implementation
 - Live and Proactive Chat
 - Hybridization of Profile for Service Teams
 - Knowledge Base ImplementationKey Functions:

- Conducting customer workshops, gathering requirements, creating solution documents
- Providing Solutions and Designs, Creating Proof of Concepts and Implementation

ROLES IN THE RECENT PAST: RESPONSIBILITIES & ACHIEVEMENTS

- **JK Technosoft, Bangalore (Feb 2017 – Nov 2017)**

Role: Associate Vice President, SFDC – Enterprise Solutions (SFDC Practice Head)

Key Functions:

- SFDC Technical Leadership and Guidance to 5+ SFDC Projects
- Responsible for growth of SFDC Competency, Responsible for SFDC P&L
- Governance to all SFDC Project Teams (portfolio size – 10 projects, 50 + resources)

Technical Implementation Highlights

- Custom Order Management Implementation
- Steelbrick CPQ / Salesforce CPQ Implementation
- New Productized Solution: Rehab-Live for the NGO sector

- **Accenture India, Gurgaon (Aug 2014 – Feb 2017)**

Role: Senior Manager

Key Functions:

- Delivery Lead and Governance for all NCR based SFDC Projects (portfolio size – 12 projects, 225 + resources).
- Monitoring costs, quality, schedule, risks and issues
- Review and Support Pre-Sales for RES, FS and H&PS deals

Technical Implementation highlights:

- Sales Cloud, Service Cloud, Force.com, Marketing Cloud
- Opportunity Management, Order Management, Forecasting, Territory Management
- Case Management, Knowledge Management, Solution Management
- CPQ Solutions: Salesforce CPQ, Apttus CPQ and CloudSense
- Salesforce Integrations and APIs: REST and SOAP API
- Vertical Products: nCino

- **ITC Infotech Ltd, Bangalore (Dec 2013- Aug 2014)**

Role: Architect

Architected Cloud applications.

Started and grew Cloud Practice (Fusion CRM, Oracle RightNow and Eloqua practice)

Key Functions

- Cloud Practice:
- Grow and Build the Oracle Fusion CRM, RightNow and Eloqua Practice from scratch
- Build Capabilities and credentials around Oracle Fusion CRM, RightNow and Eloqua

Technical Implementation highlights:

- Loyalty Management Solution

- **Birlasoft, Bangalore, (July 2010 – Oct 2013)**

Role: Deputy General Manager (Apr 2012 –Oct 2013)

- Lead Pre-Sales for SFDC and Siebel CRM,
- Pioneer Customer Insight Labs,
- SFDC Consulting Assignments

Role: Senior Manager (July 2010 – Mar 2012)

- Architect SFDC and CRM Solutions,
- Drive Practice Growth
- CRM Consulting Assignments
 - Consulting Assignments
 - Have led 7+ SFDC and CRM consulting assignments
 - Understands industry trends, customer's business problems, analyse them and provide effective solutions
- Presales Activities
 - Responsible for revenue & profitability targets for the practice. Managed the team of Solution Architects for SFDC Implementations.
 - Drive thought leadership, innovation and tight alignment with other practices
 - Proactively worked with clients, identify opportunities and create differentiated offerings.
 - Setting up the Customer Insight Lab at Bangalore. Managing all Lab project activities

PAST EXPERIENCES

- Accenture India, Mumbai (June 2007 – Jul 2010)
Role: Associate Manager
- IBM India Pvt. Ltd, Pune (July 2005 – June 2007)
Role: Advisory Consultant
- Nihilent Technologies, Pune (Nov 2003 – July 2005)
Designation: Consultant
- Netvantage , Ghaziabad (Mar 2003 – Nov 2003)
Designation: Consultant
- iCall India Ltd., Ahmedabad (Feb 2002 to Mar 2003)
Designation: IT Consultant
- Synapse Infotech Pvt. Ltd., Ahmedabad (Jan 2001 to Dec 2001)
Designation: Project Leader
- iNDEXTb, Gandhinagar (July 1998 to Dec 2000)
Designation: Management Trainee

EDUCATION / TECHNICAL BACKGROUND

- **Regional Engineering College, Durgapur**
Bachelors in Engineering (Electronics and Communication) 1991-1995
University of Burdwan
- **B K School of Business Management, Ahmedabad**
Masters in Business Administration 1996-1998
Gujarat University

PERSONAL INFORMATION

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