

# Nitin Gupta

## Salesforce Senior Manager

Certified Agile Project Manager with 12 years of experience specializing in Salesforce delivery and client Management. Skills include analytical thinking, problem solving and decision making.



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9654222422 📞

Bengaluru, India 📍

## WORK EXPERIENCE

### Salesforce Senior Manager NTT Data

12/2019 - Present

#### Achievements/Tasks

- I am responsible for delivering Salesforce projects for customers in various domains.
- Understand the business requirements, convert them into technical solution and showcase to clients.
- Develop high level designs for assigned development initiatives and conduct design reviews with management and development team.
- Responsible for Team Leading, Mentoring, Estimation, Information gathering and Team coordination.
- Work closely with Dev-ops admin to make the CI/CD process streamlined for the project.
- Responsible for reviewing Sonar reports to ensure quality delivery and customer satisfaction.
- Implement agile management ideals by facilitating exercises such as sprint planning and team leading standups.

### Salesforce Consultant UnitedHealth Group (UHG)

08/2013 - 11/2013

#### Achievements/Tasks

- Requirement Gathering, Team Management, Client Management.
- Requirement Grooming, Cost estimating and developing the budget.
- Technical and Functional Documentation.
- Analyzing and Managing Project Risk.
- Drove Scrum team progress to overcome obstacles and realize success throughout life of each sprint. Coached team in optimal time utilization through

### Lead Engineer HCL Technologies

02/2010 - 07/2013

#### Achievements/Tasks

- Requirement Gathering and preparation of HLD documentation
- Develop financial and non-financial reports
- Unit test case and business test case preparation

### Software Engineer Imagination Learning System

10/2008 - 02/2010

#### Achievements/Tasks

- Researched, designed and implemented scalable applications for information identification, extraction, analysis, retrieval and indexing.

## CERTIFICATES

### PMI Agile Certified Practitioner (PMI-ACP)®

Issuing Authority - PMI (Project Management Institute)

### Project Management Professional (PMP)®

Issuing Authority - PMI (Project Management Institute)

### ITIL 4 Managing Professional

Cleared all six foundation and intermediate level certification to achieve this Managing Professional credential. Issuing Authority - Axelos

### Professional Academy for Healthcare Management (PAHM)

Issuing Authority - America's Health Insurance Plans (AHIP)

### Salesforce Certified Platform Developer I

Issuing Authority - Salesforce

## SKILLS

Project Management

Client Management

Requirement Grooming

Risk Management

Time Management

Team Management

Conflict Management

Impact Analysis

Estimation

Salesforce Configuration/Customization

Sales Cloud

Service Cloud

Salesforce Integration

Lightning Web/Aura Components

Force.com

Apex

HealthCare

Agile Methodology

Waterfall Methodology

Relationship development

Quality Assurance

Jira

Rally

## EDUCATION

### M.C.A. (Masters of Computer Application)

Maharshi Dayanand University, Rohtak

08/2005 - 07/2008

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency