HIMA KIREETI SRIKANTH DHULIPALA

SALESFORCE CERTIFIED Administrator
SALESFORCE CERTIFIED Platform Developer I
SALESFORCE CERTIFIED Platform App Builder
SALESFORCE CERTIFIED Service Cloud Consultant
SALESFORCE CERTIFIED Field Service Lightning Consultant
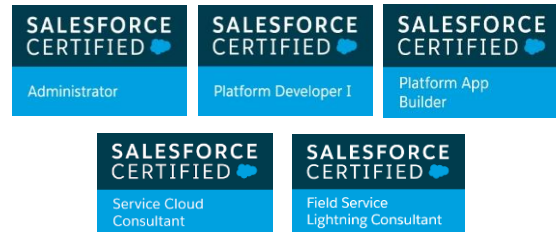
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CAREER SNAPSHOT

- Performing the role of **Technical Project Manager at Tech Mahindra** with **5+ years of Salesforce** experience and **11 years** of overall experience
- Currently managing a team of 22, responsible for entire team's delivery bringing about a growth of **48% in revenue and doubling the team size** within 6 months.
- Good experience in working for RFPs, drafting proposals, SOWs for both development and support engagements
- Involved in project scoping, discovery sessions and provide technical solutions/design approach to the team for implementation
- Excellent client interfacing skills with **2.5 years of onsite experience** and about 7 years of experience in leading teams from onsite and offshore
- Functional Expertise in Supply Chain Management, Customer Relationship Management and Healthcare and Manufacturing domains
- Scrum Master for multiple projects, successfully enabled clients to adopt Agile methodology and practices. Possess strong process knowledge with constantly contributing to process improvements
- Technically sound in SFDC, guide development team during technical roadblocks. Customization in Salesforce applications using Apex triggers, Visualforce pages, Batch Apex, Lightning Components and Metadata migration using Gearset, Change Sets and data migration tools like data loader, workbench and Salesforce Inspector.
- Led/delivered a few high revenue impacting end-to-end implementations projects (both Salesforce and non-Salesforce projects) involving configuration and customization, won an award for saving **1.5 MUSD** for the client.
- Experience in all phases of SDLC starting from project scoping, blueprinting, driving business requirement workshops, drafting user stories/BRDs/FRDs, end-to-end design for the Build, integration/regression testing, UAT support, deployment, warranty support, Knowledge transition
- Won awards at various levels and greatly appreciated by clients and senior leadership for the quality of the work delivered

SKILL SET

- **Core Competencies –** Project Management, Client/stakeholder management, People/Process Management, Agile Scrum Implementations

- **Salesforce Configuration and Customization** – Apex Classes, Triggers, VF Pages, Batch Apex, Lightning components, Automation suite (Workflow Rules, Process builders, Flows, Approval Processes), Validation Rules, Profiles, Roles, Sharing Rules, Email templates, SOQLs etc.
- **Languages** – Apex, Core Java, COBOL (Mainframes/Microfocus)
- **Software/Tools** – Agile process (JIRA, Rally, Agile Accelerator), Databases (SQL Server Studio, Oracle), Job Scheduling (Control-M), ITSM (BMC Remedy, HP Service Manager), Defect Management (HP QC, ALM), Documentation (Visio, SAP Solman)

PROFESSIONAL EXPERIENCE

TECH MAHINDRA SALESFORCE EXPERIENCE

➢ **Videojet Implementation & Support (Technical Project Manager from Nov 2019 to till date)** – This is a new engagement for Tech Mahindra and the assignment involves implementation of CRM/CPQ for the client.

➢ **GE Health Care Digital Program (Technical Project Manager/Scrum Master from Jan 2019 to Nov 2019)** - The project deals with configuration and customization of SFDC application for Health Care Digital business to meet business requirements so that the business users can run their operations effectively.

Responsibilities:
- Manage a team of 21 Salesforce developers in CRM/CPQ domains, responsible for the entire team's delivery
- Engage with client/business users to look for growth opportunities within the account
- Part of client's internal quarterly planning sessions to layout future roadmaps for the client
- Actively involved in RFPs, drafting proposals and winning bids for the new projects within the account
- Participate in project scoping, discovery sessions and provide technical solutions/design approach to the team for implementation
- Scrum Master for all the active 7 projects in Salesforce domain
- Identify opportunities for automations and implement solutions to reduce support ticket volumes
- SME for client's operational processes, responsible for adherence, process simplification/improvements
- Be the escalation point of contact and guide the team in resolving conflicts/impediments
- Point of contact for new joiners in the team, help them for smooth onboarding

Achievements:
- Grew the account from 10 to 21 within 6 months, with a revenue growth of 48% in the account
- Enabled client to completely adopt Agile methodology and practices
- Awarded "Standing Ovation Award" for enabling fast paced growth and stability within the account

➢ **Suez WTS Document Library Upgrade (Development Lead from Sep 2018 to Jan 2019)** - This is an upgrade/migration project for Suez Water Knowledge Management in Salesforce. As part of the project,

the Phase I was to enable Salesforce Knowledge in Lightning and upgrade the existing Knowledge articles to Lightning. The Phase II involved migration of SDS Articles from legacy system to Salesforce Lightning Knowledge.

Responsibilities:

- Interact with business stakeholders, help build product backlog, ensure good health of product backlog
- Organize sprint planning sessions, create sprint backlog and delegate user stories to the development team
- Conduct daily scrum and ensure the participation of entire team with proper updates on progress of the sprint
- Generate sprint burn down chart and monitor the sprint progress
- Help the development team approach the build phase, review build effort, provide feedback on the developed components
- Conduct bi-weekly demos to business users during Sprints, get feedback and guide the development team during rework
- Ensure defect management is in place and help team close the defects on time
- Get approvals from client's IT and business teams for deployment, work with Migration teams for smooth deployment
- Ensure the team is adhered to Scrum process and ceremonies
- Generate scrum metrics - sprint velocity, burn down charts and present it in Review and Retrospection ceremony
- Resolve impediments/conflicts if any, during the sprints

INFOSYS SALESFORCE EXPERIENCE

- **Kraft Heinz Supply Chain Losses Management Program (Business Consultant/Offshore Lead from Jan 2015 to Aug 2018) -** This project aims to standardize, streamline and optimize the current effort intensive supply chain losses and waste management processes in Salesforce platform to help integrate data from disparate applications and provide a holistic overview for business to make better decisions in Supply Chain area. Seven new apps have been built over 1 year in multiple phases.

  Phase I: Materials Project, Destruction Order, Carrier Claims

  Phase II: InSITE Quality Holds, DIMA

  Phase III: 30-60-90, RCA Waste

- **Kraft Heinz Global Business Service Case Management (Development Lead from Jun 2015 to Nov 2017) -** The project aims to build a centralized Case Management Tool on Salesforce.com to provide a more Customer/Vendor/Internal Users centric service and to help advisors, staff and experts to be more productive, efficient and optimize costs while ensuring Customer satisfaction. This project uses some of OTB Service Cloud features of Salesforce and has been implemented phase wise in Europe, Russia and Asia Pacific regions.

Responsibilities:

- Involved in defining scope of the project

- Driven business requirement workshops from onsite interacting with key stakeholders from multiple business areas
- Led offshore teams involving SFDC, legacy applications, SAP BODS and job scheduling teams
- Acted as Proxy Product Owner for the project and was also responsible for creating and logging the user stories for the business processes to be realized
- Established business process flows and get sign offs from business leads
- Built data models, Apex classes, triggers & Visualforce pages to meet business requirements
- Designed test scripts, test plans, coordinated with different teams for integration testing, provided support to business users during User Acceptance Testing
- Written test classes and test suits to ensure required code coverage during the deployments
- Got approvals from client's IT and business teams for deployment, worked with support teams during code deployment and provided support during hyper-care period.
- Conducted Knowledge Transfer sessions to new team members
- Reported project status to all stake holders

NON-SALESFORCE PROJECTS

- **Control-M Setup for SAP Implementation in Latin America & Europe (Nov 2016 to Jun 2017) -** Control-M infrastructure and jobs (around 600) setup in critical process areas like Order Management, Logistics, Material Management, Inventory and Warehouse management.

- **Inventory Traceability Reports in SAP BO (Jul 2014 to Dec 2014) -** Inventory Traceability reports development in SAP BO to move away from Red Prairie Traceability solution so that the business has visibility to entire warehouse activity over past 2 years to do.

- **InSITE Integration in COBOL (Jan 2014 to Jun 2014) –** Design changes in InSITE (in-house application for Inventory Management and Inventory Traceability) and development of interfaces around it as part of merger program between the Kraft Foods Group and Heinz Company to bring all SAP and legacy warehouses of the merging partner under the scope of InSITE to make it a single point of data source for inventory in both companies.

- **InSITE Support & SLOC Development (Jul 2012 to Dec 2013) –** Design changes in a few critical interfaces of InSITE to incorporate the new business requirement of integrating overflow buffer warehouses as sub-locations in SAP WM which in turn changed the way warehouse inventory activity was recorded and communicated to downstream applications.

- **Fusion Warehouse Integration (Jul 2011 to Jun 2012) -** Integrate new third-party warehouse vendors to manage Kraft Heinz's finished good inventory. Fusion warehouses needed to be set up in OTM (Oracle Transportation Management) and InSITE for reporting the standard warehouse operations in the new site to the client.

- **COD, OTM and SHIPS – Order & Transportation Management (Jan 2010 to Jul 2011) –** Retirement of Mainframes Order Management system, migration to SAP, small enhancements in Transportation modules and application support.

AWARDS & RECOGNITION

- '**Standing Ovation Award'**, for contribution towards success and growth of the account team
- '**Synergy Award for Delivery**', prestigious award across Infosys DCs for delivering critical project under stringent timelines along with bringing around **1.5 MUSD savings** in operations for the client in Inventory Traceability Reports project
- **'Pat on Back'** for outstanding commitment in Health Care Digital project
- '**Insta Awards**' for delivering Supply Chain Losses Management and Control-M projects with zero defects
- **'Perfect Team Companion'** for managing multiple applications support simultaneously
- Achieved **All India Rank 11** among all the three streams of armed forces and All India Rank 2 among army in National Defense Academy's (NDA) exam.
- Participated and won many prizes in singing and cricket at interschool, interuniversity and Infosys level

EDUCATION

- Bachelor of Technology from Dhirubhai Ambani Institute of Information and Communication Technology, Gandhinagar, Gujarat with CGPI of **8.16** out of 10.0
- Intermediate from Andhra Pradesh Board with **89.8%**
- Secondary School Certificate from Andhra Pradesh Board with **88.33%**