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**Abhay Arora**

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**A. SUMMARY**

A Salesforce.com certified, dynamic and innovative leader with Around 13 years of IT experience across various domains. A Versatile and highly competent team player who passionately believes in adding business value through team coherence, veracity and enthusiasm. A strategic thinker with proven ability to deliver innovative and effective solutions that impact positively on business performance. Possess strong client relationship building skills coupled with a desire to combine experience, passion and skills to embrace opportunities in IT consulting.

**Key Skills:**

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| --- | --- |
| * Presales, Solutioning.
* Technical Architecture Design.
* Delivery Management.
* Define, develop and implement successful project delivery strategies.
* Create a framework and procedures for the monitoring and evaluation of project activities.
* Manage project cost & schedule and ensure profitability
* Risk Management.
* Agile Coach.
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| **Domain Knowledge : Health And Public Services , Telecom, Financial, Networking. Insurance, Retail.** |  |

**Technical Skills**

* Rich UI Application Development using javascript framework like Ext-js, Jquery, Aura.
* Web Applications, E-Commerce Applications
* Continuous Integration, Sub-versioning, Support Tools like Jira, Slack, Jenkins
* ETL tools integrations
* Architecture Design, Pre-Sales, Solutioning.
* Salesforce Sales Cloud Implementations.
* Salesforce Service Cloud Implementations.
* Salesforce Community Cloud Implementations.
* Salesforce Lightning Implementations.
* Salesforce.com Customizations, Integrations.
* Exposure to Languages like php, java,c#.net,javascript frameworks, apex..

**B.Certifications**

* ICAgile Certified Agile Coach
* Certified Scrum Master(Scrum Alliance)
* Certified Advanced Scrum Master(Scrum Alliance)
* Certified Scrum Product Owner(Scrum Alliance)
* Professional Scrum Master 1(scrum.org)
* IBM Certified Agile Practitioner
* Cambridge Certified for Business English
* Salesforce.com Certified App Builder
* Salesforce.com Certified Platform Developer 1
* Salesforce.com Certified Platform Developer 2 MCQ
* Salesforce.com certified Administrator(ADM 201)
* Salesforce.com certified Service Cloud Consultant
* Salesforce.com certified Sales Cloud Consultant
* Salesforce.com certified Community Cloud Consultant
* Salesforce.com certified Identity and Access Management Designer
* Salesforce.com certified Development lifecycle and Deployment Designer

**C.EDUCATION**

* **Master in Computer Application (MCA)** from rajasthan University, jaipur in 2008
* **Bachelors in Computer Application (BCA)** from Punjabi University patiala, 2004

**D. Detailed Experience**

**Senior Manager/Pre-Sales Lead**

Working as Salesforce Architect and Manager leading the pre-sales Activities, Innovation, Upskilling, Cross-Training, hiring and Staffing for the practice. Responsible for growth of the location, people management, Project Planning

**Responsibilities:**

• Technical Consulting

• Scrum Master for multiple Implementations

• Project planning and estimation
• Managing Project Delivery
• Conduct regular team meeting for process alignment

**Role:Project Manager/Architect**

Worked as a project Manager /Architect for multiple salesforce projects

**Responsibilities:**
 • Managing Projects Delivery

• Scrum Master for multiple Implementation

• Coordinating with client and onshore Business Analysts
• Technical Consulting
• Analyzing the current project requirements
• Reviewing and controlling all deliverables
• Project planning and estimation
• Assign task to team members
• Track progress
• Conduct regular team meeting and process
• Prepare metrics, causal analysis reports
• Manage risk and mitigating them
• Executing Hiring Drives and Interviews

**Role: Technical Architect**

Worked as a Technical Lead/Architect for Multiple Salesforce.com implementations.

**Responsibilities:**
 • Designing Technical Solutions for Business Needs
 • Worked on Multiple Pre Sales Activities
 • Interacting with the client team for project activities
 • Implementing the core components and Mentoring Team in their Activities

**Role: Salesforce lead/Project Manager**

Worked as a Technical Lead/Architect for Multiple Salesforce.com implementations.

**Responsibilities:** • Managing Projects Delivery

• Scrum Master for multiple Implementation

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• Project planning and estimation

**E. Key Projects Executed**

**Salesforce.com Communities Implementation**

**Environment** : Salesforce Apex.

**Role** : Technical Architect

**Team Size** : 10

**Description** :

Worked as Onshore Consultant for a large Financial client as a technical architect for one business process implementation.

* Solution Designing
* Team Management
* Business analysis
* Planning

**Salesforce.com Service Cloud Implementation**

**Environment** : Salesforce Apex.

**Role** : Technical Architect

**Team Size** : 8

**Description** :

Managing a team of 8 through all phases of a large service cloud implementation for a US based organization.
Results: Achieved a seamless, defect-free delivery for 2 modules in budget with no unscheduled downtime, due to careful planning and strategic resource allocation. Responsibilities

* Solution Designing
* Team Management
* Business analysis
* Implementations
* Client / Client Team Interactions.

**Project Manager Akritiv(Salesforce.com Appexchange Product)**

**Environment** : Salesforce, Apex, Visualforce.

**Role** : Project Manager

**Description** :

Leading genpact’s Salesforce Product implementations as a project manager for their Global Clients.
Results: Implementation of OTC module for various clients around the globe with robust flow for their teams.

* Project Planning.
* Client / Client Team Interactions.
* Business analysis
* Solution Desgning
* Project Management Activities

**Insurance CRM**

**Environment** : Salesforce Apex.

**Role** : Analyst Programmer

**Team Size** : 3

**Description** :

This is a salesforce based solution developed using standard and custom objects,classes,visualforce pages,workflow rules and approval processes. Salesforce Instance is heavily customized for the business needs.

**Responsibilities:**

* Implementation.
* Coding, Code review and maintaining coding standards.
* Feature support for bug fixes.

**CRM Solution for US based power services provider**

**Environment** : Salesforce Apex.

**Role** : Programmer

**Team Size** : 4

**Description** :

This is a salesforce based solution developed using standard and custom objects,classes,visualforce pages,workflow rules and approval processes. Salesforce Instance is heavily customized for the business needs.

**Responsibilities:**

* Implementation.
* Coding, Code review and maintaining coding standards.
* Feature support for bug fixes.

**CRM Solution for a big Virtulization Gaint**

**Environment** : PHP,Dreamweaver,smarty,Salesforce

**Role** : Programmer

**Team Size** : 2

**Description** :

This is a partner portal for a big virtualization client developed using the salesforce web services api along with the php/smarty based UI. Using standard,custom objects,classes,visual force pages,workflow rules and approval processes.

**Responsibilities:**

* Implementation.
* Coding, Code review and maintaining coding standards.
* Feature support for bug fixes.

**Past Experiences**

Working with IBM India Pvt Ltd as Senior Manager from Aug 2017

Worked with Cognizant solutions as Project Manager/Technical Architect from October 2016 till Aug 2017

Working with Accenture Inda Pvt Ltd as a Team Lead from Feb 2015 till October 2016

Worked with Genpact India Pvt Ltd as a Project Manager From July 2104 till Jan 2015.

Worked as a Team Lead with Accenture Services India from April 2011 till July 2014.

Worked with Metacube Software Limited as Software Engineer from August 2008 to April 2011.

Worked with Manav It Solutions Ltd. as Jr Software Engineer from May 2007 to July 2008.