**Shaik Abdul Rehman**

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**Enterprise Application Engineer (Salesforce Product Technical Mgt - Lead)**



**General Electric Company (GE)**

July 2019 – Till Now

**Capgemini Technology Services India Limited**

October 2018 – July 2019

**Tech Mahindra Ltd**

March 2010 – September 2018

**PROFESSIONAL EXPERIENCE**

* **Salesforce Service Cloud Certified, Salesforce Platform Developer 1 Certified**. **Salesforce Administrator-201 Certified.**
* An ambitious professional with **overall 11.1 years of** **IT experience as Developer and Technical Lead** rolesacross multiple projects in **CRM** and **ERP** modules**. 6.7 Years of experience in Salesforce CRM** in various Sales and Service Cloud modules since **2014**.
* Currently working in **GE Healthcare** as **Technical Delivery Lead** for Salesforce ServiceMax CRM Module. Prior to take-up Salesforce (SFDC) projects, earlier hold an experience as Technical Leadin Oracle Finance ERP module and other ERP related Web Tools.
* Practicing Agile scrum methodology where project is organized into various releases consists of repeatable sprints in Rally tool. Leading project operations which includes driving sprints, releases, monitor, control and coordinate development team, QA team and driving Admin folks and data migration team. Managing team since origin of user story development, testing, deployment to Production go live.
* Understand release plans, follow-up and closely work with related stake holders while understand the project scope and commenting on feasibility to deliver business Say Do Ratio. Conducting and Coordinating call with delivery team and reviewing team’s performance to enhance their skills by conducting orientations, workshops and trainings. Assisting team to understand the delivery specifications and providing required support. Implementing LEAN six sigma solution to meet the goal.
* Implemented End2End salesforce projects for enhancements and various integrations (SABRIX, Service Board, Apttus CPQ, and BFE -AWS migration) through design and development of business solutions.
* Introduced and stabilized Application version controlling through CI/CD process using GITHUB Click deploy tool. Practicing SDLC in salesforce platform. Have proven ability in leading product challenges through timely communication and suitable solutions.

**Areas of Exposure**

* Expertise in CRM and ERP projects team management, consulting, and Implementation. Leading Vendor team. Introduced CICD process for version controlling. Service estimations, delivery chucks forecasting, preparing RFPs. Reviewing business requirement docs, A- is and To-be docs prepared by business analysts.
* Regular interaction with Cross functional teams, product owners, architects, analysts, and delivery team. Providing complete vision/priorities to Project Manager by anticipating risks and highlighting operational challenges.
* Expertise in motivating team for learning and trainings, code bulkification, Trigger refactoring, CI/CD, Salesforce APIs, POSTMAN, SonarQube, TestSuites implementation, migration tool kit. Data analysis decks and design processes to continuously monitor data quality and integrity of customer data.



**Projects Undertaken:**

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| Project #01 | ServiceMax Digital Delivery Team – One Service Cloud CRM | |
| Role | Project Technical Lead (ServiceMax Application) | |
| Duration | Since 2019 to Till now |  |
| Application | Service Cloud Module. ServiceMax – GE Digital Product, Healthcare. |  |
| Skills | Release and Sprint controlling. Delivery Team management. Say-Do Ratio. Scrum Methodology, CI/CD, PMO Tool, SonarQube. |  |
| Company | GE Healthcare, JFWTC, Whitefield, Bangalore | |

GE Health Care project have operating units across the globe. Project is to provide ServiceMax/Service Cloud CRM platform that delivers 300+ feature user stories per release for various internal services business. ServiceMax is a comprehensive collection of custom modules developed on the force.com Platform to manage Field, Remote and Depot service activities of manufacturing units. It enables tracking of installed base, service contracts, warranty, corrective and preventive maintenance, basic and advanced dispatch management, onward & return logistics and parts inventory. These rich features support a wide range of business functions including Support Centres, Field Service, Depot Repair, Operations, Service Administration, Service Partners and Logistics. With this solution, Salesforce.com customers can truly get a 360° view of their customers.

* Manage all processes that impact / relate to Salesforce.com. Working Closely with Product Owners, Architects to get their requirement and drafting the raw data to comprehensive information which helps while projecting whole understanding to Technical Team. Manage new releases of SFDC and efficiently roll out new features.
* Leading various tracks by handling customization/ alteration of ServiceMax Application. Maintain relationship with co product owners, architects and Technical team to deliver business requirement solution as per accepted Criterias. Involving in high level business decision discussions, (SOS) Scrum of Scrum calls to get on time updates and expediate delivery by helping delivery team.
* Complete Technical expertise and Technical knowledge on requirement where can initiate self-help in case of risk in user stories implementation. Relationship with Integration and Downstream teams for easy go.
* Self-Starter in taking initiative to motivate and support technical team deliver business solutions. Leading migration team to maintaining Dev, UAT, Itest sandboxes which reflects as production after release. Addressing Hypercare calls postproduction with release managers.
* Weekly connect with team for setting the expectations from team members to focus on delivery outcome.
* Continuous touch with Project Manager to provide project insights, feature prioritization, release and costing.
* Introduced Version controlling through CI/CD process (GITHUB) and TestSuite implementation.
* Able to implement Prover test automation process by vendor which made Testing team to expedite QA process.

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| Project: #02 | Bayer Business Solutions | |
| Client | Bayer Corporation | |
| Role | Salesforce Senior Consultant/ Team Lead | |
| Duration | Since October 2018 to July14th 2019 |  |
| Modules: | Service Cloud (ServiceMax) |  |
| Skills | Development Team management. Kimble Deliveries, Technical/Solution Spec Documentation Prep, External Demo, Apex Programming, Visual Force, Web Services API’s. | |
| Company & Location | Capgemini. Bangalore, White Filed DTP Location | |
| Team Strength | 20 | |

This is an Onsite \ Offshore Project to provide the CRM Services in Health care, Life Sciences, Agriculture and Pharma sectors. I am involved in complete publication of Release Phase Smax Project consists of 4 TO 5 Sprints which delivers more than 100 User Stories. ServiceMax is a comprehensive collection of custom modules developed on the force.com Platform to manage Field and Depot service activities of manufacturing organizations. It enables tracking of installed base, service contracts, warranty, corrective and preventive maintenance, basic and advanced dispatch management, onward & return logistics and parts inventory. These rich features support a wide range of business functions including Service Flow Manager (SFM), Dispatch Consoler, Support Centres, Field Service, Depot Repair, Operations, Service Administration, Service Partners and Logistics.

* Working Closely with operations squad and management to understand and align delivery plan and drafting the raw data to comprehensive information which helps while projecting whole understanding to regions before go live phase. Key role in grooming technical team and a coordination calls with Business to discuss on actual requirements before delivering the assignment.
* Experience in driving technical team to develop declarative and programmatic requirements from clients which includes configuring data models and implement business solution related to schema of salesforce ServiceMax application. Have experience working SFDC customization includes Apex Controllers, Visual Force Pages and Triggers, Dashboards and Reports.
* Directly handle Salesforce configuration assignments including Process Builders, Email Services & Templates, and Workflow Rules, Record Type creation based on Business Process, Validation Rules, Profiles, Sharing Settings, Territories and Approval Process.
* Taking internal Demo from team before I go for external demonstration to Client. Planning the execution of Business activity, observing standard procedures for preservation, and considerably reducing down time by performing regular Sanity checks.
* Ensure team to maintain lower environments and production deployment through change set/Force.com IDE/ANT Tool or through Salesforce Packages.

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| Project: #03 | Health Care – General Electricals | |
| Client | General Electric (GE) – Health Care | |
| Role | Team Lead – Salesforce GAMS Support team | |
| Duration | Since March 2014 to September 2018 |  |
| Application | Service Cloud Module. ServiceMax – GE Digital Product |  |
| Skills | ServiceMax, ServiceNow, Apex, VF, Triggers, Business Requirement Documents, SOQL, SOSL, DML operations, Web Services API’s |  |
| Company & Location | Tech Mahindra Ltd. Visakhapatnam | |
| Team Strength | 6 Administrators, 16 Developers and 8 Support Team | |

Tech Mahindra got GE Health Care project headquartered in USA. This is an Onsite \ Offshore Project to provide the CRM Projects support to 8 operating units of the client. Manage and lead a salesforce support team. Reporting to Project Manager. Thorough understanding of salesforce development and coordination with other legacy systems. Understanding of Salesforce APEX, SQL/SOQL, XML/JSON, Visualforce, JavaScript, SOAP and REST techniques. Working on SRs, Incidents, Change Managements. Scheduling and driving daily calls to provide updates to scrum master on behalf of support team.

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| Project Name: #04 | **Global Applications Maintenance and Support (GAMS)- EAST** | |
| Client | General Electric (GE)– Energy | |
| Role | Oralce Finance Techno Functional Consultant | |
| Duration | Since March 2010 to February 2014 |  |
| Modules: | **170 Markview**. General Ledger, Accounts Payable, Receivables, Fixed Assets, and Cash Management. |  |
| Functional Skills | Oracle 11i and R12, Relational Database, SQL. | |
| Company & Location | Techmahindra Ltd. Visakhapatnam | |
| Team Strength | 15 | |

GE Energy a renowned Energy Services provider head quartered in United States of America. **170 Markview** is an accounts payable workflow tool used to address discrepant invoices. Markview deals with routing invoice document from person to person within the workflow and is used a communication tool for every accounts payable user. It is a Oracle bolt on tool used in accounts payable to process an invoice for payment. This project is to provide the Payables functional support to the 13 instances of the client. It includes support for customized applications with Oracle Payables. Investigation and resolution of the issues received from the user for Oracle Payables module including customizations (with sub module like Markview, IBS, Sabrix, BMA integrated to Oracle). This is a Real time Production Support project extending support to users Globally on a ‘24X5’ time window for the Business General Electric (GE) Energy. This is an Onsite \ Offshore Project with GE. My contribution includes resolved issues related to AP, AR, and GL modules. Involve in whole Business Flow from origin of the invoice to till its payment in accounts payable module including entering invoice records, releasing different Holds, validating, and accounting and paid. Resolved supplier and Bank work bench related issues.

**Non-IT Experience:**

**Datamonitor Pvt Ltd. (Acquired by CTS Limited) June 2007 - December 2009**

Research Analyst– Financial Deals

* Providing financial and accounting information to stake holders of the investment companies. Analysing the financial reports and providing reports to the investors through company’s publishing portal.
* Monitoring the Business and Market decisions taken by the top management to work on financial data and submit the same to Top Management. Working on Deals like Acquisitions, Merger, Joint Ventures, and other financial aspects.
* Preparing financial reports on such deals and providing overall comprehensions to the Top Management.

**Brigade Corporation India Pvt Ltd. (Now FactSet Research Systems) December 2006 - June 2007**

Associate Researcher – Finance and Account entities.

* Work on different business entities to perform market and industry research.
* Research and Analysis on different Companies accounts, financial and operational performance
* Prepare financial transactions based on accounting principles and Board Members report and submit to the TOP management. Preparing case analysis (SWOT) on overall performance of Different industries.



**EDUCATIONAL CREDENTIALS**

**MBA (Finance and Marketing), April 2006**

Al-Ameer College of Engineering and Management (Affiliated to Andhra University), Visakhapatnam

**Bachelor of Commerce (Computers), April 2004**

Andhra University, Visakhapatnam

**Project Undertaken during MBA**

Working Capital Management at Vizag Special Economic Zone (VSEZ), Visakhapatnam

**Trainings Undergone**



* Ge sponsored 16 hours of PMP cert training. lean six sigma training. Critical thinking & Problem-Solving skills.
* Salesforce Classic and Aura Lightning Training by Salesforce Co and ServiceMax (Service Cloud Application) training by ServiceMax Co.

**Certifications**

* **Salesforce Service Cloud Consultant. Salesforce Administrator-201. Salesforce Platform Developer1. ServiceMax Certified**. **IBM Cloud Platform Application Design V1 Certified**
* **Data Science** Fundamental Computational Thinking with **Python**



**Personal Details:**

**Father’s Name:**

Shaik Abdul Sattar

**Email:**

[rehmangani23@gmail.com](mailto:rehmangani23@gmail.com)

**Passport details:**

Passport number: K1696357. Valid 18 Nov, 2021

**Hobbies:**

Playing Volleyball, Snooker, and Cricket

**Languages Known:**

Hindi, English and Telugu