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| ***Salesforce Certificates:***  **Salesforce Certified Administrator.**  **Salesforce Certified Force.com Developer.**  **Salesforce Certified Advanced Administrator.**  **Salesforce Certified Platform App Builder.**  **Salesforce Certified Marketing Cloud Email Specialist.**  **Salesforce Certified Sales Cloud Consultant.**     * Total 18 plus years of Rich Experience into Salesforce Service Cloud & Sales Cloud, Salesforce CPQ, Life Insurance and Team Management. * Over 11 plus years of IT and Salesforce.com CRM involved in Administration, Configuration, Process Automation, Testing, Deployment, Data Migration, Lightning and Agile Methodology.   ***Salesforce Skills:***   * Worked closely with Stake Holders and Onsite team from different Geography (E.g.: APAC, EMEA, AMER etc). * Rich Experience for managing and working closely with 550 plus employees’ team in one project from across 4 different regions into support project. (Pune, Manila, Budapest, and Des Moines). * Handled day-to-day client management, portfolio/program delivery, team development and maintained high-profile influential relationships. * Experience working with Salesforce CPQ, Billing, Sales Cloud, Service Cloud, and Community Cloud. * Hands-on Experience in Salesforce CPQ tasks such as Products bundle, Product Features, Products Options, Pricing Rules, Discount schedules, Product Rules, Invoice Scheduler, Data management, Renewals Opportunities, Orders management, Invoicing and Billing along with upstream and downstream systems integrations. * Worked as Techno Functional for full-cycle projects, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients. * Worked on creating the Technical Design Document, Training decks, User Manual for Salesforce CPQ, For Ecommerce portal (upstream system) and for ERP SAP ECC, SAP Proforma, SAP RAR, RADAR etc. * Conducted Online Trainings and KT for around 100 End Users/Super users/ System Admins/SMEs/POCs across Globe. (Pre/post Production deployment). * Worked on different projects which involves Software Development Life Cycle (SDLC) and Agile Methodology. * Worked on CI/CD (CONTINUOUS INTEGRATION & VS Code DEPLOYMENT) * Drive improvements in Continuous Integration (CI) area * Monitored Jira related issues and worked on confluence pages’ development. * Liaison between the business client and technology team—developers, system architecture, and QA Testers. * Experience in Process Automation, like Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration. * Expertise in Salesforce CPQ Configuration, Invoice & Billing Configuration, Custom Objects, Reports and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows. * Extensive experience with various Salesforce deployment methodologies including Change sets and VS Code. * Strong knowledge of SFDC standard data structures and familiarity with Data loader and Import Wizard. * Provide technical architecture strategy and guidance for Salesforce rollouts and assist with design for adoption strategy. * Ability to maintain a detail-oriented approach while multitasking in a fast-paced environment.   **Worked with Neuraflash as Salesforce CPQ and Salesforce Billing (Enterprise Delivery Manager)**  **Project: Salesforce CPQ and Salesforce Billing**  **Since 16th Nov 2022 – 17th Jan 2023**  ***Key Responsibilities:***  A enterprise delivery manager is responsible for making sure that services are being seamlessly delivered to the clients of an organization. I was in charge of a variety of tasks, such as leading project teams, rectifying reliability issues, monitoring progress, tracking KPIs, and managing budgets etc. Also was responsible to handle multiple enterprise projects.    **Worked with PwC as Salesforce CPQ and Salesforce Billing (Manager)**  **Project: Salesforce CPQ and Salesforce Billing**  **Since 5th July 2022 – 2nd Nov 2022**  **Worked with Mindtree as Salesforce Architect**  **Project: Salesforce CPQ, Salesforce Service & Sales Cloud**  **Since 12th Jan 2022 – 4th July 2022.**  ***Key Responsibilities:***   * Provide Solution/Functional architecture strategy and guidance for Salesforce rollouts and assist with design for adoption strategy. * Ability to maintain a detail-oriented approach while multitasking in a fast-paced environment.   **Worked with Infosys as Sr. Salesforce Consultant (On Contract, Gapbridgesoft)**  **Project: Salesforce CPQ, Salesforce Billing**  **Since 23rd Feb 2021 – 31st Dec 2021.**  ***Key Responsibilities:***   * Working with client interaction for requirement analysis, solution design, sign-off. Conducting Live demos while requirements analysis. * Liaison between the business client and technology team—developers, system architecture, and QA Testers. * Designed, Developed, Configured Salesforce CPQ and Salesforce Billing implementation: Worked on different Price Rules (Price Conditions, Price Actions and Lookup query as per Business requirement), Closely worked with Developers to create Discount API call outs through QCP script, Worked on Products Rules (Selection). Enabled the Static Product Bundles, Product Feature and Product Options. * Implemented the Renewal Quotes functionality in Salesforce CPQ and transmitted with Upstream and Downstream systems. * Working on Salesforce CPQ for Subscription, Perpetual, Billing, Invoicing, and Salesforce Analytics’. * Designed different types of Amendment scenarios in CPQ and transmitted with upstream and downstream systems using Mulesoft APIs (as per the Business requirement). * Performed user & administration training sessions for clients to utilize Salesforce and respective programs. * In charge of Change Management, created the Salesforce Training material. Conducting the Online Training for Business users. * Coordinating with Multi-Vendor environment teams (Upstream, Mulesoft API and Downstream teams). * Leading the offshore team. Participating in with Business users and supporting Production/Staging/UAT/QA/idev. Gathering feedback and providing the same to the Development team. * Tracking Jira Defects and working on confluence pages development, providing the resolution to the testers. * Closely coordination with QA team. * Conduction the Salesforce CPQ demos with Stake holders and with Business users. * CI Quality assurance and drive towards Continuous Deployment (CD). * Give input to program planning. * Provide timely communications on significant issues.   **Worked with Hexaware Technologies as Salesforce Consultant. (On Contract)**  **Project: Salesforce Service Cloud, Sales Cloud, CPQ, Salesforce Training and Analytics. Since 09th Sep 2020 – 04th Nov 2020.**  ***Key Responsibilities:***   * In charge of conducting the UAT with the Business users and gathering feedback and providing the same to the Development team. * In charge of Change Management, created the Salesforce Training material and User Manual. Conducted the Webinar for Business user from across globe. * Identify test scenarios, estimate test efforts, and created test plans. * Maintained regression test suite and other testing scenarios. * Manage end-to-end business analysis process entailing As-Is/To-Be Analysis, mapping and finalizing requirements (functional and non-functional), developing and documenting functional specifications, determining business scenario’s and mapping them into solutions.   **Worked with Accenture as Application Development Team lead.**  **Project: Salesforce Service Cloud, Sales Cloud, Community Cloud, CPQ. Since 21st Sep 2018 – 29th Nov 2019.**  ***Relationship Management***   * Facilitate smooth communication between client and offshore. * Provide required visibility towards the project to the client. * Understand & co-ordinate client’s needs / enhancements, customization, software-related issues, provide solutions in adherence to delivery schedules. * Maintain in depth interaction with the client across various functional areas to comprehend and resolve apprehensions/issues relating to project delivery   ***Service Management***   * Ensure adherence to SLAs/KPIs defined for service levels to the customers * Focused implementation of process improvements and best practices within support area. * Define service standards and guidelines that serve as benchmark for excellent service delivery * Streamline operational process in the form of Process and functional automation to reduce inefficiencies and improving Business Value of the programs. * Achieve customer satisfaction by ensuring service quality norms and build the brand image by exceeding customer expectations.   ***Resource Management***   * Develop and lead multi-skilled team to ensure timely delivery of the projects and organized * Facilitate well-structured training programs to enhance skill sets and create awareness of the latest developments. * Recruitment, team mentoring, deployment, monitoring and development.   **Worked with as Salesforce Service Cloud and Sales Cloud Specialist.**  **Since 30th May 2014 - 12th Sep 2018.**  **Company Name: Cognizant Technology Solutions.**  **Project Name: Salesforce Service Cloud and Sales Cloud Support.**  **Project Details and Current Responsibilities:**  Managing the 4 Sites support for Salesforce Content (Knowledge) writing and monitoring Case Management for central operations and closely worked with 550 plus employees:  a) Pune.  b) Budapest.  c) Manila.  d) Des Moines.  **Salesforce Service Cloud Project Details:**   * Viewing and updating cases in Service Cloud. * Automating cases. * Adding assignment rules. * Using customer channels. * Creating case teams. * Base of Live Agent and Omni Channel. * Building a knowledge base in Service Cloud: * Rollouts of KCS for all Reps Trained all Skill Leads and Reps on KCS Practices and Salesforce Publishing of Knowledge Articles. * Publishing of knowledge Articles. * Program Manager for 4 Sites (Cognizant) * Monitored metrics to ensure behaviour activities are being met via AQI and Feedback processing. * Coached behaviours where needs were found to improper.   Created and improved Knowledge Articles.   * Monitored overall health of Knowledge database.   ***Salesforce Client Interaction for Service Cloud Knowledge Management:***   * I provide a **weekly, biweekly, and monthly** deck to provide (Director of Knowledge) and Client team a view of our program with highlights and lowlights to ensure we align with global initiatives and processes. * I attend ad hoc and weekly meetings as needed with the Internal Team to ensure we calibrate our coaching, writing style and to learn of any changes on the UAC or H&T Portal that could affect how customers and agents view our content. This is my opportunity to interact with the Internal teams, provide them with how our agents are working and their needs so that the Internal Teams can improve the tools needed by the agents over time.   ***Salesforce Sales Cloud Project Details:***  1. Co-coordinated with all support teams to resolve the issues within the SLA.  2. Managed the availability of resources  3. Creating, coordinating, managing and resolving the enhancements.  4. Preparing reports of daily resolved incidents.  5. Taking follow up of all the Unresolved/pending issues.  ***Implementation on Sales Cloud****:*  Understand Business logic of Clients before getting started.  Deploy Salesforce CRM.  Add users  Import data  Train end users on product and process.  Encourage adoption  Manage releases  --------------------------------------------------------------------------------------------------------------------------------------  **Worked with Tech Mahindra Business Solutions Ltd.**  **Period October 2013 to May, 2014.**  **Key Responsibilities Areas:**  Worked for a UK based client into Finance.  **Worked with IBM Business Solutions Ltd.**  **Feb 2012 - September 2013 (Sr. Customer Service Assistant)**  **Key Responsibilities Areas**  Work for Virgin Media a UK based client (Semi Tech process) involving work relating to Wireless connection for Virgin Media (Broadband Connection), provide customer service through LMI based on operating system like Macintosh and Windows. Trouble shooting on Email issues, Virgin media Security (Firewall), slow speed connectivity issue and Wi-Fi connection issues.  **Worked with ICICI Prudential Life Insurance Co, LTD. Pune**  **March 2009 – Feb 2012 (Free Allowance Insurance Investment Advisor).**  **Key Responsibilities Areas**  Have 100+ client investment portfolio of HNI (High network income), was supporting them in right type of investment like, short-term, long-term investment plans also pension and Child future plan, etc.  ----------------------------------------------------------------------------------------------------------------------------------------  **Worked with ICICI Prudential Life Insurance Co, LTD. Pune**  **JULY 2008 – FEBURARY 2009 (Sales Manager – Agency Channel)**  **Key Responsibility Areas:**  Leading Team of Seven Unit Manager and their Feet on Street (FOS) Approx. 150 licensed advisors independently to drive sales targets.  Being responsible for entire branch unit and its business growth through Recruitment of quality FOS and direct line, Operations, Team building/development, Goal setting, Contest & R&R drive Directing, Controlling, Planning Inputs, CRM and Monitoring.  Head of Business Development  Involved in the process of documenting, creating and implementing business design standards on the large scale for the company  Maintain business performance, security and quality of service  Analyse and give reports on overall business performance monthly.  Working upon Joint Field work with direct line as well with FOS, Skill training of team on different aspect like, need analysis of clients, right solution to client, up selling, reference generation etc.  **Responsible for Business MIS.**  Conducting weekly, fortnightly and monthly team performance evaluations through reviews.  **Worked with TATA AIG Life Insurance Co, LTD. Pune**  **September 2007 – July 2008 (Branch Training Manager (Handling ROM/MP/GOA) - Alternate Channel**  **Key Responsibility Areas:**  Making of monthly training Calendar (Ongoing Training), Maintenance of minute of meeting.  Responsible for training on different aspects like Product, IRDA Refreshment, Underwriting etc for the Brokers, BANCA employees and Corporate Agents.  Regular monthly meetings on business strategies and Motivating the above channels through sharing of success stories of the achievers and also running different motivational videos etc.  360-degree evaluation of the force to understand the potential of the Managers, through JFW, Reviews, Testing, etc.  --------------------------------------------------------------------------------------------------------------------------------------  **Worked with ICICI Prudential Life Insurance Co, LTD. Pune**  **JULY 2004 – September 2007 (Sr. Agency Manager – Agency Channel)**  **Key Responsibility Areas:**  Leading Team of 55 licensed advisors independently to drive set targets, out of which 50% were active on a monthly basis.  Responsible for Recruitment, Team building/development, Contest & R&R drive.  Regular monthly meetings on business strategies and Skill training of advisor on different Products need analysis of clients, right solution to client, up selling, etc.  **--------------------------------------------------------------------------------------------------------------------------------------**  **Worked with Whirlpool India LTD. Pune**  **February 2000 – July 2004 (Sr. Sales Executive)**  **Key Responsibility Areas:**  Channel Management.  Live demonstration of the product line.  Exhibiting our products at various exhibitions.  Ensuring products display.  Training sales representatives  --------------------------------------------------------------------------------------------------------------------------------------  **Key Achievements:**   * Financial Year 06-07, Rewarded with Head of Sales Certificate for being No.1 Manager on WRP Collection. * Successfully completed my Unit Manager Goal Sheet and consequently been promoted as an Agency Manager from the month of August 2005. * Received trophies & certificates of appreciation in the months of April-2005 to June-2005 for being the 2nd Unit Manager in the Branch and 3rd Unit Manager in the Branch in the months of January-2005 to March-2005 on the number of policies logged in and the Annual Premium achieved. * my team of advisors 10 Lac WRP (Weighted Regular Premium) in the month. * Had one MDRT (Millionaire Dollar Round Table) qualifier from my team in the year 2006. Total business achievement by MDRT advisor was 35Lacs WRP, and 2 Star Club qualifiers in the year 2006, also there were maximum no. of qualifier from my team for the local contest at branch and national level.   ***Academic Qualification:***  **2001 Year of passing Bachelor’s in commerce from Pune University with Highest Second Class (59%).**  **1998 Year of passing XII Commerce (HSC) from Jai Hind Junior College Pimpri, Maharashtra State Board. (First Class 65%)**  **1996 Year of passing (SSC) from Jai Hind High School, Pimpri, Pune, Maharashtra State Board. (Second Class 53%).**  **DECLARATION**  **I hereby declare that the above written particulars are true to the best of my knowledge & belief.**  **Place:**  **Date: Ranjita Sobhani** |