

# Jagadeesh Dadi

## Solution Architect/ CRM Manager

IT Business Partner for Sales & Marketing, evolving teams and organization towards best-in-class end-to-end customer experiences and setting up the processes/platforms behind them. Have worked for spectrum of brands from diverse backgrounds including FMCG, Life Sciences, Healthcare, energy and Retail.

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## WORK EXPERIENCE

### Global Veeva CRM IT System Owner Reckitt Benckiser Healthcare India Ltd

06/2019 - Present

Hyderabad, India

#### Achievements/Tasks

- Ensuring consistency, standardization and optimization of Sales processes in Medical and Pharmacy channels, in systems across Reckitt.
- Maintaining ownership of technology roadmap and vendor contracts and upgrade paths.
- Working with BRM and business stakeholders to provide best practice solutions and assess options.
- Development of a blueprint/Architecture to achieve standardized solutions to simplify the change process including business process maps, data flows and integration points.
- System Owner of Global Veeva CRM Platform (Vendor Management, Stakeholder Management, Environment Management, Release Management, Demand Management).

### Business Systems Analyst Novo Nordisk Healthcare India Ltd

03/2017 - 12/2018

Bangalore, India

#### Achievements/Tasks

- Subject matter expert – Collaborate with internal and external partners for the definition, planning, modeling, governance, and implementation of Salesforce platform.
- Engage with line of businesses on the new demand /roadmaps and provide technical IT solutions.
- Assess new tools and software, perform POCs, and offer recommendations to improve our enterprise landscape.
- Played the role of a Technical architect in 3 SFDC projects.
- Develop end to end Salesforce solutions using Force.com APEX Class, Triggers, Visualforce pages, components etc.

## CERTIFICATES

SFDC Administrator, SFDC Platform Developer, ITIL

## EDUCATION

### B.Tech - Information and Telecommunication SRM University

06/2008 - 05/2012

Chennai, India

## SKILLS

Sales Cloud

Service Cloud

Veeva CRM

Pitcher

Java

JavaScript

Sharepoint

Azure

SQL

UiPath/RPA

LWC

Power BI

MuleSoft

AI/ML

Informatica

REST API

APEX

Visualforce

## ORGANIZATIONS

### Capgemini Technologies India Ltd (12/2018 - 06/2019)

Salesforce Senior Consultant (Veeva Product Suite for Sales & Marketing Department)

### Capgemini Technologies India Ltd (09/2016 - 03/2017)

Salesforce Consultant (Sales cloud and Service cloud implementation for a Global leader in virtualization vertical)

### Accenture Services India Pvt Ltd (08/2012 - 08/2016)

Business Analyst (Life Sciences, Retail and Energy)

### Accenture Services India Pvt Ltd (02/2012 - 08/2012)

Project Intern (Retail, POS, Back office systems)

## HONOR AWARDS

### Delivery Excellence Award

Reckitt Benckiser Healthcare India Pvt Ltd

- Delivery excellence is a recognition for Projects across organization which delivers high business value by adhering to all SOPs

### ACE/Star Performer Award

Accenture services India Pvt Ltd

- Ace award is a recognition for best employee in a FY

## LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

Telugu

Native or Bilingual Proficiency

Tamil

Full Professional Proficiency

Kannada

Professional Working Proficiency

German

Limited Working Proficiency

## INTERESTS

Volunteering

Learning Languages

Travel

Sports

Cooking