



**Nationality:** Indian  
**Date of Birth:** 06-APR-1987

### EDUCATION

Bachelor of Engineering- Information Technology  
DAVV, Indore, India

### CERTIFICATIONS

- ✓ PMP
- ✓ Professional Scrum Master (PSM-I)
- ✓ Salesforce Sales Cloud Consultant
- ✓ Salesforce Service Cloud Consultant
- ✓ Salesforce CPQ Specialist
- ✓ Salesforce Platform Developer I
- ✓ Salesforce Admin

### CONTACT

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Indore, India

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# RICHA JAIN

PMP, PSM-I, 5x Salesforce certified  
Solution Architect

### PROFILE

- Solution Architect with 12 years of total experience across multiple CRM applications in Financial Services and Healthcare Industry.
- Competent in delivering large and complex IT digital and application projects with key focus on value creation.
- I have strong experience of delivering end to end Salesforce.com projects which involve planning, assessment, design, development, testing and deployment.
- I am an energetic, flexible, analytically strong and highly focused individual. I am enthusiastic, creative and thrive in the ever-evolving technology and business environments.
- I am insightful, intuitive and can conceptualize, develop & implement solutions. Efficient in partnering closely with business leaders & stakeholders to achieve higher levels of proficiency and effectiveness.
- Experience of working with geographically dispersed teams (Europe, US, Canada, India).

### CORE COMPETENCIES

- |                                  |                              |
|----------------------------------|------------------------------|
| ~ Solution Designing             | ~ Software Project Lifecycle |
| ~ Delivery Management            | ~ Digital Transformation     |
| ~ Client Relationship Management | ~ Stakeholder Management     |

### SKILLS

- |                 |                 |
|-----------------|-----------------|
| ~ Perceptive    | ~ Pro-active    |
| ~ Result driven | ~ Collaboration |
| ~ Focused       | ~ Pragmatic     |
| ~ Analytical    | ~ Communication |

## ORGANIZATIONAL EXPERIENCE

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### Tata Consultancy Services Limited

Nov 2009 - Present

Salesforce–Solution Architect/Onsite Lead: Apr 2019–Till Now (Indore/Canada)

- **Healthcare Financial Services Program:** Led the Salesforce integration with SuperTrump to get real-time Finance data, making the complete process 'Touchless' for sales reps.
- Engaged with business users to gather requirements, facilitate analysis sessions & client workshops, design solution, manage the technical delivery, provide technical assistance to developers.
- Partnered with business and IT leaders to drive innovative out-of-box solution to implement incorporate complex business needs for different regions & modalities.

Key achievement:

Highly appreciated by customer for solution building, ensuring first-time right & defect free delivery of multiple phases of the project.

Salesforce–Technical Lead/Designer: Jun 2017 to Mar 2019 (Pune)

- **Global Salesforce Program:** Led the enhancement & expansion of a Healthcare Commercial Salesforce Org used by sales team across multiple geographies.
- Managed a team of 10+ associates, ensured development is in accordance with acceptance criteria, performed code review & test-cases review.
- Engaged with customer throughout the project release cycles, performed capacity planning, and drove feature refinement and user story grooming.

Key achievement:

Streamlined the process by coordinating with right stakeholders & ensuring smooth delivery.

Salesforce–Technical Lead/Onsite Lead: Jun 2015 to Jun 2017 (Pune, USA)

- **Salesforce Implementation:** Single-handedly migrated a legacy CRM application to Salesforce for an Asset Management firm.
- Analyzed the legacy CRM application-Saratoga CRM (erstwhile iAvenue) & engaged with business users to implement additional enhancements within Salesforce.
- Built technical design as per requirements, led the development & deployment of the project.
- Analyzed & designed data flow between Salesforce and other upstream/downstream applications, using RJ Sesame middleware.
- Integrated Salesforce with Cirrus Insight outlook-add in.

Key achievement:

Appreciated by customer & leadership for driving this implementation.

Onsite Lead/Project Lead/Developer: Nov 2009 to Jun 2015 (USA, Mumbai)

- **Client Reporting & Presentation Mgmt:** Automated & managed client reports & presentations using 3rd party tools – FMC Pages & Xinnovation.
- Analyzed the reporting requirements of clients & users from data as well as format perspective, designed the structure & customizations in the 3rd party tools.
- Customized the reports & presentations using SQL queries & Crystal Reports XI.

Key achievement:

Learnt new technologies in a quick span of time while ensuring timely delivery. Led the client engagement smoothly.

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