**Rupesh Pande (Certified Salesforce Application & Integration Architect)**

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Education

Master's in Computer Application (MCA) from **Birla Institute of Technology Mesra Ranchi** India. (Full Time) (CGPA 7.9) [2002]

**Profile Summary**

1. Seasoned IT professional with over 19 years of IT and with eight plus years of Salesforce experience.
2. Working as **Application Development Manager** withAccenture.

**CORE COMPETENCIES**

Salesforce Architecture

Code Optimization/Adoption of best practices

Salesforce developer Support

Salesforce.com(SFDC) CRM

Salesforce Solutioning

Process Improvement

Client relationship management

Certifications

**Currently Maintained Salesforce Certifications**

Salesforce Certified Application Architect /Salesforce Certified Integration Architect

Salesforce Certified Administrator/ Advanced Administrator (ADM 201/211)

Salesforce Certified Developer (DEV 401)

Salesforce Platform developer I

Salesforce Platform developer II

Salesforce Certified Service Cloud Consultant

Salesforce Certified App builder

Salesforce Certified Sales Cloud Consultant

Salesforce Field Service Lightning Consultant

Professional Experience

**Organization**: **Accenture Bangalore**

**Client: Leading US MNC**

**Designation: Application Development Manager (Oct 2021-Current)**

**Recent Project(s):**

1. Service Cloud Implementation B) Field Service Implementation

Roles/Responsibilities include

* Working with Salesforce Architects towards products enhancement through various architectural inputs.
* Overall Service delivery and client management.

**Organization**: **HCL Technologies Bangalore**

**Client: Leading US MNC**

**Designation: Project Manager (Dec 2017-Oct 2021)**

**Recent Project(s):**

1. **Service Cloud Augmentation**

The engagement (US MNC) used Salesforce CRM since last more than 10 years and had a large implementation in Sales/ Service cloud. The implementation was across multiple Apex classes and Controllers to an Intelligent Sales platform(s). Lead HCL development team that was engaged in refactoring and optimizing the CRM platform for implementation across the globe, migration from classic to lightning, implementation of new features.

Roles/Responsibilities include

* Worked with Salesforce Architects towards products enhancement through various architectural inputs.
* Development/refactoring of application components with agile framework/methodology using the Salesforce best practices.
* Service Cloud Enhancements like public/private communities to LEX enablement for various countries.
* Release Manager for Service Cloud track through Flosum.
* Overall Service delivery and client management.

1. **B2B Customer Portal**

With online buying easy and generate more revenue B2B Fleetguard portal sells their products (Air filters, Fuel filters and lube filters) through B2B commerce/ Salesforce platform. The portal has proved to be easiest way for Fleetguard distribution partners to order genuine Fleetguard parts. With features comprising of user register, search, quick order widget and to be able to accept orders in different formats the portal also has CSV to cart and PDF to cart features.

With its smart search capabilities, it not only ensures its best of the best parts are to be displayed to user but also there to provide a unique user experience. The application is developed on Salesforce Cloud Craze.

Roles/Responsibilities include

* B2B Commerce Capability building
* Sprint planning and Conceptualization of user stories
* Offshore delivery ownership
* Development on user stories
* Business Intelligence and analysis
* UAT and SIT involvement
* Implement best practices
* Overall Service delivery and client management.
* Cloud Craze Architecture

1. **Service System**

The project was developed on Force.com platform. The project uses Agile and its end users are Dealers/Distributors of a US MNC. Product deals with core engineering domain and integrates service information, diagnostic solutions and associated administrative information effectively through Salesforce. Integration to field service and configuration price quote (CPQ) is also on the anvil and has some 100+ integration points with Siebel. The end system serves a suite for engineering service domain where its features and capabilities range from providing great service experience for customers and to improving customer uptime.

Roles/Responsibilities include

* Offshore technical delivery ownership
* Development on user stories
* Sprint planning
* Implement and maintaining standards and best practices
* Software Testing
* Overall Service delivery and client management.

**Organization: Accenture Bangalore**

**Client: Accenture**

**Designation: Application Development Associate Manager (Oct 2015-Dec 2017)**

Worked at Accenture SFDC Capability for overseeing various implementations in salesforce.com CRM as subject matter expert with business consulting exposure for global clients.

* Capability Building
* Conducted various trainings
* SFDC Technical documentation
* Salesforce consulting/project and training management

**Organization**: **HCL Technologies Noida**

**Client: Salesforce.com/SFDC**

**Designation: Senior Technical Lead (Oct 2013-Sep 2015)**

Worked as point of contact in Salesforce developer support. This involved a high end technical client interaction to customize, develop and troubleshoot Salesforce CRM implementations of blue chip clients of SFDC.

* SLA Management
* Providing guidance for problems and questions
* Served as subject matter expert and knowledge base for developer specific cases
* Capability Building
* Conducted various trainings
* Product development/enhancement through Apex and Visual force
* Handling developer support cases (Tier 2)

**Organization**: **NIIT Limited Shanghai China/Gurgaon**

**Clients: NIIT Global/IT universities (across the globe)/ NIIT retail**

**Designation: IEB Trainer/Lead Consultant (Jan 2006-Sep 2013)**

Managed/development of learning management system(s)/Sale and Service processes for various organizations with active participation in learning and enablement domain.

* Development of Learning Management System (Java and SQL Server programming)
* Maintenance of online testing system of NIIT
* Brand ambassador in NIIT India in China throughout 6 years of stay in China. IT consulting, amid linguistic barriers
* Achieved certificate of excellence at NIIT China Shanghai Limited, towards customer satisfaction (2007-2008)

**Organization: Birla Institute of Technology (B.I.T) Mesra Ranchi India**

**Designation: Associate/Lecturer Computer Science Department (April 2002-Dec 2005)**

Roles and responsibilities included

* IT training and consulting.
* Participated in Consultancy projects for Educational Consultants of India Limited.
* Managed and monitored as member Placement Cell.

Visa DETAILS

**Visa/Till :** US B1-B2/2028