



SUNDARAMURTHY THIRUMAVALAVAN

Technical Delivery Manager / Director



ABOUT ME

- 19.0 Years' experience
- Chennai, Tamilnadu
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EDUCATION

- Master of Business Administration
2006 / Madras University
- MSC in Information Technology
2002 / Bharathidasan University
- BSC in Mathematic
2000 / National College

TECHNOLOGY

- Salesforce.com
- Sales & Service Cloud
- Community Cloud
- Marketing Cloud
- Heroku
- Java
- Struts & Spring framework
- Webservice
- REST, Restful, JSON
- JavaScript, HTML5, CSS3
- JBoss, Eclipse, CVS
- Tableau, Spot fire
- WebLogic, Apache Tomcat, JBoss
- TIBCO Business Works

PROFESSIONAL SYNOPSIS

- * **19.0 years of work experience** in Customer Relationship Management
- * Over **8 years of experience in Project Management, Development and Service delivery experience**
- * **5.5 years of Architect experience**
- * **Domain** – Manufacturing, Automobile, Banking, Distribution and Logistics
- * Pre-sales experience supporting large proposals (**sales targets greater than \$2M**) on Salesforce [Lead, Case, Marketing and Campaign Management], writing SOW, and RFP/RFI response.
- * **2018 – 2020: Revenue \$5M, 8+ Products**
- * Built Salesforce competency at RNTBCI scaling the team (**10 to 70+ in 1 year**)
- * Solution Oriented Professional exceling in Crisis Leadership
- * Assertive leader with excellent communication, negotiation, presentations and people management skills
- * Successful track record in **delivering large scale engagements in an onshore-offshore delivery model**
- * End user application training for [**NMEG, NSA, NKSA, NMEF, NOAS**].
- * Experience with contact center & customer service implementations involving **Telephony Integration (CTI), Knowledge Management, Multi-Channel Support, Web Chat, Customer Portals**, Social Media Integration, Workforce Management, and relevant best practice industry KPI's
- * Project [**RForce**] deployed in **33 countries** [Renault] with in short span of 15 months and presented as case study in **Dreamforce [FY 2015]** and similar solution is implemented for **Nissan [CSP]**
- * Deep integration experience [**SAP, DMS, AUTOLINE, AWS, JAVA**]
- * Projects execution using **Agile as well as Waterfall methodologies**

WORK SUMMARY

Schneider Electric (through CIGNEX Technologies PVT LTD), Bangalore

Delivery Manager / SFDC Architect Apr'2021 – Present

Renault Nissan Technology Business Centre India PVT LTD, Chennai

Manager May'2017 – Mar'2021

Deputy Project Manager May'2015 - Apr 2017

Senior Technical Leader May'2014 - April 2015

Technical Leader Jan'2011 - April 2014

GAVS Information Technologies, Chennai

Lead Analyst Programmer May 2005 - Dec 2010

I-Flex PVT LTD (Through SOFTEK PVT LTD), Bangalore

Module Leader Dec 2003 – May 2005

Object Frontier PVT LTD, Chennai

Software Engineer May 2002 - Nov 2003

WORK EXPERIENCE

Schneider Electric India PVT LTD, Bangalore

Customer Knowledge Management [cKM 2.0] & Find-IT

APR 2021 – TILL DATE

cKM2.0 is the application inside Bridge Front Office which provides the needed features and functions to complete Customer Knowledge Management by making easier the cases management for the CCC Agents. The FAQs are exposed in experience cloud and can be access by both internal and external users.

Renault Nissan Technology Business Centre India PVT LTD, Chennai

Lead & Fleet Management [GKA, LMS, ICP]

JAN 2018 – MAR 2021

Lead Management System is part of CP22 Program to improve the Nissan's overall Digital Lead conversion. This system is deployed in NKSA, NMEG, NSA, NMEF. It has shown an improvement of 1.2% on leads to sales conversion.

Customer Service Platform [CSP]

One system to raise all info requests and case management by dealers, call centre agents and customers. Every year there is an increase in cases by 24% in Nissan Europe. Hence this unified system, helps the agents to address the increase in volumes

RFleet [Fleet Management]

JUN 2016 – DEC 2017

RFLEET is a B2B CRM application for Renault direct fleet sales. Target to reach Top 3 Customer's Satisfaction podium for Fleets Clients. Contribution to Renault business growth and profitability.

RForce [Case Management]

DEC 2013 – MAY 2016

Case Management application implemented for 34 countries. Handles and manages more than 1 million Cases annually. Email services, case feed, Live agent, E-Survey, CTI integration, SMS (Inbound/Outbound) implementation

MyRenault | Integration Tool

JAN 2011 – DEC 2013

Renault Nissan Technology Business Centre India PVT LTD, Chennai

Adobe CQ5 integration with salesforce to display the information in the template through OAuth2. Eclipse plugin developed using SWT and Jfaces, which can help to generate classes and associated configuration files across all layer based on the SAJ framework.

GAVS Information Technologies, Chennai

Allocation System, Packing and Shipping

MAY 2008 – DEC 2010

The application developed in Spring Framework integrated with Fourth shift ERP system and Scale machine to send and receive the information. Order Allocation System is a Web based application used to allocate customer orders against manufacturing orders based on item numbers.

File Personalization Automation Process

DEC 2005 – APR 2008

NETWORK INTERNATIONAL (NI) is the big division in Emirates Bank. The System process various files and statements between Mainframe system (NI) and Third-Party Banks SFTP Server in different frequencies of intervals automatically

Remote Label Printing (RLP) | Engineering Material Lookup (EML)

MAY 2005 – NOV 2005

RLP is a web-based application used to create labels for Hunter Douglas materials. Vendors use this application to print labels. A web interface to the designated business users who could then use it to lookup the availability of materials and quantity on hand.

I-Flex PVT LTD (Through SOFTEK PVT LTD), Bangalore

Accounting and Subledger System (AcS)

DEC 2003 – MAY 2005

AcS system is developed for deutsche bank global FX/MM group to support its global accounting & sub-ledger process worldwide. Here accounting transactions from up-stream systems (like ALICE, Kondor & Wall-Street) sent to AcS System through GM-BUS

Object Frontier PVT LTD, Chennai

Commodity Trading Product (EKA)

MAY 2002 – NOV 2003

EKA is a unifying platform, built specifically for commodities. This system manages and integrates all transactions/business processes. One source for collaborative commerce solutions - buyer, trader, bank, exporter, warehouse, or a futures broker