Abbhinav V Sayankar

Salesforce/Vlocity Consultant

Address: R3 Sector, C Building, Life Republic township, Pune-411057

Mobile: 9579427538

Email: abbhinavvsayankar@gmail.com

**PROFESSIONAL SUMMARY**

• A growth oriented professional with total **7+ years of** quality experience with 4 years total experience in Salesforce and Vlocity.

• Salesforce Certified Administrator

* Salesforce Certified **Platform Developer-I**.
* Salesforce Certified Service Cloud Consultant

• Salesforce Certified Einstein Analytics and Discovery Consultant

* Salesforce Certified Omni Studio Developer
* Salesforce Certified Industry cloud
* Salesforce Certified CPQ Consultant
* Salesforce Accreditation Professional: Process Automation

• Good understanding of the CRM processes. Business knowledge of Service cloud, Sales process

• Good experience on implementing Live chat, case management process & debugging P1, P2 & P3 Incident issues.

• Good experience on setting up monitoring alerts using Ops genie, Grafana, Kibana & instana.

• Hands on experience on Data loader and Dataloader.io for data migration.

* Good knowledge Omni analytics to track vlocity components.
* Good Knowledge on Reports and dashboards.
* Good knowledge on Einstein analytics apps, datasets, recipe & monitoring dashboards.
* Good knowledge on CPQ process, vlocity data raptors, Flexcards, Integration procedures.

• Knowledge of incident management and handling Jira issues as per SLA’s.

• Knowledge of Ant Migration tool

• Involved in requirement gathering with client to debrief high priority issues in salesforce service cloud, vlocity, CPQ.

• Experience of setting up live chat feature on experience cloud.

• Excellent team player, ability to perform and deliver under pressure and within deadlines along with keen interest in learning new technologies and methodologies.

• Acknowledged for flexibility, helpfulness, attention to detail and excellent work attitude by superiors.

• Team player, motivated, able to grasp things with excellent analytical and problem-solving skills.

**EMPLOYMENT DETAILS**

|  |  |
| --- | --- |
| **Infosys Ltd.**  **Job Title:** Salesforce Consultant | 09 Sept 2021- Present |

**Description:** Infosys Limited is an Indian multinational information technology company that provides business consulting, information technology and outsourcing services.

**Project Details**:

**Client:** BT (GNV) (Telecom)

**Platforms:** Salesforce, Vlocity.

**Role:** Vlocity / Salesforce Consultant

* Managing team of 5 developers with Vlocity and Salesforce skillset and acting as an delivery track lead for telecom to implement headless architecture in Vlocity with integration with APIGEE and App teams for customer.
* Responsible for designing product model in Vlocity EPC and created more than 150 offer product along with its leaf product specification.
* Responsible for creating attributes categories, picklist, pricing plan, attribute assignment with more than 500 plus attribute to different products along with overrides, product catalog.
* Responsible for developing TMF-648, TMF-620 API using Vlocity Integration procedures, data raptors.
* Developing custom solution for telecom products with headless architecture design which using Dataraptors and Integration procedures.
* Designed the most prominent solutions for the fastest response with custom based pricing logic instead of Standard pricing API’s.
* Responsible for developing quote journey using Vlocity components along with postcart items API, getcartItems API pricing API, attribute based calculation matrix , calculation procedure.
* Responsible for developinh the CPQ data model in EPC module and salesforce functionalities.
* Well versed with salesforce configuration , vlocity components such as Dataraptors, Integration procedures, http action etc.
* Responsible for extraction and deployment using IDX workbench.
* Responsible for providing support to production team to resolve critical issues.
* Responsible for writing testcases for pre-validation before handing it over to testing team along with system testing, integration testing.

**Project Details**:

**Client:** BT Vlocity (OC)

**Platforms:** Salesforce, Vlocity.

**Role:** Vlocity / Salesforce Consultant

* Responsible for managing end to end validation of implemented functionality and worked as Salesforce/Vlocity QA and salesforce configurator.
* Responsible for setting up live chat implementation on service cloud, community portal.
* Responsible for creating operational data for analysis for client using salesforce Reports & Dashboard.
* Responsible for developing automation utility to send chat transcripts and email communication using Flows.
* Responsible for managing incident issues & service request with a team of 4.
* Deployment using IDX tool.
* Responsible for implementing the new product feature in vlocity i.e Omni analytics for the sales portal.

▪ Responsible for creating flows to ensure the customers get their live chat transcript on their email using flows.

▪ Responsible for creating the deployment packages for deployment and pushing changes to git & validation of components.

|  |  |
| --- | --- |
| Infosys Ltd  **Job Title**: Salesforce Consultant | Apr 2019-Aug 2021 |

**Description:**

1. Infosys Limited is an Indian multinational information technology company that provides business consulting, information technology and outsourcing services.

**Client:** GTT.

**Platforms:** Salesforce Sales cloud/ Vlocity.

**Role:** Salesforce Consultant

• Responsible for working on validating end to end implemented process right from opportunity creation till order creation..

• Worked as release engineer using Ant migration tool.

• Created, managed and maintained change management documentation.

• Responsible for creating reports and dashboards for operational data analysis for client.

• Deployment using change sets and Ant migration tool

• Unit testing and integration testing for end to end implementation.

• Ensure smooth delivery of the project.

• Working closely with team during code deployment.

• Worked with salesforce support team to resolve high priority P1 issues along with debriefing of incident issues with client within SLA hours.

• Experience with Dataloader tool, workbench tool and postman.

• Worked on sales and service cloud.

• Automated data migration activity.

**Project Details**:

|  |  |
| --- | --- |
| Infosys Ltd  **Job Title**: Salesforce Consultant | June 2021-Sep 2021 |

**Client:** adidas.

**Platforms:** Salesforce Service Cloud, Amazon connect, Einstein analytics

**Role:** Salesforce Operations/Support global lead

* Responsible for managing the team of 6 in salesforce support for adidas.
* Responsible for engaging with product directors & business to present new features in order to improve customer service and availability of sales representative.
* Daily engaging with service manager to discuss incident issues and service requests.
* Provided training to adidas 200 plus agents on how to manage the cases along with chat requests.
* Responsible for managing the confluence page by documenting high priority issue resolutions & root cause.
* Well versed in managing SLA’s in hour for production issues
* Designed POC for Salesforce Live chat and presented to client to roll out this functionality on production.
* Worked on configuring users, roles, profiles, permission sets, email templates, quick actions.
* Worked with product engineering team to validate the built functionality end to end and logging defects as per requirements.
* Designed reports and dashboards for client to analyse the operational data on objects such as Cases , Live chat transcripts.
* Designed POC for Digital engagement functionality (Whatsapp to case , facebook to case) and presented to client to roll out this functionality.
* Designed apps, data sets, reciepe , SAQL queries using Einstein analytics.
* Automated the case creation through phone using Amazon Connect service in AWS
* Worked on creating IAM users, groups and policies and S3 buckets along with monitoring in cloudwatch.
* Experience in engaging with product engineering team for designing POC and supporting to resolve development issues.
* Responsible for developing salesforce metrics to setup Grafana dashboards.
* Well versed with managing on call responsibility and availability of 24/7 to resolve high priority issues.
* Responsible for performing the sanity testing after deployment and documenting the results on confluence.
* Responsible for creating runbook on confluence for various issues.
* Ensure smooth delivery of the project.
* Weekly engaging with Salesforce Technical Manager in order to understand new product feature changes and existing implementation improvement.
* Ensuring smooth delivery of the project.

|  |  |
| --- | --- |
| Mayasoft LLP  **Job Title**: System Analyst | Sept 2017-Dec 2018 |

* Biztalk Integration Consultant.

|  |  |
| --- | --- |
| Isource Infosystems Ltd  **Job Title**: System Analyst | Mar 2016-Sep 2017 |

* Biztalk Developer

**ACADEMIC BACKGROUND**

**Bachelor of Engineering (CS)**

Sant Gadge Baba Amaravti University, Maharashtra

**7.12 CGPA**

**Higher Secondary Certificate (HSC)**

G.B.M.M Junior college, Hinganghat

**Secondary School Certificate (SSC)**

Bansilal Katariya secondery high school, Hinganghat70**.3%**

**82.15%**

**Personal Profile**

• Mothers name : Varsha Sayankar

• Date of Birth : 26 March 1993

• Gender : Male

• Nationality : Indian

• Linguistic Proficiency : English, Hindi

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

Place: Hinganghat **Abhinav Sayankar**