**Atul Ganorkar**

**Salesforce.com Delivery Manager / Certified Professional Scrum Master (PSM)**

**Objective**

Backed by technical ability and end to end delivery ownership on Salesforce projects experience, I would like to contribute to the growth of business revenue for the organization I work for.

Seeking to leverage **leadership expertise** for a suitable senior role.

**Profile Snapshot**

* More than 21 years of experience in Information Technology primarily in Customer Relationship Managementand **Delivery Management**
* As a delivery owner, facilitated multiple **Workshops** that encourages team discussions involving client, vendors, onsite/offshore teams
* Travelled and worked at customer sites in **United Kingdom (UK)** and **Europe** for an extended period of time – approx 4.5 yrs
* Possesses end to end implementation experience on Salesforce.com
* Used **Agile and Waterfall Methodologies** to manage and deliver Salesforce.com projects primarily across the tenure
* Providing all the support to the team using a **servant leadership style** and enabling the team members
* Assist Product Owner and the Dev Team to deliver **business value**
* Assist Scrum Master to facilitate scrum ceremonies like product backlog review, requirement grooming sessions, sprint planning, daily scrums, sprint reviews, and retrospectives
* **Manage customer relationship**, decision making and conflict resolution
* Assisting with internal and external communications, improving transparency, and cascading information
* Support organizational and **Salesforce.com CoE initiatives** by participating in **contests/challenges,** recruitment and **employee selection**
* Participate in **presales activities**, reviewing **SOW/contracts**
* **Volunteer in org initiatives** requiring Business Unit representation that includes presentations to prospective customers
* Monthly **Invoice generation** for offshore and onsite teams; obtaining customer sign off; liaising with finance team for timely customer billing
* Project Planning, Budgets, Scope, Change Requirements, Status Reporting – management and customer

**Areas of Expertise**

**Program Management/ Agile Delivery Management**

* End to End Delivery responsibility of managing all stakeholders
* Assist Product Owners by maintaining product backlog/roadmap and product release, thus track and manage project scope
* Participate in Steering Committee Meetings

**Project Management**

* Plan, manage and monitor projects throughout lifecycle to ensure successful completion of objectives to client’s satisfaction
* Partner engagement management to ensure smooth deliveries across modules of work
* Serve as Single Point of Contact / interface for supporting Client and all the stakeholders

**Team Management**

* Excellent communication and mentoring skills
* Managing resource planning to ensure the right mix in the team with respect to skill, knowledge and experience

**Personal Information**

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**Skills**

* Project Management – Agile/Waterfall
* Vendor Management
* Team Management
* Strategic Planning
* Communication Skills
* Servant Leadership

**IT Skills**

* Salesforce.com
* Einstein Analytics
* GitKraken
* Azure DevOps, JIRA
* MS Project
* MS Access, Oracle
* Remedy, HP ALM

**Education**

* 1999 : COC from IGNOU
* 1998 : B.Com. from Nagpur University
* 1998: HDSE from Aptech

**Certifications**

* Professional Scrum Master [PSM I]
* Salesforce.com (DEV401)
* Microsoft Certified Professional [VB, .Net]

**Work Experience**

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| Jun’15 to date [5.4 yrs] *Tech Mahindra Ltd.* |
| Jan’12 to Jan’15 [3 yrs)] *HCL Technologies Ltd* |
| May’04 to Dec’11 [7.7 yrs] *Capgemini Consultancy IPL*  |
| Sep’03 to Dec’03 [3 mons] *Maximize Learning* |
| Mar’01 to Aug’03 [2.5 yrs] *Zeta Softech Pvt. Ltd* |
| May ’98 to Feb ’01 [2.9 yrs] *Aptech Computer Education* |

**Project Experience**

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| Client: Volvo Car LLC, USA | **Title: Volvo Car USA** |
| Job Location – Pune, IndiaTeam Size: 25Platform: Salesforce.com, Azure DevOps | Description: A multi-project account on Salesforce platform requiring development (90%) and support (10%) being handled from offshore centre in Pune. A mix of onsite-offshore (25%:75%) delivery model being managed totalling a revenue of approximately $3.0 mil USD annually. The account has consistently grown over a period of past 2 yrs on back of quality deliverables by the Project Teams. Salesforce teams work predominantly on Salesforce Lightning Design System (SLDS) and manage projects using Agile methodology. We oversee entire SFDC platform for Volvo and keep the environment up to date by interacting with client vendors. |
| **Achievement:** * CSAT 5/5 on 3 projects
* 100% team growth
* Standing Ovation at Practice Level
 | **Role – Offshore Technical Delivery Manager*** Own team deliverables and team performance
* Use Agile Project Methodology; practice SCRUM framework
* As a Technical Project Manager, work in analyzing existing Salesforce setup, AppExchange tools and integrations to provide relevant solution to customer
* Assist Product Owner to draft and prioritize user stories in Azure DevOps
* Assist development team to finalize the solution approach and document the same as a part of project documentation
* Perform configuration activities in Salesforce, and document the steps in pre and post deployment steps
* Ensuring that source code is checked into GITKraken branch and providing necessary Pull Requests to Release Manager for deployment
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| Client: Telenet, Belgium | **Title: Telenet, Salesforce.com Centre of Excellence (CoE) team - Belgium** |
| **Job Location – Mechelen, Belgium**Team Size: 9Platform: Salesforce.com, BMC Remedyforce, JIRA | Description: Telenet uses Force.com platform to host multiple custom and OOB SFDC application features for its customers and employees alike. It includes ITSM products like BMC Remedyforce and Telenet Order Management System – TOBI as key applications for Telenet business. Team was responsible for delivering technical solutions and maintaining business applications up to date all the times. |
| **Achievement**: Helped teams and clients to understand Scrum by conducting necessary sessions. Clear understanding and adoption of Scrum has helped team to deliver business values better in a timely manner. | **Role – Scrum Master*** As a Scrum Master, I was responsible for guiding Scrum and DevOps team
* As a team DevOps representative, I was responsible of monitoring the ticket queue and ticket assignment within and outside the team
* Based on the priority, taking up issues directly with the end users or other involved teams
* Responsible for supporting Product Owner and the Dev Team to deliver business value by facilitating scrum ceremonies like product backlog review, requirement grooming sessions, sprint planning, daily scrums, sprint reviews, and retrospectives
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| Client: British Telecom, UK | **Title: Project Fire** |
| **Job Location – Cardiff, UK**Team Size: 10Platform: AngularJS, Mongo DB | Description: This presales and up-sale Single Page Application (SPA) of BT recommends suitable products to customer based on his current profile. It speeds up the order journey by intelligently probing underlying 7 other applications. It employs Mongo DB for caching customer data temporarily and uses AngularJS for front end. |
| **Achievement**: From not-so-process oriented to a business team which has started understanding significance of Scrum. | **Role: Scrum Master*** Responsible for delivering technical solutions by organizing Scrum ceremonies like product backlog review, requirement grooming, sprint planning, daily scrums, sprint reviews, and retrospectives.
* Actively listening tactical and strategic business needs during product backlog review sessions by Product Owner and planning delivery for technical teams.
* Plans take into account internal and external dependencies, interlocking plans with other application components and aligning resource planning to delivery needs.
* Managing technical teams across multiple geographies to deliver solutions to meet agreed timescales, budgetary requirements and quality to specified requirements.
* Configure and use JIRA tool for various stakeholders. Ensure compliance.
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| **Title: Sales CRM Application** | Client: Tech Mahindra |
| Description:This application is used by the Sales team of the organization to manage all the information related to their Prospects, Accounts, Contacts, and Opportunities as well as Opportunity Revenue, Resource Requirements and other relevant information. The application is integrated with many other applications like Resource Management Group (RMG), HR, Finance, and many other important functions of the business. The application produces various workflow reports, email reports and there are dedicated web services which synchronize data as well as send reports to the requisite audiences. The application has been migrated to higher version of Oracle Sales Cloud and the new version has been released. | **Job Location – Pune, India**Team Size: 13Platform: Oracle OnDemand Cloud platform, Oracle Sales Cloud, .Net Web Services |
| **Role – Project Manager*** Project Planning for the transformation from legacy PeopleSoft to Oracle Sales Cloud project
* Project execution and tracking risks, scope creep
* Vendor Management to ensure that the agreed modules are delivered as per the agreed timelines
* Ensuring correct data provided to vendor to upload the data to new system in a timely manner
* Coordinating with business teams for delta data and ensuring the updates in the live system
* Day to day team and resource management activities
 | **Achievement:** Replatforming and workflow systems ensured better data collection and timely reporting for Sales teams. Omni channel experience saves time and gives massive flexibility to Sales users. |
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| **Title: Capsugel SFDC Support Service** | Client: Capsugel, USA |
| Description: It aimed at offering support services to Capsugel team by resolving the various day to day tickets raised by the business community. Primary activities include providing resolution for L2 and L3 user activities, and user coordination. | **Job Location – Pune, India**Team Size: 2Platform: Salesforce.com |
| **Role – Service Manager*** Work closely with the client Project Manager to monitor the progress of the projects.
* Track status of deliverables and milestones.
* Assist client in solving queries related to project, progress, change and feedback etc. Client Co-ordination and management.
* Ensuring timely and professional responses to all the queries, requests & complaints received enabling satisfaction of the Client.
* Maintain issue log and manage tickets.
* Provide weekly, monthly and quarterly reports to management.
* Leading a team of Cloud Systems developers and administrators
* Collaborating with other internal teams to collect logs/metrics from their workloads
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| **Title: Project Compass** | Client: Lend Lease, Australia |
| Description: Primarily on Force.com platform, it aimed at offering automation and integration of various business functions for Lend Lease construction and real estate business. It aimed to enable LL to control and monitor the progress of construction projects. The custom SFDC solution will also provide different customized reports and dashboards which business will use for their reporting & analysis purposes. | **Job Location – Pune, India**Team Size: 8Platform: Salesforce.com, Force.com, VisualForce, Apex, Triggers |
| **Role – Project Manager*** End to end Project ownership from Planning to go-live
* Make all necessary day to day decisions which affect the Team and the work processed by the Team
* Regular interaction with all the stakeholders to ensure the issues addressed by taking appropriate actions
* Ensure that the project plan is executed and tracked project for fulfillment of tasks in a timely manner; escalate matters where necessary
* Manage stakeholders including internal management and customer alike
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| Client: Brocade Communications Systems, USA | **Title: Partner Relationship Management (PRM) Implementation** |
| **Job Location – Pune, India**Team Size: 23Platform: Microsoft Project 2007, Salesforce.com | Description: It aimed at developing Technology Company specializing in data and storage networking products. To help its partners, Brocade has enabled an integrated Partner Relationship Management solution in Salesforce.com which streamlines the end to end process from Partner On-boarding, Deal Registration, Funds Management, Business Plans management to Opportunity Management. |
| **Achievement:** Replanned and delivered the project ahead of the schedule thereby arresting the cost implications to client and organisation. | **Role – Project Manager*** Re-plan the project to meet the project objectives
* End to end delivery of the project using Hybrid Agile/Waterfall Project methodology to suit customer demands
* Coordinate daily activities with program team to deliver the solution in sync with other vendors/SI/teams
* Plan and track daily, weekly activities of the team members in order to fulfill the delivery commitments
* Attend conference calls with all the stakeholders – vendors, client, team to successfully navigate the teams through various phases of the project
* Provide regular status reports to client and internal management (Sales and Delivery) teams
* Participate in customer calls to represent Salesforce platform
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| Client: Iron Mountain, UK | **Title: SFDC Service Cloud Implementation** |
| **Job Location – Pune, India**Team Size: 12Platform: Microsoft Project Plan, Salesforce.com, PMSmart | Description: It aimed at offering records management, data protection and information destruction systems to smoothen out an organization’s operational processes. It involved automating Case Management, SLA Management, Workflows, Reports and Dashboards for multiple countries. |
| **Achievement:** Overall smooth execution of the project. Awarded as a Delivery R&R for the quarter. | **Role – Project Manager*** End to end project delivery responsibility
* Creation of Project Management Plan and Project Plan
* Responsible to drive project from Kick-off meeting to technical and administrative closure of the project
* Ensuring teams operates at their best in all the phases of the project and deliver as per prior commitments.
* Negotiate out of scope work and ensure that Change Request Management process is invoked appropriately
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| Client: The Coal Authority – UK | **Title: The Coal Authority – UK** |
| **Job Location – Mumbai, India**Team Size: 10Platform: Microsoft Visual Studio, .Net 2.0, C# | Description: It aimed at developing for licensing coal mining operations in Britain and handling subsidence damage claims which are not the responsibility of licensed coalmine operators. The applications have multiple technologies involved addressing to different business requirement. Oracle, .Net, GIS and Versata are the main technologies. This is primarily a support & enhancement service  |
| **Achievement:** With the help of relatively junior team members on the project, I led the project functionally, technically and stabilized the ASM service. | **Role – Service Delivery Manager*** Managed a set of complicated applications from Application Support & Maintenances’ prospective for TCA-UK; own production support operations
* Conduct periodic delivery reviews with customer and senior management team to identify issues and resolve them. Where necessary, enter in Issue and risk log for future tracking and corrective actions
* Manage and improve offshore cost of delivery and contribution margins as per organization mandate
* Involve and drive resolution of major incident within SLA and appropriately communicate to customer
* Experience in owning and driving central initiative to improve service quality and cost efficiency
* Resolved team and employee disputes and ensure minimum attrition within the team for a stable service
* Provide tactical solutions or workarounds for continuity of the services.
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| **Title: Enablement of Centralised Computing Management for LSC,****Government of United Kingdom** | Client: Learning Skills and Council – Govt of UK |
| Description: It aimed at developing CCM, part of Single Account Management System (SAMS) - an Enterprise Application, extends ‘UpsideContract’ – Contracts Lifecycle Management (CLM) solution. CCM extends and caters Contract Management System for UK Govt. Following the changes in the Governments policies the way they want to manage the whole accounting system, CCM being one of the parts in the overall enterprise, it need to be upgraded technically and architecturally.  | **Job Location – Birmingham-Aston, UK**Team Size: 40Platform: Microsoft Visual Studio, .Net 3.5, C#, ClearCase, Crystal Report, Enterprise Architecture, Upside Contracts v6.0 |
| **Role – Software Designer*** Part of Architect Team
* Based on the agreed architecture with Senior Architect, create necessary designs for the Scrum team members
* Help developers to understand the software design, ensure the code implementation by reviewing the source code
* Being part of Scrum Team, write stored procedures in SQL Server
* Being part of Scrum Team, occasionally drive Daily Stand Up
* Participate in Scrum ceremonies
 | **Achievement:** New learning’s on the project, Timely production deployment. |
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| **Title: Apprenticeship Vacancy Matching System Service (AVMS)** | Client: Learning Skills and Council – Govt. of UK |
| Description: It aimed at developing a service as a part of a larger strategic solution of Govt of UK which targets larger number of skilful youths by 2020. Primarily developed to provide the vacancy searching functionality, the system managed the data for Candidates, Vacancies, Providers, etc. | **Job Location – Birmingham-Aston, UK**Team Size: 56Platform: MS Visual Studio 2008,.Net 3.5, C#, ASP .Net, Microsoft Team Foundation Server (TFS), Enterprise Architecture |
| **Role – Software Designer*** Part of Architect Team
* Based on the agreed architecture with Senior Architect, create necessary designs for the Scrum team members
* Help developers to understand the software design, ensure the code implementation by reviewing the source code
* Being part of Scrum Team, write stored procedures in SQL Server
* Being part of Scrum Team, occasionally drive Daily Stand Up
* Participate in Scrum ceremonies
 | **Achievement:** Learned software architecting, and following designs. Govt of UK awarded this project to meet the objectives for public services. Application still live after 10+ yrs. |
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| **Title: Matalan Retail Ltd., UK** | Client: Matalan Retail Ltd., UK |
| Matalan is a UK based retail giant which entrusted its support services to be managed from Offshore location – Mumbai. Offshore team was responsible for application support and maintenance services. This service was taking care of entire retail business from inventory to accounting. The service was transitioned from Capgemini, UK to Capgemini, India for support purposes and small projects. | **Job Location – Manchester, UK**Team Size: 8Platform: C#, ASP .Net, Visual Basic, EssBase, Arthur Planning |
| **Role – Sr. Support Analyst and Team Leader*** Responsible for application transition and production support.
* Application documentation with process manuals and guidelines, Responsible installation, troubleshooting, training application at clients side
* Remotely install, manage and troubleshoot applications and products and provide solutions or workarounds
* Applying code fixes, using programming and scripting.
* Ensure that team members monitoring production defect queue for newly raised defects and addresses the issues as per the SLA’s.
* Generate Matrix reporting based on the ITSM applications on monthly basis.
* Participate in project audits and address the concerns raised by auditors.
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| Client: Lloyd’s Register, UK | **Title: Salesforce.com Global Rollout Project** |
| **Job Location – London, UK**Team Size: 4Platform: C#, ASP .Net, Salesforce.com, MS Project | Description: This project was aimed at rolling out the baseline Salesforce.com configuration for LRQA Sales & Marketing in the UK. It is decided to rollout the same configuration for rest of the LRQA business centres. |
| **Achievement:** Successfully rolled out Salesforce.com across locations globally. **Project Star Award.** | **Role – Senior Software Engineer*** Salesforce.com Configuration and Administrative activities
* Requirement understanding and documenting technical solutions
* Amending technical designs to suit country specific business needs
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| Client: Lloyd’s Register, UK | **Title: Salesforce.com Global Setup** |
| **Job Location – London, UK**Team Size: 6Platform: Salesforce.com API 7.0,Visual Studio, C# ASP .Net, Oracle,Web Services, MS Project | Description: It aimed at configuring to meet the global business requirements of the Sales and Marketing Department. The overall project has been phased into Data Migration, Global Configuration and System Integration. The initial phases of Data Migration and Salesforce.com Configuration have been completed and the designing part for System Integration phase has started.  |
| **Achievement:** Successfully implementing newer instances with additional functionality including multi-lingual data | **Role – Senior Software Engineer*** Requirement gathering and validation by conducting workshops
* Validation and documentation of the enhancements suggested in the Salesforce.com instance
* Amending technical designs to suit country specific business needs
* Salesforce.com Configuration and Administrative activities
* Uploading data from discrete systems into Salesforce.com live instance
* Migrating multi-lingual data to Salesforce.com live instance
* Supporting UAT and fixing defects
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| Client: Lloyd’s Register, UK | **Title: Customer Application and Assessors System (CAAS)** |
| **Job Location – Mumbai, India**Team Size: 6Platform: MS Visual Basic, Oracle,COM/DCOM | Description: A custom Customer Relationship Management (CRM) is used by Lloyd’s Register’s Customer Services Department. The application maintains the bulk/critical planning data for the business. It helps users to maintain the Customer, Assessor and associated scope information. The updated information has been passed in the form of CSV/PDF files to the other systems which utilizes this information like invoice generation and workflow initiation (using the Livelink Workflow Management System), thus enabling the Accounting department with the Invoice information and the Assessors to carry out the assessment work. Additional 6 applets have been developed for various activities viz. synchronizing the user information between Active Directory and CAAS, one-off upload of the customer, assessor, and scope information to Livelink System.  |
| **Achievement:** Successfully implementing newer instances with additional functionality including multi-lingual data | **Role – System Analyst*** Reviewing application defects from ticket queue, and suggesting on estimation where application change is required.
* Responsible for application support and maintenance of the production application.
* Providing and defending estimation, developing application code, and deploying the code across environments.
* Completing application documentation and storing the same in the application repository.
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| Client: Microsoft Technologies Ltd. | **Title: Microsoft Server Applications (MS SA)** |
| **Job Location – Pune, India**Team Size: 1Platform: MS Visual Studio .Net | Description: It aimed at working on the courses that were created for Microsoft Corporation for its server solutions viz. Microsoft Content Management Server 2002, Microsoft Commerce Server 2002 and Microsoft BizTalk Server 2002. |
|  | **Role: Microsoft Subject Consultant*** Developing the required modules and identify additional material, if required, for development
* Help in creation of development documentation, assisting & reviewing the creation of the storyboard
* Required to ensure that the work produced by the Instructional Designers is completely error free, as regards to the correctness of the Subject
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