**VISHAL PATEL**

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**312-589-8751**

**SUMMARY**

* Project Lead responsible for managing multiple projects simultaneously while ensuring successful end to end delivery of solutions.
* Proven experience working with multiple stake holders, gathering and analyzing business processes and requirements, and managing development and testing teams.
* Over 5 years experience in Salesforce with Sales and Service cloud.
* Extensive experience in understanding organization processes, providing gap analysis and value added development
* Experience in administration, development, platform integration, implementation, and system maintenance.
* Extensive exposure to agile environment, scrum development, and User Acceptance Testing
* Proficient in troubleshooting/configuring large Salesforce applications, understanding user stories and defining acceptance criteria.
* Ability to implement and improve new SFDC functionality including custom fields, page layouts, and record types.
* Proficient with declarative development tools including workflow rules, process builder, and visual flow
* Outstanding project management skills; experience with end to end system implementation.

**EXPERIENCE**

**Freelance Consultant April 2011 to Present**

**Infosys**

* Partner with product owner, cross functional team etc to achieve requirements within managed timelines
* Produce high quality analysis deliverables, including precise and accurate user story acceptance criteria.
* Understands system constraints and opportunities to inform design.
* Communicate requirements to developers and coordinate testing with QA team

**Capgemini**

**Sr. Salesforce Consultant / Lead Business Analyst**

* Consult client on Salesforce.com best practices
* Customize and configure Salesforce platform, managing users, designing advanced reports and dashboards, automation and workflow processes, etc.
* Create and deliver informative, well-organized presentations and demos
* Proactively communicate and collaborate with the project leads and client to analyze information needs and functional requirements and deliver the required artifacts (i.e. functional requirements, business requirements document, process flow diagrams, use cases and user stories, etc.)
* Follow low level designs & perform the application build and configuration
* Assess business operations and processes of assigned office or business unit to understand  
  procedures, information flows and handoffs, decisions, communications pathways, etc.
* Participate in and sometimes lead meetings and workshops with client staff, project managers and developers to capture business requirements, demo new functionality and provide information and updates where appropriate
* Deliver high quality documentation and features
* Provide guidance to less experienced staff performing similar functions

**Discover Financial Services**

* Prepared project plans and scope; broke down work into actionable tasks, milestones, and deliverables
* Analyzed business processes and gathered requirements for end to end implementation of Salesforce
* Insure new users are given proper salesforce access and settings
* Troubleshoot Salesforce cases and follow up with internal staff to insure delivery of solution on time
* Manage case work flows between consulting group and internal Salesforce team
* Audit systems and reconcile user records for compliance with company standards

**Trading Advantage**

* Project manage development work; document requirements for developers and tracked progress toward project goals.
* Configure page layouts on various SalesForce object; customize profiles and record types.
* Monitor queues and troubleshoot issues with distribution of leads.
* Build workflows for marketing vendor; customize and manage existing workflows.
* Use data loading tool to import, export, and delete data on various objects.

**Huron Consulting Group**

* Managed projects to insure end to end delivery of solution
* Analyzed business processes and gathered requirements for end to end implementation of Salesforce
* Resolve end user issues and manage incoming Salesforce tickets via support mailbox; provide end user training on specific functionality.
* Create and customize reports and dashboards for various groups and end users.
* Log requirements gathered from User Acceptance Testing; implement and improve new SFDC functionality including custom fields, page layouts, and record types.
* Migrate data from legacy systems using Dataloader and other third party tools; perform routine QA checks and procedures on large sets of records.
* Set up new users by configuring custom profiles, permission sets, and various settings in Salesforce.

**TravelZoo**

* Planed projects and worked with stakeholders to track progress toward project goals.
* Tested new enhancements to platform including record ranking system and customized sales console; presented before and after metrics to senior management
* Built automation workflows to streamline sales and production process
* Configured page layouts based on end user feedback
* Create custom objects and formula fields for improved data management
* Built reporting and dashboards for various roles including sales representatives, customer service professionals, and senior management

**ReachLocal**

**Salesforce Consultant**

* Identified projects and documented plans; tracked progress towards milestones
* Updated and configured various Salesforce objects including leads, contacts, accounts, opportunities, reports, dashboards, cases, and campaigns
* Configured user records for new and updated users; trained users on general Salesforce functionality

**Groupon**

**Salesforce Admin**

* Built customized reporting for ad hoc analysis used by management
* Managed lead and account assignments to support sales team; produced dashboards to summarize key sales metrics
* Project managed lead sourcing project to produce targeted lead list for sales representatives
* Responsible for auditing opportunity records to ensure compliance with company standards
* Worked closely with sales and QA roles to document SFDC requirements.
* Managed migration of data between application and through system updates

**EDUCATION**

BA in Managerial Economics - 2006

Minor in Business Administration

University of Texas at Austin