Vishal Bahree

Salesforce Director

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Linkedin:
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➢ Senior CRM professional with **16+ years** of experience in **program delivery, product consulting, managing transformation journey and process harmonization roadmaps**

➢ **Strong experience in Retail domain, Medical devices & Lifesciences using Salesforce Service cloud, Experience cloud, Commerce cloud, Social Studio, Identity Provider & Sales cloud**

➢ **Track record in successful delivery of technology projects, ensuring adherence to timelines, quality standards, and budgetary constraints.**

Summary

Dynamic leader with proven track record of successfully managing projects and initiatives and achieving desired business objectives. Skilled in developing and executing strategies, managing budgets and resources, and leading cross-functional teams. Consistently produces tangible outcomes that exceed expectations.

Certification

- Salesforce Sharing & Visibility Architect
- Salesforce Service Cloud Consultant
- Salesforce Experience Cloud Consultant
- Salesforce Sales Cloud Consultant
- Salesforce Administrator
- Salesforce Consumer Goods Cloud AP

Work Experience

Salesforce Director, LTIMindtree

📅 Mar 2021 – current   📍 Bangalore, India

- Led 50-member team for the first ever large-scale Salesforce commerce & Service cloud implementation
- Scoped and executed a large, multi-million project to provide multi country rollout of online and store journeys using Salesforce Commerce, Salesforce Service cloud and native iOS
- Delivered a green-field contact centre implementation backed by service cloud
- Ideated and created multiple offerings for LTIMindtree, one of which won the award in Dreamforce

Salesforce Manager, Deloitte

📅 Oct 2018 – Feb 2021   📍 Bangalore, India

- Undertook the first ever large-scale implementation on Social Studio in Deloitte and completed it successfully
- Delivered multiple programs in Lifesciences domain using Salesforce Service cloud
- Took ownership of the entire solution design and delivery. Suggested innovative ways to quicken the overall user journey
- Helped client in prioritizing scope for various phases of the engagement
- Bottom line responsibility for delivery of projects, quality aspects and timelines

Salesforce Senior Consultant, Cognizant

📅 June 2010 – Oct 2018   📍 New Jersey, USA

- Led the application functional team for the biggest project implementation in Lifesciences industry for consolidation across 19 operating companies
- Responsible for having global joint application design sessions, demos, user pilots with the end users. Each of these sessions used to run for 8-9 days with approx. 70 users attending the same

Education

PGDBM

T A Pai Management Institute, Manipal

2008 - 2010

B.E. (Hons.)

RGPV University, Bhopal

2001 - 2005

- Responsible for process harmonization, Lifesciences domain and Complaint/Field Service implementation
- Led the functional design and workshops for Consumer division of Lifesciences giant
- Responsible for channel management for this program. Designed features to integrate the platform with SMS/MMS, Chat, Email, Web etc.
- Responsible for designing solutions for Case management, Order Management, Fulfilment Processing, Check Processing etc.
- Worked with technical architect to design various complex solution to manage product management based on locales, Questionnaires and Campaign Management
- Responsible for providing solution and strategy to harmonize processes of Call Centre operations across the globe
- Led business / functional requirement gathering sessions to come up with the optimal design solutions
- Managed global joint application design sessions, demos, user pilots etc. on the service cloud solution built.

Software Engineer, **Infosys**

📅 Sep 2005 – June 2008   📍 Pune, India

- Offshore Team Leader for Business Intelligence team comprised of 8 S/W engineers
- Responsible for developing recommendations for the issues/problems by performing analysis and discussing with the larger audience
- Bottom line responsibility for all 3 environments (Dev, QA, Prod) of Cognos & Microstrategy tools
- Developed solutions on Java, EJB framework