



Ravi Kumar Puvvada
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PROFESSIONAL SYNOPSIS

- Excellence in delivering large-scale, complex projects across Salesforce & CRM transformation programs by leveraging Digital & Cloud technologies
- Project/Delivery manager with a strong background in telecom domain, experienced customer orientation with international background.
- Experience in working with leading Telecom companies i.e. Telia Denmark, ComHem AB Sweden, Vodafone Spain, and TELUS Canada at client location.
- Experience in global, cross geographical project delivery, coordination and resource management
- Impressive success in facilitating projects and guiding cross functional teams, managing projects in Agile/ Scrum environment, executing principles of the Scrum framework and following Scrum ceremonies.
- Rich experience in end-to-end execution of IT programs and extensive project management experience across projects along with managing client specific ODCs; expertise in Salesforce, Siebel and CPQ Applications.
- Proven team leadership, team handling skills and people management skills.
- working closely with Customer Success team, Presales & sales team
- Ability to successfully communicate and coordinate with departments across the organization

Scholastics

2001 – BE (Electronics & Instrumentation Engineering) - Madras University, Chennai, India

Professional Experience

- Working as Lead/Manager with Construction Specialties, Hyderabad, since Nov 2019-Till Date
- Worked as Project Manager/Solution Architect with Tech Mahindra, Hyderabad, since May 2013-Nov 2019.
- Worked as Service Manager/IT Solution Manager with Telia Denmark (Tech Mahindra), Copenhagen, since May 2017-Aug 2019.
- Worked as Siebel Consultant for ComHem AB (Seasoft Ab), Sweden, from Aug 2010-Dec2012.
- Worked as Senior Siebel Specialist for Mobily Info Tech, Bangalore, from July 2009-Dec2009.
- Worked as Application Consultant for IBM India Pvt Ltd, Bangalore, from Feb 2008-July2009.
- Worked as Consultant for Polaris Software Lab, Chennai, from Mar 2006-Feb 2008.

CRM Development

- Interacting with the business users and Engage with business exploring for new opportunities
- Supporting change management and business readiness activities to deploy Service Cloud, Field Service Lightning and/or Communities to end users
- Full understanding of use cases related to functionality for multiple interaction channels.
- In depth understanding of cases and other areas such as service contracts, case management, entitlements, milestones, communities, live agent and knowledge base.
- Designed and developed solutions using Sales and service cloud automations.
- Experience in working with Salesforce communities, Apex, SOQL, Visualforce, Lightning, Data Loader, Reports, Dashboards.

Certifications

PRINCE2®
CSM® Certified Scrum Master:
Salesforce Certified Admin
Salesforce Platform Developer1
Salesforce Sales Cloud Consultant

SKILLS

- Project Management
- Stakeholder Management
- Communication Management
- Business Analysis
- Delivery Planning & Execution

TECHNICAL SKILLS

- Siebel CRM
- Salesforce CRM
- Vlocity CPQ

Key Projects Scan

- Lead - Salesforce for Construction Specialties USA [Nov-2019 to Till Date]
- IT Solution Manager - Telia Sales for Telia Denmark [May-2017 to Nov-2019]
- Project Lead - LYNX for TELUS Canada [May-2013 to April-2017]
- Siebel Technical Consultant for COM HEM Sweden (Aug 2010 – Dec-2012)
- Senior Siebel Specialist – Mobily Telecommunications [July 2009 – Dec 2009]
- Application consultant – Vodafone Spain [Feb-2008 to July-2009]
- Team Lead – EMCOT RTS (Siebel public sector) [Apr-2006 to Feb-2008]

Project Management

- Manage inter -dependencies across Projects and handle project level RAIDs (risks, assumptions, issues and dependencies)
- Help set-up governance structure for the Program and the Projects within and define/maintain project/program level communication and risk management plans
- Superior communication skills, including the proven ability to effectively manage, influence, negotiate, and communicate with external business partners and internal teams to meet operational performance goals across the line of business (LOB) / Program
- Managing end-to-end teams and customers’ expectations in overall delivery acceptance of the proposed solutions.