

Nikhil Y. Deshmukh

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Experience Summary:

- Over 20 years of work experience in IT industry including 10+ years of project management and leadership experience. Leadership and consulting experience along with client relationship management and team management experience.
- Currently associated with PricewaterhouseCoopers Pvt. Ltd as Associate Director and Consultant for Salesforce Projects. Managing a large transformation program for a leading Indian automobile manufacturer

Skills Set:

Databases	Oracle 8i, 9i, MS Access, MS SQL Server, MySQL, Postgres
Tools	TOAD, VSS, CVS, Crystal Reports 7, 8.5, PL/SQL Developer, Clarify, Actuate Reports 3.2, SQL Data Loader
Languages	Visual Basic 6.0, PL/SQL, ASP 3.0, Clear Basic, Code Warrior, PHP, Apex
CRM Experience	Salesforce.com CRM , AMDOCS Clarify CRM

Technical Experience:

- Experience in review of Salesforce implementations and suggest best practices and road map
- Experience is managing and delivering multiple Salesforce projects.
- Proficiency in end to end data migration solutions for Salesforce – including developing data migration strategy, data migration plans & schedule, data migration mappings, test and final data loads
- Consulting & End to End Implementation experience on Service Cloud implementation for Major Asian Airline Industry
- Experience in various phases of SDLC - requirement gathering & analysis, design, development and delivery of projects of various sizes and multiple technologies.
- 4+ years of expertise in Field Service oriented business for implementing Mobile and PDA based Applications.
- 2+ years of experience in Banking and Finance Domain for implementing web based and client server technology solutions.
- 6+ years of expertise in implementing Salesforce.com applications on Service Cloud & Sales Cloud.

Project Management Experience:

- Currently managing a large multi technology digital transformation program for a leading Indian automobile manufacturing organization. Responsible for tracking the milestones and progress across the streams. Interacting with the OEM vendors for program and technical reviews.
- Managing multiple Salesforce Projects as a Delivery Manager. Responsible for overall project governance & delivery.
- Managing Salesforce Implementations for different customers in Banking, Airline, Banking, Retail and Utility Domains.
- Responsible for project level activities like customer relationship, team building, mentoring, risks mitigation, ensuring the compliance to quality processes, audits, security processes and standards.
- Coordination with the customer project managers and planning the project activities, tracking the progress, status updates to senior management and delivering the final project.
- Managing and providing technical guidance and support to project teams
- Interfacing with multiple project teams for sharing and communicating implementation best practices.
- Actively involved in resource management, cost and schedule planning, billing, setting performance goals to project teams and appraisal/evaluation of goals for the team.
- Actively involved in competency development for Salesforce team – monitoring and mentoring team for skills development
- Actively involved in Project Governance Toll-gate reviews with senior leadership

Experience Summary:

Sr. No	Organization	Designation	Duration
1.	PriceWaterHouseCoopers Ltd.	Associate Director	June 2019 till Date
2.	Accenture Solutions	Manager	April 2017 till June 2019
3.	Tata Consultancy Services Ltd	Associate Consultant	August 2004 till April 2017
4.	ROLTA India Ltd.	Executive	Aug 2003 To Aug 2004
5.	Ember Technologies Ltd	Programmer-Analyst	July 2001 To July 2003
6.	Pansoft Technologies Ltd	Web Programmer	Jan 2000 To July 2001

Professional Memberships and Certifications:

Professional Society / Certification	Member Since / Date Certified
PMP – Project Management Professional	Nov – 2008
Six Sigma Green Belt	2005
Salesforce.com Certified Administrator	2012
Salesforce.com Certified Service Cloud Consultant	2013
Certified Scrum Master	Dec 2016
nCino Partner University Certified	July 2017
Salesforce.com Certified Sales Cloud Consultant	June 2018

Trainings Attended:

Training Program	Date
People Management Skills Training	2016
Pragati – Large Program Management	2012
Leadership Skills for PMs	January – 2008
Negotiation Skills Workshop	August – 2008
Sharpening Customer Focus	February – 2008
Scrum Master Training (Knowledge Hut)	December 2016
Field Service Lightning	March 2018
nCino – Functional & Technical	June 2017

Achievements:

- Customer Appreciation for leadership, technical expertise, adaptability & creative problem solving, strong work ethics and outstanding commitment to meeting business needs.
- Award from the Client Management for Leadership and Overall Project Co-Ordination.
- Customer appreciations from Client Management for the Outstanding Technical Leadership during the onsite tenure.
- Customer appreciations from Client Management and TCS Management for the Outstanding Support for Critical Business Applications.
- Accenture Excellence Award (ACE) Award for outstanding performance and leadership.

Academics:

Degree	Name of University	University	Year of passing	Class
B.E (Electrical)	A.C Patil College of Engineering – Mumbai University	Mumbai	1999	First
Diploma In Business Management (D.B.M)	Prof. L.N Welingkar's Institute of Management Studies & Research.	Mumbai	1996	First
Diploma In Quality Systems & Management	Narsee Monjee Institute of Management Studies.	Mumbai	1996	First