

LOKESH VENUGOPAL

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OBJECTIVE

Obtain a position in a company that seeks an ambitious career, where acquired skills will be utilized towards continued growth and advancement both professionally and personally.

PROFESSIONAL SUMMARY

- Accomplished IT Delivery management professional with 14+ years of experience in IT Service Delivery, Client Delivery & Operations.
- Keen Understanding of business priorities, genuine Team Leader committed to managing operations and project flawlessly.
- Cross-functional communicator easily interfaces with high profile staff, clients, vendors and customers.
- Recognized for consistent success in developing the processes and procedures to streamline operations and enhance revenue performance
- Skilled at interfacing with clients to understand their environment and capture the knowledge.
- Proficient in swiftly ramping up projects with competent skills and ensuring on time deliverables.
- Excellent problem solving skills, good communication and interpersonal skills.

AREAS OF EXPERTISE

Functional

Solution Designing	Operations	Service Delivery
Business Analysis	Client Delivery & Operations.	Transition Management
Requirement Gathering	Implementation & Maintenance	Reporting
Implementation Support	Team Management	Process development
Project Management	Knowledge Transfer and Handover	ITIL Trained
Strategic Planning	Quality Control & Assurance	Workflow Process Analysis
Change Management	Deliverable Management	System Deployment
Cost and Expense Tracking	Metrics and Status Reporting	Resource Management
	Service Management Reporting	Risk Tracking and Reporting
		Invoice Generation and Tracking

Technical

Dev 502 Salesforce Integration, DEV-601 Lightning Development, SAP Basis – Attended SAP BASIS Training, SAP BI – Attended SAP BI Boot Camp

Operating Systems	:	Client: Windows XP, 7 and Vista Server: MS Windows 2003/2008
Imaging Tools	:	Symantec ghost suite 1.1/2.5
Antivirus/Firewall/Encryption Tools:		Symantec Antivirus 10.x (Desktop), Proventia, PIX/ASA, Juniper Netscreen and checkpoint, Pointsec
Software/DB/Tools	:	Apex, Data Loader(io), Force.com Platform, Workbench & Change Set
Service Management Tools	:	ServiceNow, BMC Remedy, JIRA, HP QC

WORK EXPERIENCE

Momentive Performance Material Pvt. Ltd

Bengaluru

Apr 2020 to Till Date

- **Lead Analyst – Global Salesforce** – responsible for delivering End-End project implementation of solution in the SFDC platform as per Business requirement.
- **Managing Production issues** and taking ownership on the critical issues, which involves multiple teams.

Cognizant Technology Solutions

Roles Handled

- **Technical Architect – Salesforce projects** responsible for implementation and providing technical solutions for Salesforce CRM project and owning End to End offshore delivery.

CHENNAI

Jan 2018 to Mar 2020

Accenture Solutions Pvt. Ltd

Roles Handled

- **SFDC CRM CPQ - Application support consultant** – responsible for Salesforce Production Support and Maintenance for Telstra(Dec'12 – Mar'17) and ABB(Mar'17-Jan'18) December 2012 – January 2018
- **Firewall Remediation Engineer** - Oct 2010 – Dec 2012
- **Network (L1) & End User Computing Engineer**- April 2007 – October 2010

CHENNAI

April 2007- Jan 2018

PRIMARY RESPONSIBILITIES

Environments:

Salesforce/Managed Packages	Sales Cloud, Service Cloud, Community Cloud, Marketing Cloud, Apttus CPQ, Callidus Cloud CPQ, Salesforce CPQ and Einstein Analytics, SAP, Spanning Backup, Beyond Compare, Devops
Salesforce Technical Expertise	Workflows Rules, Approval Process, Process Builder, Apex Classes, Triggers, SOSL and SOQL, Profiles, Roles, Permission Sets, OWD Settings, Data Loader and Import Wizard, Reports and Dashboards, Page Layouts, Validation rules, Lightning Component, VF Pages and Change set.

- Interact with various **business teams** analyze the requirement for Designing, Development, Deployment, Bug fixing and Production Support
- Working with the different teams **SAP, Interfaces, WOC, Web application** and **Vendor teams** to make sure improvement in the BAU activities
- SPOC for **Spanning Backup solution** implementation, taking backups during release and periodic maintenance of the backup tool and report the vendor for any issues.
- Working with **Ringlead deduplication tool/team** for any disrupt in the system.
- **Integration of Tableau dashboards** in SFDC using Tableau connector.
- Understanding the different downstream systems business functionality and its integrations patterns.
- Working on Deployment tools and focusing on **DevOps implementation** for the SFDC platforms.
- Mentoring the team members on any technical issues, captivating ownership on the design of the **Technical solutions**.
- **Reviewing** the changes for the deployments to make sure the changes are coded as per SFDC standards.

Offshore Delivery Manager for **Salesforce Service Cloud & Marketing Cloud** implementation for UK Client.

- Managing team of 7 members who involves in Development, Testing, Deployments, Production Support and other Project management activities to ensure end-to-end delivery of the project.

Offshore Delivery Manager for **Salesforce Service Cloud** implementation for Zurich Japan Call Center Integration.

- Managing team of 8 members who involves in Development, Testing and Deployments.

Offshore Delivery Manager for **Salesforce Community (Customer) Cloud** implementation for AVIS Budget Group, USA.

- Managing team of 3 members who involves in Salesforce and UI Development, Testing and Deployments.

SFDC CRM support Consultant

- Handling a team of 10 members who takes care of daily operations supporting the sales application.
- Involved in configurations and minor enhancements, Worked with Development team for defect fixing.

RECOGNITION's

Received Accenture Stellar Award for designing an agile setup and acted as SPOC for many client visits

Received Accenture Celebrity Excellence Award for Team

Received CRM Star Performer award for supporting CRM Build Team.

ACADEMICS

Sri Lakshmi Narasimha College of Arts and Sciences

Bachelor of Science in Computers

June 2000 - April 2003

PERSONAL INFORMATION

Date of Birth – November 29, 1982

REFERENCES AVAILABLE UPON REQUEST