**Sandeep Meka**

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**PROFESSIONAL SUMMARY**

Certified Salesforce Developer with extensive experience in managing architectural design, application security, configurations, conversion and integration for multi-billion dollar enterprises in healthcare, finance, food services, hospitality management, manufacturing & infrastructure and service industry.

**PROFILE**

* 10 years of experience in the IT industry with over 6 years of experience in Salesforce.com as Delivery Manager, Solution Architect, Project Lead and 2 years of experience as Business Analyst in Customer Relationship Management (CRM) process
* Strong knowledge of SDLC (Software Development Life Cycle) methodology, QALC (Quality Assurance Life Cycle) and Project Life Cycle.
* Led the Functional team to design solutions and configure the system to meet business requirements
* Responsible for multiple conversions and integrations from legacy system to Salesforce and maintain data integrity within multiple systems.
* Congregated and rendered input to business requirements for new Salesforce.com implementation.
* Ensured that latest capabilities of the platform are utilized for developing strategies to take advantage of the inanimate Salesforce.com features.
* Experienced in Administration setup - Manage Users, Security Controls, Data Management, Validation of Roles and Profiles, customization of the page layouts
* Interpreted the sequence of actions for the business process using the Workflow Alerts & Approval.
* Expertise in using Conga Merge and Cloud 9 third party applications for Salesforce.com for generating documents and taking data snapshots
* Assisting development team in creating inbound and outbound change sets to move them to respective environments
* Contrived in integrating Salesforce.com with JD Edwards for auto abstraction of the opportunities through ETL tool
* Designed integration patterns and flow to support sales and billing process between Salesforce.com, Big Machines (Oracle CPQ) & Zuora.
* Provided best practices and recommendations for application development and deployment.
* Scrutinized and accomplished Lead Management, Campaign Management, Case Management and Activity Management.
* Staunch background in requirements elicitation, analysis, management and prioritization
* Extensive experience in conducting JAD sessions, user interviews, Scrum stand-up meetings
* Solid understanding of Business Process Flows, Data Modeling, Design & Analysis, Requirement Traceability Matrix, As-Is and To-Be processes.
* Excellent Client relationship, Interpersonal, Communicational, Organizational, Project Management skills with unparalleled work ethics

**EDUCATION**

* **Master of Business Administration**

International Technological University – Sunnyvale, CA

* **Master of Science** in Construction Management

 Wayne State University – Detroit, MI

* **Bachelor of Technology** in Civil Engineering,

Nagarjuna University of Engineering College – India

* **Certified Salesforce.com Platform Developer I (DEV 501)**

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SKILLS

Operating Systems: Windows (95, 2000, 2003, XP, 7) and familiar with Ubuntu

SDLC Methodologies: Rational Unified Process, Agile/Scrum/Sprint and Waterfall Methods

Requirement & Modeling Tools: Workspace, Rational Requisite Pro & MS Visio

Software: Salesforce.com, Oracle, Big Machines CPQ, Zuora, Eloqua, DBAmp, SQL Studio, Dell Boomi, Field Services Lightning

**EMPLOYMENT HISTORY**

**Salesforce.com Solution Architect/Program Manager June 2019 – Present**

***City of Dallas* –** Dallas, TX

* Salesforce.com implementation for 311 (Emergency response system) using Service cloud
* Salesforce.com implementation for inspections and field services using Field Services Lightning.
* Leverage Work-Order, Service Appointments, Service Resources, Operating Hours, Service Territories, Shifts etc. to map daily business operations.
* Educate about product capabilities, identify gaps for the business process defined.
* Design business solutions for the gaps identified aligning with product roadmap.
* Responsible to deliver gaps identified from business process mapping sessions.

**Salesforce.com Delivery Manager Aug 2018 – May 2019**

***TOYOTA* –** Plano, TX

* Implementation of CEP (Customer Engagement Platform) solution which is specific to Toyota Financial Services
* Repossession case solution based on financial implication and geography
* Complaint case solution, considering taxonomy to align with federal norms.

**SFDC Program Manager/Solution Architect Jul 2017 – Aug 2018**

***Fleetpride* –** Las Colinas, TX

* Design and Delivery e-Commerce solution for Fleetpride, by partnering with a packaged solution partner (Cloud Craze)
* Setup offshore support model for internal salesforce.com support and enhancement projects.
* Implement custom solutions for Sales Intelligence in partnership with Supply Chain Team.

**Salesforce.com Partner Sep 2015 – June 2017**

***Move.com* –** Westlake Village, CA

Move.com is transitioning its business operations from Legacy systems (Siebel) to Salesforce.com. Sales, Service, CPQ, Billing and Commissions will be implemented to support their business needs.

* Design the process flow for move.com to meet their business needs in Salesforce.com
* Develop the project plan and estimates to manage resources as per schedule
* Design a process to have all the business team in a Single Salesforce.com instance
* Design and Deliver the Sales Process to reduce a live agent’s average sales life cycle from 5minutes to 2.5 minutes.
* Design Customer Portal for Service and Sales teams
* Design and Deliver a Custom Commissions solution for move.com on force.com
* Design and Deliver collection process in SFDC, which involves integration with Zuora
* Design and Deliver Retention process in SFDC to maintain better client relationship.
* Design the action based SOA calls to different systems to communicate about inventory availability and fulfillment updates
* Design & Communicate best practices to business team to implement CTI interface for both Sales & Service teams
* Had quick wins for the client by implementing SFDC for IR team in a month without affecting the project charter
* Develop process to migrate the data from all the legacy systems
* Plan testing/deployment schedules and backlog items from phases
* Propose app-exchange products to reduce the customization in the system and have easy maintenance for administrators
* Manage multiple implementation vendors and work with program team to deliver the product
* Develop long term support plan to support customer needs.

**SFDC Solution Architect/Delivery Manager – Public Sector Aug 2014 – Sep 2015**

***NTT DATA* –** Dallas, TX

**Projects: - Salesforce.com Implementation - Department of Public Safety, State of MA**

 **Salesforce.com Enhancements – Nicor Gas Corporation**

 **Salesforce.com Solution Proposal – BBVA Compass Bank**

DPS is transitioning its business operations from Legacy systems to Salesforce.com. Sales, Service and Customer Portal will be implemented to support their business needs.

* Design the Future process flow for DPS to meet their business needs in Salesforce.com
* Develop the project plan and estimates to manage resources as per schedule
* Design the process to have all the business team in a Single Salesforce.com instance
* Develop process to migrate the data from all the legacy systems.
* Plan testing/deployment schedules and backlog items from phases
* Propose app-exchange products to reduce the customization in the system and have easy maintenance for administrators.
* Develop long-term support plan to support customer needs.

Nicor Corporation operates Marketing and activity management from Salesforce.com. There are gaps between Salesforce.com and external systems to perform these operations seamlessly. Integration and Custom Development will be part of this project

* Design the Integration platform and Date flow from external systems to Salesforce.com to create account specific tasks
* Design Custom page to assign multiple tasks to a user by a manager
* Design a feature to assign tasks to individual upon request, the task assigned would be the oldest one in the queue.

BBVA operates Marketing and activity management from legacy CRM systems. As part of the proposal a long-term road map has been laid out to move the customer portal onto Salesforce.com platform along with service and real estate banking.

* Design the Integration platform and customer portal systems for Salesforce.com
* Design customer landing process for real estate banking
* Design Services module to efficiently utilize OOB solutions for initial phase.

**SFDC Solution Architect/Lead Jan 2014 – Jul 2014**

***NTT DATA* –** Dallas, TX

**Projects: - Salesforce.com – Implementation**

 **Massachusetts e-Health Institute (End Client)**

MeHI has three salesforce.com instances to manage their business needs. Sales and Service departments have been managing from different instances which are causing issues to maintain and track the financial transaction related to their business entities.

* Lead the functional and development teams to deliver the solutions as per the scrum schedule
* Develop the project plan and estimates to manage resources as per schedule
* Design the process to have all the business team in a Single Salesforce.com instance
* Develop process to migrate the data from all the legacy systems.
* Develop a process to bring the data from external system into Salesforce.com bypassing the webservice responsive size limits
* Design the process of Case Owner assignment, to make sure every service user has not more than 250 open cases at all times.
* Plan testing/deployment schedules and backlog items from phases

**SFDC Solution Architect/Lead Jun 2013 – Oct 2013**

***CSC* –** Dallas, TX

**Projects: - Sales Module – Implementation**

 **The Berry Company (End Client)**

* Analyze the requirements gathered by the functional teams and plan them for release in phases.
* Develop business procedures to pass the requirements from SFDC to Miles33 where the development for Graphics is handled
* Designed the process to handle the communication between external and internal users using Chatter Desktop Plus.
* Designed the process to de-dupe and re-use the records that come in on an annual basis from external integrated sources
* Defined the translation and transformation procedures for Informatica to pass the data transaction requests from power center to SFDC
* Lead the functional and development teams to deliver the solutions as per the scrum schedule
* Plan testing/deployment schedules and backlog items from phases.

**SFDC Implementation Lead Mar 2013 – Jun 2013**

***Invitation Homes* –** Dallas, TX

**Projects: - Sales Module – Implementation**

 **Property Portfolio Management**

 **Integration between SFDC and SQL**

 **iOS Mobile App integration with SFDC**

* Develop project charters and define scope to support the application release in phases
* Design and translate the Sales process into a solution to support the cross functional departments with in the application
* Implement the integration between Salesforce.com and SQL database for analytical reporting to support finance team.
* Configure Appirio Content Management for property portfolio management
* Enhance the process flows for managed packages like Geopointe and Spatial-Key
* Develop business procedures to support the integration between SFDC and external application such as the IH iOS App and external websites

**SFDC Implementation Consultant May 2012 – Feb 2013**

***Allscripts* –** Atlanta, GA

Allscripts is undergoing an enormous change in unifying multiple systems to a single CRM and ERP system for Sales, Support and Financial departments. The project is under strict deadlines and required enormous work effort involving huge data conversion and integration implementation from various legacy systems.

 **Projects: - Sales Module – Implementation**

 **Data Conversion from Siebel CRMOD to SFDC**

 **Integration between SFDC and Oracle**

* Understand and translate the Sales process into a solution
* Led the integration team to maintain a single master data for customer information referencing the ERP systems.
* Design the conversion approach for Sales data migration from Siebel CRMOD to SFDC
* Proficiently documented Use Cases, Activity Diagrams and Data Flow Diagrams for the projects, which include configuring new departments, workgroups, integrating systems for Allscripts.
* Led cross-functional teams that address strategic business issues involving CRM and sales operations.
* Provide functional solutions for sales business processes within multiple levels of the organizations.
* Demonstrated ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.
* Identify SFDC usage problems and craft technical / communication plans to IT/business teams.
* Responsible for Training material and conducted training session in 'Train the Trainer' model.

**SFDC Functional Consultant Oct 2011 – May 2012**

***Allscripts* –** Atlanta, GA

**Projects: - Support Module - Enhancements**

 **Support Module – Portal Enhancements**

 **Support Module - Knowledge**

 **Data conversion from Siebel CRMOD to SFDC**

* Understand and translate the Support process into a solution
* Proficiently documented Use Cases, Activity Diagrams and Data Flow Diagrams for the projects, which include configuring new departments, workgroups, integrating systems and developing customer portal for Allscripts.
* Led the development, testing and implementation of support enhancements
* Assisting development team in creating inbound and outbound change sets to move them to respective environments
* Maintained multiple user roles, security, profiles, workflow rules and triggers in every environment
* Customer portal enhancements for users to access the integrated application
* Extensive experience with data loading tools to update, insert records for data conversion from Siebel CRMOD (source system) to SFDC (target system)
* Worked with Oracle developers by assisting them in creating the schema of the objects to perform translation and transformation of the data extracted from Siebel CRMOD.
* Led cross-functional teams that address strategic business issues involving CRM and sales operations.
* Implementing and managing various services business processes within multiple levels of the organizations.
* Demonstrated ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.
* Identify SFDC usage problems and craft technical / communication plans to IT/business teams.

**Sr. Business Analyst/Salesforce.com ADMINISTRATOR Oct 2010 – Sep 2011**

***Westfield LLC* –** Los Angeles, CA

* Understand and translate the Sales & Marketing strategy, business goals, and business processes into a solution
* Proficiently documented Use Cases, Activity Diagrams and Data Flow Diagrams for projects like configuring new departments, integrating systems and developing authenticated websites
* Independently perform development, testing and implementation of the business process
* Documenting and updating relates of SalesForce.com software and system administration focusing on Service cloud
* Configure and manage third party applications to generate documents from Salesforce.com through Conga Merge
* Configure and manage third party application for daily snapshots of the data for the financial analysts through Cloud 9
* Contrived in integrating Salesforce.com with JD Edwards for auto abstraction of the opportunities through ETL tool
* Creating approval matrix and defining work flow process depending on the requirements
* Assisting development team in creating inbound and outbound change sets to move them to respective environments
* Created page layouts and field security depending on the user profile
* Customized dashboards and reports depending on the user requirements
* Maintain multiple user roles, security, profiles, workflow rules, etc
* Support, train new end users and create User manual on the salesforce.com application
* Maintaining customer portal users to access the integrated application, developed on a flash builder
* Used Data Loader to update, insert records for products, accounts and other custom objects
* Customize the settings for user profiles to have Salesforce.com to Outlook synchronization
* Participate in cross-functional teams that address strategic business issues involving CRM and sales operations.
* Implementing and managing various complex sales, marketing, legal and services business processes within multiple organizations.
* Demonstrated ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.
* Identify SFDC usage problems and craft technical / communication plans to IT/business teams.

**Business Analyst/Salesforce.com ADMINISTRATOR Jan 2009 – Sep 2010**

***Sysintelli INC*** - San Diego, CA

* Conducted requirement gathering using focus groups, document analysis, interviews and prototyping
* Prepared Project Definition Document and the Functional Specification Document
* Conducted the SWOT analysis and configured the GAP analysis matrix for the business to implement Salesforce.com
* Reinforced with the Project Manager to ensure that the deliverables meet business needs with the help of Requirement Traceability Matrix.
* Worked with developers for the designing and development of client Salesforce.com implementations
* Strengthened customer relationships by externally delivering email marketing campaigns to them
* Contract Opportunities and leads generated are tracked by Salesforce.com with the projected plan created
* Analyzed pipeline and forecasting trends for sales and marketing reports
* Responsible for performing administrative functions in Salesforce.com CRM such as create/modify pick-lists and lookup fields
* Used Data loader for data management in Force.com platform
* Involved in functional testing of Salesforce.com, developed test cases and test plans to cover entire end to end business process.
* Extensively involved in User Acceptance Test (UAT) and User training of the Salesforce.com
* Represented the Support team in project meetings for new applications and solutions, communicate support requirements
* Preparing the visual models for the application using Rational Rose to create Use Case, Activity, Sequence diagrams
* Decompose Business and User requirements into functional requirements and quality
* Participating in reviews of completed requirements to ensure that the requirements were built correctly
* Involved with QA team in creating test cases as well as conducting integrated testing and user acceptance testing
* Worked on requirements tractability (RTM) along with the Project Manager to ensure that the deliverables meet business needs
* Created Business Requirement documentation and assisted in UAT
* Assisted in Business Process Definition, application design review and end user training