# Ravi Dudeja

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**PROFESSIONAL PROFILE**:

Hands-on, diligent and technically sophisticated Salesforce certified, results oriented professional with a proven track record in building highly productive teams and establishing strong partnerships with executives, business leaders, customers and stakeholders on strategic, large and complex programs.

I have managed global teams in delivering products and services across sectors like Financial Services, Healthcare, Telecom, and Manufacturing working with on-shore, near-shore and off-shore teams.

Business & technology planning, process definition, process improvement and organizational change management.

My experience includes serving as a Client Partner /Salesforce Technical Architect/Delivery Manager/Project Manager.

I have proven proficiency in Salesforce global implementation, administration and testing of the salesforce.com platform and Salesforce1app for a wide variety of industries. I also have excellent verbal, written, and presentation skills. I’m highly successful in building relationships and exceeding client expectations as part of an account or solutions team

**PROFESSIONAL** **EXPERIENCE:**

**TEKsystems Global Services,** Chicago, IL April 2018 – Present

**Customer Success Leader**

* Working as a Client Partner/Client Advisor to consolidate multiple systems for streamlining purposes
* Working with multiple clients - Starting from Blueprinting phase to Go Live for successful implementation using Agile methodology
* Created roadmap and strategy for Service Cloud Global Implementation for Allegis Group
* Created Solution design for multiple clients
* Managed implementation of Salesforce NPSP for EFGC with multiple integrations
* Managing complex projects with multiple system integration.
* Managing multiple onshore and offshore teams.

**Oloop Technologies,** Chicago, IL December 2017 – Present

**Independent Consultant**

**Customer – Prolocity & Salesforce**

* Prolocity - Managing multiple Salesforce Non-Profit (NPSP) Projects - Starting from requirement gathering to Go Live for successful implementation
* Salesforce Lead for a global Implementation of Sales cloud and Mobile project

**Huron Consulting Group,** Chicago, IL September 2017 – December 2017

**Salesforce Consulting Manager/Project Manager**

* Worked with client - starting from requirement gathering to Go Live for successful implementation
* Created Solution design for clients
* Worked as a client advisor to consolidate multiple systems for streamlining purposes
* Removed ambiguity in roles and responsibilities by clearly mapping out activities against expected outcomes relative to time and budget.
* Facilitated the work to manage scope and/or the backlog, prioritization of requirement and/or backlog items and tasks as well as the commitment to results based on agreed upon milestones.
* Armed with thorough familiarity in SDLC and agile and Safe Agile methodologies, such as Scrum along with Kanban
* Collaborated with the team to define the scope of work, who is responsible for delivering it and when it will be delivered. Understanding the intended outcomes of the project and ensuring the outcomes are realistic and measurable, Specifically:
  + Deliverables required to complete all the project work
  + Cross-functional resource assignments
  + Estimates of effort to complete project deliverables resulting in work plans, iteration and release plans with schedules
  + Dependencies between team members and tasks

**Tata Consulting Services,** Chicago, IL February 2016 – August 2017

**SFDC Project Manager/Sr Salesforce Consultant,** Chicago, IL

* Worked with client - starting from Sales to Go Live phases for successful implementation
* Worked as a client advisor to consolidate multiple systems for streamlining purposes
* Managed Global SFDC Implementation as a Project Manager/Solution Delivery Manager/Solution Architect/Engagement manager.
* Managed multiple SFDC projects for client
* Created Solution for multiple salesforce projects
* Managed Onshore & Offshore resources (Dev & QA) for multiple SFDC projects
* Created highly customized SFDC App for Client using Lightning.
* Worked with multiple integration teams
* Worked with multiple business team leads to gather technical requirements
* Reviewed Functional Requirement Specification
* Created detailed functional design documentation
* Conducted weekly status meetings with all the stakeholders to ensure scope and timelines are met
* Understanding client needs and led functional business requirements sessions with clients.
* Created process flow and process designs based on the requirements
* Hands on Salesforce configuration
* Successfully completed multiple global implementation with aggressive timelines and cross-functional team deliverables into mission critical high availability multi-tier platform by managing risks and prioritizing issues

**PricewaterhouseCoopers,** Chicago, IL July 2014 – December 2015

**Salesforce Senior Associate,** Chicago, IL

* Worked directly with clients to gather technical requirements and created workflows
* Created detailed Solution design documentation
* Understand client needs and lead functional business requirements sessions with clients.
* Created process flow and process designs based on the requirements
* Hands on Salesforce configuration
* Project Lead for a various service/Sales cloud and Mobile projects for multiple clients
* Successfully released multiple projects with aggressive timelines and cross-functional team deliverables into mission critical high availability multi-tier platform by managing risks and prioritizing issues.
* Adept at establishing long-term relationships with offshore QA and Development teams; competent at generating and implementing QA processes, combined with feasible knowledge in automation testing.
* Successful in creating and implementing change management and defect management process and procedures.
* Armed with thorough familiarity in SDLC and agile and Safe Agile methodologies, such as Scrum along with Kanban.
* Earned comprehensive experience in directing projects from conception through completion in various phases of SDLC

**Salesforce.com,** Chicago, IL October 2011 – July 2014

**Salesforce Sr Consultant**

* Managed various Cloud projects that included creating test cases, testing and regression etc. Using the Selenium IDE tool for automation.
* Increased team capacity by 50% within a six-month period; introduced agile methods, and improved requirements capture and analysis capabilities.
* Created processes for acceptance tests, automated software testing, production testing, and requirements traceability.
* Worked directly with clients to understand their requirements.
* Successfully released multiple projects with aggressive timelines and cross-functional team deliverables into mission critical high availability multi-tier platform by managing risks and prioritizing issues.
* Worked on various salesforce.com mobile projects (Android and iOS) for different clients. Including Toyota, Monsanto, CAT, KC, Dr Pepper and Proctor & Gamble etc.
* Extensive work experience using Agile and Waterfall Methodologies.
* Managed Onshore and offshore QA resources for multiple projects.

**Research in Motion**, Rolling Meadows, IL March 2008 – July 2011

**Lead Software Engineer**

* Worked as the project lead for Blackberry Storm, Bold R020 and Apollo (Curve - 9360) product lines throughout the software development life cycle which included estimating test effort, reviewed requirements, developing test cases and compiling test results in the final phase. Used agile methodologies.
* Testing involved Java apps (Facebook, Twitter, Ticketmaster etc.), UMA & UMA LITE for T-mobile, WiFi & bluetooth, Thick Client (Email & Messenger Apps), User Acceptance Testing for Blackberry mobile devices including the Blackberry Playbook in MQC (Mercury Quality Center) using the AGILE method.
* Worked as the project lead for NFC (Near Field Communication) for all upcoming blackberry phones and playbook. Developed and executed test cases for NFC and worked with development to resolve issues.
* Successfully executed User Acceptance Tests for all US carriers (AT&T,TMO, VZ & Sprint)

**Aerotek/Tech System July 1997 - March 2008**

**Intrado,** Lisle, IL May 2004 – March 2008

***Sr SQA Engineer***

* Developed, reviewed, executed, and maintained test plans and reports using Mercury Test Director for the 911 web based applications. Actively involved seeking out new testing techniques of the 911 software to help improve efficiency. Supported management by generating test metrics and submitted test reports. Developed and maintained automated regression test scripts/suites. Used Water Fall methodologies.

**Bally Technologies / (SDG)**, Reno, NV April 2003 – May 2008

***Software QA Manager***

* Worked as a QA lead/manager for computerized monitoring, accounting and player-tracking systems for gaming devices. Launched QA operations in India. Served as the interface with Engineering Department to test new firmware/software for new products. Developed test plans & test procedures. Worked as an interface on field issues and assisted with troubleshooting issues in the field. Created reports on bugs found using Test Track.

**WMS Gaming**, Chicago, IL September 2001 – April 2003

***Software Test Engineer***

* Responsible for all performance test planning, test design and bug reporting using MKS. Developed & maintained automated regression test scripts/suites for all assigned games. Interfaced with the Game/OS Development Group, Platform Development Group, & other members of the Product Support Engineering Group for a speedy & efficient resolution of outstanding issues before the gaming-product-under-test was released. OS testing performed with various protocols like SAS, SDS, and ACP. Games and graphics testing using media player for web based casino games.

### **Apropos Technology**, Oakbrook, IL June 2000 – August 2001

### **Software Quality Assurance Engineer**

* Developed and executed test plans for a comprehensive interaction management solution for managing real-time contact center operations across a variety of communications medias including - E-mail, Web, fax and voice. Used Water Fall methodologies & features involved Win Runner Mercury Interactive Software, Application designer (Web based) for call routing, Crystal reports and SQL to do queries and run reports, interfacing Hammer call generators with PBX switches and Apropos Soft switch.

**Rockwell First Point,** Thorndale, IL July 1997- April 2000

***System Test Engineer (TSM II)***

* Actively involved in the testing of ACD (Automatic Call Distribution) switching system software on UNIX SUN machines. Evaluated and tested various peripheral and PC products that connect to the Spectrum System (ACD), which included CCC (Call Center Commander), ICS (Info-Control System), TRR (Total Recall Reports), 3CS (New generation Call Center Studio) Convergence LAN phone, etc. Extensively used SQL to do test queries and run reports.

**EDUCATION:**

**Bachelor of Liberal Arts-Major in Public Administration**

UNIVERSITY OF PUNJAB**.,** INDIA, January 1989

**CERTIFICATIONS:**

* Certified Salesforce Administrator
* Certified Salesforce Advance Administrator
* Certified Salesforce Developer
* Salesforce Certified Platform Developer 1
* Salesforce Certified Platform App Builder
* Certified Salesforce Service Cloud Consultant
* Certified Salesforce Sales Cloud Consultant
* Salesforce Certified Field Service Lightning Consultant
* Salesforce Certified Deployment Life Cycle and Development Designer
* Salesforce Certified CPQ Specialist
* Certified SQE
* Certified Scrum Master
* Certified Product Owner

**Projects:**

* Allegis Group – Service Cloud Global Implementation (TEK)
* Epilepsy Foundation of Greater Chicago – Full NPSP Implementation with multiple Integrations (TEK)
* P&G Chemicals – Classic to Lightning conversion with enhancements (TEK)
* BCD Travel – Wallet Share Reports (Huron)
* TCS - Internal Project - Professional Services Application (TCS)
* Johnson Controls BE Global - LATAM Deployment (TCS)
* Johnson Controls Power Solutions - Customer Change Management (TCS)
* Johnson Controls Power Solutions – Customer Community for Mexico (TCS)
* Walgreen (TCS)
* Zebra (PWC)
* Tyco International (PWC)
* Ministry of Justice Canada (PWC)
* State Street (PWC)
* Caterpillar - Multiple Projects (Salesforce.com)
* Toyota Motors (Salesforce.com)
* Home Depot (Salesforce.com)
* Delta Airlines (Salesforce.com)
* Monsanto - Multiple Project
* MacDermid (Salesforce.com)
* Syngenta (Salesforce.com)