Vishal Verma

Salesforce CRM and Vlocity CPQ Release Manager

+91-8899123783 – vermavishal321@gmail.com

**7.6 years of over all experience in I.T services with exposure to cross functional roles. 3 years in end to end project delivery for CRM implementation and Operations Management. 4.6 years in Advanced salesforce CRM and Vlocity CPQ implementation, DevOps, Project Release Management. Proficient in Force.com configurations and APEX customizations (classes, triggers, visual-force pages), Sales and Service Cloud Modules, Vlocity CPQ development and DevOps. Experience of successfully delivering projects for North American clients in Communications, Media and Telecom domain**.

# Certifications

* **Project Management** (PMI) TCS Internally certified.
* **Lean Six Sigma** (TCS Internally certified)
* **Certified Salesforce Administrator.**
* **Vlocity Platform Developer**
* **Copado Certified Administrator.**

# Skills

* **Salesforce and Apex**
* **Copado**
* **ANT, Jenkins and Vlocity Build tool.**
* **GIT, Sourcetree and BitBucket**
* **MS Excel (Advanced) MS Word and MS PowerPoint.**
* **JAVA and HTML**
* **Business Analysis**

# Experience

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| **Accenture**  November 2019 - present  **Project : GE** | **Role : Release Manager.**   * Use of tools and best practices for Version Control, Continuous Integration, Build, Test & Deployment of salesforce and Vlocity components. [Change Sets / Workbench / Ant / Git / SourceTree / Click deploy / Jenkins/ Vlocity build tool] * End-to-end analysis, implementation and deployment of custom code and configurations across a Salesforce platform ecosystem (production and sandboxes) * Deep understanding of the Salesforce Meta Data API and Salesforce release and Vlocity component deployment management techniques. * Release management in liaison with multiple teams and stakeholders, spread over different time zones and geographies. * Publishing Release notes for new functionality addition and technical details with different teams, for both lower and production environments. * Perform manual deployment using Ant / Change sets and automated deployment via Jenkins configurations for salesforce and Vlocity components, monitor and manage Validations / Deployment failures and error troubleshooting. * Setting up and improve the existing process for end to end development to deployments, setting up CI/CD pipelines, version control and manage entire salesforce ecosystem. * Management and Customer on planning and implementation of releases / deployments. * Impact and risk analysis of different versions of releases, on the existing code. |
| **Accenture**  July 2017 - October 2019  Project : Verizon | **Role : Vlocity CPQ Developer and DevOps Engineer.**   * Defined the flow of data between the applications that must be integrated, mapping business process activities to the applications that support them, and drafting a data object * Collaborated with different integration stakeholders to define an integration model upon which the project would be built. * Involved in successful implementation of North America's first Vlocity CPQ/Salesforce integration project for a telecom giant. * Developed Vlocity Omni scripts, customized Vlocity cards, template UI framework. * Developed a solution for on-call order procurement process, simplified multi-site order creation, flexible asset configurations (MACD), end-to-end order management process. * Use of tools and best practices for Version Control, Continuous Integration, Build, Test & Deployment of salesforce and Vlocity components. [Change Sets / Workbench / Ant / Git /SourceTree/Jenkins/Vlocity build tool] * End-to-end analysis, implementation and deployment of custom code and configurations across a Salesforce platform ecosystem (production and sandboxes). * Product catalog Migration within the complete salesforce and Vlocity ecosystem |
| **Accenture**  Feb 2016/ June 2017  Project : SFDC Factory | **Role : Business Analyst and Salesforce Platform developer.**   * Created a high-level design of an end-to-end integration solution. * Designing functional and logical flow of the solution by understanding the business requirement * Involved in user story grooming with client functional consultants. * Defined the flow of data between the applications that must be integrated, mapping business process activities to the applications that support them. And drafting a data object. |
| **TATA Consultancy Services**  September 2012 / Jan 2016  CRM implementation. | **Role : Business Analyst**   * Business Requirement Gathering creation of BRD and FSD, liaison with multiple stakeholders and LOE estimation. * Managing end to end project deliveries for a business product on Cloud Computing CRM systems. * Framing work direction & plan for Project Delivery, preparing & presenting various weekly, monthly MIS reports pertaining to productivity metrics. * Providing value added solution services by program reviews, monitoring the post service activities like follow up with the clients, service reminders and handling customer grievances for superior solution experience. * Conducting internal process audits & process reviews for ensuring strict adherence to the processes parameters system as per defined guidelines as a Process Excellence Lead. |
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# EDUCATION

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| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Academics** | **Institution** | **Year** | |  | **Percentage** | |  | | B-Tech | SRM University, Chennai | | 2012 | 72.02% | | | Class XII | St. Teresa’s Academy, Modinagar (ISC) | | 2007 | 69.33% | | | Class X | St. Teresa’s Academy, Modinagar (ICSE) | | 2005 | 70.66% | | |  |
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**EXTRA-CURRICULAR ACTIVITIES AND ACHIEVEMENTS**

* + Winner of APEX and ACE Award (Accenture).
  + Received TCS GEMS appreciation, for outstanding performance in handling Operations.
  + Member of the P.P.A committee at Accenture.
  + Member of organizing committee of National level techno cultural fest “AARUSH 2013”. at SRM University (Graduation).
  + Winner of Instrumental Music Competition “JHALAK” Cultural fest at SRM University (Graduation).
  + Runner up of Inter School Badminton and Volleyball competitions (F.S.L.G).
  + Winner of Inter District Karate championship 1999 (Western U.P).

**Personal Minutiae**

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| * Father’s Name | : |  | Dr. Prem Krishan Verma. |
| * Date of Birth | : |  | 17 January 1989 |
| * Linguistics | : |  | Hindi, English and Japanese (N5, Basic) |
| * Civil Status | : |  | Single |
| * Current Address | : |  | Flat No. 302, Tower 16, Amanora Park Town, Hadapsar, Pune, India. |