**Vishwesh G. - *Amigo2vish@Gmail.com Cell No – 91*  848 3922 998 / 8*806462292***

**operated – ANZ Accounts /USA 3 Years / UK / New Zealand /A- pac**

**Summary : - 18 Years IT - TELECOM & BFSI ,Insurance & RETAIL SECTOR.**

**Last 12 Years on SFDC PRACTICE working At Senior Profile- Principal Consultant/**

**Enterprise SFDC / SFCC Solutions ARCHITECT.Leading entire SFDC /SFCC PRACTICE .**

LAST 8 YEARS Onsite USA – UK .- ANZ ACCOUNT NewZealand –Auckland .Earlier on Oracle SIEBELCRM-OM & Oracle OBRM With WEBSPHERE; WEBLOGICS -JAVA SOA ARCHITECT , using TOGAF - Framework- Sol for Telecom & BFSI.

Offer Salesforce CLOUD CRM - CPQ & E Commerce B2B/B2C Sol- To Transformed OLD Legacy SIEBEL & AMDOCS platform To SALESFORCE CLOUD CRM Sol.blended with ERP Solutions for Large Telecom,BFSI & RETAIL,Healthcar Sector in USA & UK-EUROPE & ANZ Account.

**Since last 12 Years working on SFDC PRACTICE..SFDC /SFCC Practice**

Deployed Complete SFDC-SFCC Salseforce practice for TELECOM, BFSI,Insurance ,RETAIL ,Sectors .

**Principal Consultant CHEIF ARCHITECT- SFDC / SFCC PracticeLead Position Manage P&L of the $10M+ SFDC business** globally as CXO LEAD .Driven Formulate and execute strategy to drive business. Manage Global SFDC Practice, Presales- Solutions Design & Deliveries as ODM at times for Big Multinationals Accounts**. Also Handeled PRESALES-** work closely with,BDM- Business Stake holders & Offers complete E2E Salseforce Sol & **Win Clients justifying RFP/RFI HLD Sol.Designed HLD/ LLD E2E Sol. SOW POC's /SRS/BRS & Presentation to client.**

**As ODM Delivery HEAD- Handeled-Team if Architects,Module leads,Developers,QA & CODE reviews.**

**Team Size -40 Plus to 100 Team of Architects,Module lead, Developer,QA & Testing team.**

**Strong SALESFORCE- SALES, ,MARKETING, SERVICE Cloud along with CPQ & E-COMMERCE CLOUD**.

integrated - Salesforce with SAP ERP Or - ORACLE ERP to offer Complete O2C, sol. Along with CPQ & E-Commerce

**For Last 12 + years With Syngenta , TechMahindra , IBM - GBS & MINDTREE- At Senior Level.**

* Salesforce SALES, MARKETING, SERVICE CLOUD with - CPQ BILLING Sol & Deployment.

**Sales -CLOUD** Custom Sales cloud to Convert Leads to Opportunity,

**Marketing Cloud-Campaigns** -Call Center INBOUND & OUTBOUND BPO, E-Mail Based,SMS Based **SERVICE CLOUD -with Cases & Solutions-Knowledgebased BI**

* **BILLING- CPQ- Apptus,Stealbreak,- Vlocity Billing,OM,CPQ-CLM solution**.

Designed Products Catalogue, Price book Entry with Bundling ,Rating ,Taxation, Invoicing,

Billing with Payment Gateway & Product inventory & Delivery O2C SFDC TO ERP Integration.

* **E- Commerce Cloud -Demandware, Cloudcraze B2B/ B2C Sol. Designed & Deployed**.
* **Integrated SFDC WITH SAP ERP & ORACLE ERP.**
* **SAP Used PIPO & CMP With Salesforce Connect.**
* **MIDDELEWARE ETL- TIBCO & MULESOFT REST & SOAP API,Point to point Interfaces API.**
* **CI -CD Deployment- JIRA- BITBUCKET,GEARSET,PMD,SONARCUBE,JAVASCRIPTING,APEX-**

**VISUALFORC,ECLIPS,ISML, JAVA Scipting.,Github,Gitlab,Visual Studio,VSCODE.**

* **Build BI With SQL & Informatica Solutions**. -
* HEALTHCARE CLOUD SOL -DEPLOYMENT WITH MEDICAL EQUIPMENT CONNECTED & POS CONNECTED TO HEALTHCARE CLOUD ,MAINTENING Patients history give proactive SOL Remedy & Insurance coverage with policy designed sol as PRODUCTS FOR CLIENTS.
* Executed 6 International BPOS Customer-care for TELECOM ,BFSI ,Insurance & Healthcare .
* **Deployed SALES , MARKETING & SERVICE CLOUD** For setting up Salesforce Cloud CRM Sol

for Setting up Customer care BPOS with INBOUND & OUTBOUND Call Center along with GENESYS CTI Integration.Campaigns-Call center ,E-Mail,SMS Based Product Pramotions.

* **SERVICE CLOUD-With Cases & Solutions along with Knowledge Base & BI - Solutions.**
* **Executed 6 International BPOS Customer-care for TELECOM ,BFSI ,Insurance & Healthcare SALESFORCE -** SALES –MARKETING –SERVICE CLOUD & E-COM Solutions with CPQ-CLM .
* **Sales CLOUD**  -Sales -CLOUD Custom Sales cloud to Convert Leads to Opportunity, Customization metadata , Create Custom Objects Build Data Model initially to convert Leads to Opportunity Tools- used Data loader, AMPDB, JITTERBIT, WORKBENCH.

Worked on SFDC CRM Screen DESIGN, Worked on Page Layout Objects- ER build- Tabs

Design Agent Console –Screen Pop design .Objects design – Building Integration with Design Page Layout with Dropbox, Dropdown list views etc.

* **Marketing CLOUD** - Setup Campaigns- Call Center INBOUND & OUTBOUND with GENESYS CTI Integration Setup Campaigns for 6 International Call Centers. Customize Agent Console.
* **Campaigns-Calls Based ,E-Mail based & SMS Based Campaigns** for Products Pramotions to OFFER-Coupons,Loyalty Bonus ,Discounts as Marketing Strategies to acquire more customers.
* **SERVICE CLOUD-** Used CASES & SOLUTIONS with Knowledge Base created to offer quick turn around for Customers & improve Customers management & Complaints management.
* WSDL Creation- REST & SOAP API creation.
* CTI Integration with AVAYA & GENESYS Integration.
* **BI Solutions**- Used BI for Offerings good Products Bundling & resolving customer problems effectively to avoid CHURN .

Used SQL Connect to SFDC & Drive with Informatica

Used SQL Connect with Hadoop & Tableau as front end for Dashboard reporting.

Data Handling DML logic building & reporting used SOQL, SOSL Queries handling.

* **CI-CD Implemented CI/ CD Using SFDX** Solutions as well as Development platform used Github,Gitlab,VSCODE, with BITBUCKET, GEARSET, with PMD,SONAR CUBE,to achieve CI / CD.

Strong on APEX CODING,CLASSES CUSTOME SOLUTIONS,

* **CODE REVIEW & Code Optimization-**Perform CODE REVIEWS at Major escalation -Used JIRA trouble tickets & For CRUD Operations- WORKBENCH, JITTERBIT ,& Ant testing tools ,Eclips

Bulk data & Batch Data Processing Asynchronous & Synchronous methods.

Handling DML & GOVERNOR LIMITS code optimization.

* Designed Classes,Controller,Merhods & functions to create custom Objects & strong Data modeling with Apex ,Visualfrorce page creation & coding

Good at SQL,- SOQL -SOSL Queries. also used Datamodeling Tools.

* **CPQ-CLM Solutions**- INTEGRATED SFDC with Legacy Billing Platform & transformed to CPQ BILLING SOLUTION CPQ Solutions. - worked on APPTUS/ VLOCITY & STEELBREAK .

Designed *PRODUCT CATALOG DESIGN BUNDLING ,RATING ,TAXATION & INVOICING WITH BILLING INTEGRATION - for ONLINE Purchase with PAYMENT GATEWAYS TIEUPS.*

* **E-Commerce Solutions**- SITE GENESIS, BUSINESS MANAGER, STORE FRONT TOOLS,
* JAVA SCRIPTING, ISML SCRIPTING, PAGE DESIGNER .

DEMANDWARE - Handeled SITE GENESIS, BUSINESS Manager , STORE FRONT Design.

Strong on JAVA Scripting & ISML Coding & Used UX Studio script Debugger, CARTRIGES,API Creation . INTEGRATED Demandware with BILLING SYSTEMS For Online PAYMENTS- with PAYMENT GATEWAYS, & ORDER MGMT LEGACY OM & BILLING PLATFORM.

* **Identity & Access Management With SAMEL Security solutions.OCTA as SINGLE SIGN-ON .**
* **128 BIT Verisign Certified ECOMMERCE site with PAYPAL & CREDIT CARD Payments** GATEWAYS tieups.integrated with BILLING PLATFORMS.

Identity & Access Management With SAMEL Security solutions.

* **CPQ-CLM BILLING- VLOCITY** Product Catalogue Designed, Product Bundling, Rating, Taxation, Validation Rules definiement Exceptions handling,Discounting & Taxation handling with PAYMENTCH & VERTEX SOLUTIONS.

.

**Apptus CPQ -CLM With DOCUSIGN& XACTLY-**

* **APPTUS CPQ-CLM - Strong -**
* **Designed & Deployed Products,Products Bundling, Rating & Taxation Complete Cycle for ORDER TO CASH & QUOTE TO CASH .**
* **CPQ DEPLOYED Alongwith Contract Definiement - Complete CLM Process.**
* **REBATE ,RENEWAL ,REVENUE MGMT, Setup Dealdesk -DEALVIEW MGMT,**
* **PARTNER MGMT With CONTRACTS Defined.**
* **DOCUSIGN for INVOICING & BILLING .**
* **Incentives & COMPENSATION MGMT with XACTLY .**
* **INTEGRATED APPTUS WITH E-COMMERCE CLOUD DEMANDWARE & CLOUDCRAZE.**
* **INTEGRATED APPTUS With SALESFORCE CLOUD CRM & ECOMMERCE Platform.**

**VLOCITY-**

* **DESIGNED & DEPLOYED VLOCITY CPQ - Communications Cloud**
* **Vlocity OM, RAPTER Services & Matrix. - 1)Enterprise Product Catalog Modeling E-TOM SID Based ,Framework. For TELECOM .Designed Products Catalogs, 'Product Pricing, Bundling, Rating Rules ,Taxation with Paymentech or Vertex Solution , Define Validation,rules with Attributes for Metadata Enhancements.**
* **(2)Designed Modeling for Offers & Specifications ,Subscriptions. Management, Pramotions,Loyalty Bonys,Waivers** etc used Workbench for Validating Availability and Eligibility Rules.
* **3**)**Designed Order Management-Orchestration ,Asset order creation order generation** & Activating with Mediation system for real time Billing & SID Based Charging.
* **4)Contracts Generation Mgmt ,Order Decomposition Configuration & Data Mapping Metadata-Driven Order Decomposition User Interface )Contract Management- Productized** Communications Industry Processes (e.g. Contract Amendment, Renewal, Termination)
* **(6)Online Charging B2B , B2C Solution. DEMANDWARE & CLOUDCRAZE ; replaced Community CLOUD for channel partners & Distributors network.**
* **(7)Online Payment processor 128 Bit Encryption Payment Gateway Tieup with INVOICING & CHARGEING & Billing.**
* **Order 2 CASH O2C & Quote 2 Order, Procure 2 Pay CLM-** , MACD, Policy Management, Order Management and Provisioning) for TELECOM Industry. Strong CPQ experience with multiple products -Vlocity PRODUCT Catalogs, Development Skills – OmniScript, DataRaptor, Cards, Templates, Strong experience on CPQ, EPC, Vlocity OM, Integration Procedures , Process modelling tools and best practices and Data modelling.
* *Design SFDC –Customization & Admin Solution –Designed as follows-*
* ***SALES & MARKETING CLOUD WITH Inbound & Out bound Campaign*** *Creating Leads .-WEB Mail Int. &* ***Chatter Integration GENEYS –CTI Integration Marketing Cloud & Service Cloud*** *– with CPQ – Billing & Invocing*

***SFDC Cloud Developemnt*** *- Visual Force & Apex Design –Java Web Apps Creation- REST & SOAP Based apps creation WSDL Creation Data Handling with -controls, SOQL, SOSL & Ant testing tools Batch & Bulk Req mgmt*

***SFDC -CRM Screen DESIGN*** *– PageLayout- Objects- ER build- Tabs –Screen Pop design .Objects design – Building Integration with –Design Page Layout with Dropbox-Dropdownlist views etc.*

***SFDC-ADMINISTRATION - :*** *User Administration – Rights- Profile users Mgmt – Policy. Security Access-rights for Apps Login maintaining session security.*

***MIDDELWARE ETL - TIBCO /Informatica*** *–: deployment & testing Apps Integration, WSDL creation,Adapter & Integration of Micro services Middelware Int-* ***Informatica /ICS / TIBCO.***

***Experience - 18 + YEARS - IT – TELECOM ind. & BFSI Credit Card BPOS - INSURANCE – RETAIL- Healthcare Executed 6 International BPOS .***

***Ind FOR LAST 12 - YEARS ON SFDC Enterprise CLOUD Architecture.Majorly CONSULTING***

***ORGANIZATIONS -***

* ***SYNGENTA SINCE JAN 2020 GOT COE GLOBAL SOLUTIONS ARCHITECT SALESFORCE Position for on site USA Dropped it because of current COVID19 Situation.***
* ***EX- TECH MAHINDRA - 3 TIMES ENTRY .***
* ***As SALESFORCE ARCHITECT PRINCIPAL Consultant- SR.SOLUTIONS DESIGNER E2E ARCHITECT SALESFORCE /ORACLE***
* ***IBM GBS RESOURCE AS -Principal Consultant.***
* ***Mindtree - Enterprise SFDC -ARCHITECT***
* ***Present till 2020 Syngenta as COE - GSA Global Solutions Architect SALESFORCE.***

***Major Clients*** *- Bt-British Telecom, TELEPHONICA,O2, VODAFONE ,AT&T ,VERIZON, Tellus,etc*

*Newzeland Telecom,Vodafone, 3 Degree,/ANZ Accounts –3YEARS USA for Verizon AT &T –CISCO-P&G , Procter & Gamble , TELEPHONICA O2 , AVANTEL, Healthcare cloud , E-Commerce Cloud Demandware cloud solutions for Retailers & Telecom OPERATORS.*

*{ Common Projects with Both EX- IBM GBS –EX-TECHMAHINDRA. } for SFDC PRACTICE.*

***BritishTelecom , AT &T ,VODAFONE, Bell Canada, Neawzealand Telecom,Spark, Vodafone, 3Degree,etc***

**Professional Experience - 18 YEARS IN IT -TELECOM, BFSI,INSURANCE, RETAIL Sectors 12 Years on SALESFORCE SFDC-SFCC-SFRA Practice.**

**Syngenta in 2020 JAN Onsite option**

**As COE - GLOBAL SOLUTIONS ARCHITECT GSA**

**Present JAN 2020 till present**

**Role: COE GSA SALESFORCE ARCHITECT**

**Professional Experience**

**Mindtree by March 2018- 2019**

**Role: Enterprise SFDC Architect**

**Description:** Preparing RFP /HLD Design to LLD & SOW For` clients Design Entire SFDC Architecture with Microservices & Complete Architecture design for Int. Clients & win it . Lead team of Architetct ,Developer , Testers & Managae SDLC for clients.

**Clients -** For New Zealand Telecom /ANZ Accounts –Vodafone , 3YEARS USA for Verizon AT &T –CISCO-P&G TELEPHONICA , AVANTEL, Healthcare cloud , Demand ware cloud solutions { FROM Both EX- IBM GBS –EX-TECHMAHINDRA. } for SFDC PROJECT & Training Corporate on SFDC Major clients in USA & Europe & ANZ Accounts.

**Techmahindra Ltd. Nov 2016 - 2017**

**Role: Principal consultant**

**Client:** Apac Clients -Vietnam Telecom H3i Client S- Singtel, Anz Accounts -Usa Cisco At&T Avantel Columbia, North America , Telephonica , Apac-Vietnam Telecom- Singtel

For New Zealand Telecom /ANZ Accounts –Vodafone , 3YEARS USA for Verizon AT &T –CISCO-P&G TELEPHONICA , AVANTEL, Healthcare cloud , Demand ware cloud solutions { FROM Both EX- IBM GBS –EX-TECHMAHINDRA. } for SFDC PROJECT & Training Corporate on SFDC Major clients in USA & Europe & ANZ Accounts.

**Techmahindra Ltd. April 2010 - April 2012**

**Role: Principal consultant**

**Client:** telecom New Zealand - Auckland for entire year -Vodafone anz -Vodafone u.k. Bt-british telecom , euro clients & USA cisco at&t avantel colombia, telephonica , apac-vietnam telecom- singtel

Talk-Talk,Kpn,Tellus,etc.

**IBM GBS Sept 2008 - April 2010**

**Role: Principal consultant /E2E Architect**

**Client:** VODAFONE ANZ AccountS, India Vodafone AS E2E Architect-BELL CANADA PORTFOLIO HEAD , TELSTRA E2E ARCHITECT,E2E ARCHITECT - AT&T Accounts ,^ PRESALSE - SOLUTION DEISGN ROLE

**TECHMAHINDRA- Ltd. March 2007 - Oct 2008**

**Role: Principal consultant- E2E SOLUTION ARCHITECT**

**Client:** TECHMAHINDRA- Ltd.-UK BT -Location & US - AT&T

**Responsibilities:**

**AIRTEL- Bharti Cellular LTD Sept 2004 - Dec 2005**

**Role: D.G.M - Head – IT Telecom**

**Client:** AIRTEL GSM -Managing CRM -OM BILLING With BPO ,IT & TELECOM Infr. Along with APPS & Data Centers - Across Circle.

**Responsibilities:**

* Manage IT infrastructure.
* Setup CRM For BPO , CTI Integration ,
* Setup Inbound & Outbound Call Centre
* Manage Network team

**TATA BPO TELECOM Operator March 2004 - Sept 2004**

**Role: Head – IT Telecom**

**Client:** AIRLINE SERVIES -TTSL -VSNL BPOS

**Responsibilities:**

* Setup CRM For BPO , CTI Integration ,
* Setup Inbound & Outbound Call Center
* Manage Network team

Manage IT infrastructure.

**JPMorganchase USA BPO March 2003 - March 2004**

**Role: A,V.P, Networks Manager**

**Client:** CREDIT CARD BUSINESS BPO CAPTIVE – CRM – OM – BILLING DOMAIN – WITH CTI INT GENESYS – AVAYA CMS – TCS.

**Responsibilities:**

* Setup CRM For BPO , CTI Integration ,
* Setup Inbound & Outbound Call Center
* Manage Network team
* Assign task to team and daily follow-up

**Nortel Networks Partner October 2001 - Dec 2002**

**Role: Networks Manager**

**Client:** ICICI BANK – ICICI One Source BPO – Wokred with CRM Intigration with BILLING WITH NORTEL Sol.

**Responsibilities:**

* Setup CRM For BPO , CTI Integration ,
* Setup Inbound & Outbound Call Center
* Manage Network team
* Oversees and directs all aspects of the 24/7/365 mission critical data center and network/telecommunication infrastructure operations; including planning, designing, implementing, deploying, supporting and maintaining functions.
* Exercises leadership and day-to-day management of technical teams tasked with the operations of the data center, data network, telecom network, security operations and services.

**Novell Inc. Feb 1999 - Feb 2001**

**Role: Networks Manager - Delivery Manager/Project Manager**

**Client:** ICICI BANK – ICICI One Source BPO – Worked with CRM Integration with BILLING WITH NORTEL Sol.

**Responsibilities:**

* Support, influence and communicate the mission, goals, objectives and practices of the department, technology group, and Delta.
* Demonstrate leadership across multiple projects, peer groups and department in thought, initiative, responsibility, teamwork, actions, and culture.

**Onward –Novell India June 1996 - Feb 1999**

**Role: Networks Manager - Project Manager - Delivery Head-Java SOA Architect- Oracle Developer With Novell Solutions Design**

**Client:** RELIANCE Ind. Ltd – BANKING PROJECTS RBI –Approved ALPM Systems Banking Solutions Bank Of Baroda – SBOP – HSBC Bombay – Banking Software solution with Networks Planning, Solutions

**Responsibilities:**

* Support, influence and communicate the mission, goals, objectives and practices of the department, technology group, and Delta.
* Demonstrate leadership across multiple projects, peer groups and department in thought, initiative, responsibility, teamwork, actions, and culture.

**OMINI Computer Systems Pvt. LTD Mar 1995 - May 1996**

**Role: SYSTEM INTIGRATION- Service Support engineer**

**CEAT Group RPG-GROUP Feb 1994 - Till 1995**

**Role: Service Support Engineer**

**Responsibilities:**

* Taking ownership of customer issues reported and seeing problems through to resolution
* Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
* Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams

**Certifications**

* AVAYA Certified
* GENSYS Certified
* RTA Certified Real Time Adherence -ASPECT, Novell C.N.E.DRAK INC. U.S.A./ CISCO Certified C.C.N.A / M.C.S.E-MICROSOFT Certified.

**Trainings**

* SALES CLOUD , MARKETING CLOUD CONSULTANT , SERVIC E CLOUD Integrator
* SFDC & ORACLE SIEBEL BLENDING
* SFDC & SAP –HANA S4 BLENDING
* SFDC ORACLE ERP BLENDING
* SFDC – TRAINED – On CLOUD Solution
* Deisgn & Transformation of Old Legacy stack to Cloud Solution .
* Sales – Marketing Service CPQ Cloud Solution Design SESI – IBM & TECHM
* Visual force -Apex Coding Reviews
* ORACLE SIEBEL CRM – 8.1 - OM – OBRM BILLING 7.5
* BI deisgn- Analytics –OBIEE- DAVOX CRM Training. –PREDCTIVE DAILERS WITH INBOUND & Outbound Campaign Mgmt.

**Education**

* BA (Business Administration & Vendor Management), University of Bangalore 2005
* Engineering in Electronics Instrumentation Bombay Mumbai University in 1994
* Microsoft Certified, CISCO Certified, AVAYA & GENESYS Certified.