**Dirgesh Patel**

**PROFILE** 12+ years of Solution Architect, Business Analysis, Testing, and Development experience. I have worked on a number of small, mid, and large-scale Salesforce implementations from beginning to end. I have also worked as the Salesforce subject matter expert for all implementations. Ability to understand the client’s need and customize Salesforce to maximize benefit to the client. Experience with Senior Management interaction presenting project scope and needs. Demonstrated successes working within team environments, and as an individual contributor.

**SKILLS**

**Salesforce.com**

* Focus on Sales, Community, and Service Cloud including CTI and Telephony integration
* ETL tools expertise [Mulesoft, Boomi, Informatica]
* Informatica, Eloqua, Cast Iron, BigMachines, Chatter, CRM Fusion, Black Cobra CRM
* Expertise in Customer Portal, Partner Portal, Knowledge Base, Chat, Customer Service, Customer Support, and AppExchange
* Development in Visualforce, Apex, Force.com, Triggers, Workflows, Classes, OOP Methodology, J2EE Technologies.

SALESFORCE.COM PROJECTS

*Architect for Salesforce.com*

* Lead architect on SFDC implementation
* Gathered requirements and implemented salesforce.com in phases
* Assisted in creating Triggers, API using PHP and workflows.
* Architected web service connection for UPS tracking info
* Data Migration
* All Salesforce.com Configuration and Admin
* Data Cleansing and de-duplication
* Integration and Appexchange Apps
* Data Import/Data Loader
* Data Analysis

**PROFESSIONAL EXPERIENCE**

07/2020 – Current **Salesforce.com Solution Architect** **Unify Consulting.**

Unify Consulting based out of Seattle, WA is a magnet firm focusing on Services, Consulting and Staff augmentation. Key partnerships with Microsoft, Salesforce.com, MuleSoft, ServiceNow and Veeva Systems, Unify has over 560 consultants nation-wide to help provide end to end project and staff Aug. solutions.

* Created integration between Salesforce.com and Google Big Query
* Implemented Sales, Service and Marketing cloud [Lightning and Classic]
* SCRUM /Agile Project Management Methodology
* Working with Multiple business units and gathering requirements for implementation
* Implementing API integration with 3rd party custom integration with Salesforce.com
* Business processes and Best Practices across Home Depot’s 250 Users
* Implemented Lightning Conversion from Classic
* Data Migration and APEX Coding

3/2017 – 07/2020 **Delivery Lead** **NTT Data**

NTT Data ($16b) owned by NTT Group ($160b) based out of Japan with IT Managed Services Portfolio focused on the Cloud Services including SaaS, PaaS, and IaaS.

* P&L Responsibilities including growth targets, GTM Strategy, Lifecycle Sales to Delivery methodology
* Analyst alignment for Portfolio visibility including Gartner, Forrester, HFS and IDC
* Takeover additional P&L from Dell Services Acquisition [$60MM]
* Global Portfolio Revenue target growth of 8%, Profit growth of 9%
* Cross Selling with SAP, SFDC and Oracle to increase visibility and Channel partner lead gen
* Creating and executing Sales Performance metrics

2016 – 3/2017 **Vice President – Global Cloud Delivery** **NTT Data**

* Owning P&L responsibilities for Cloud Services focusing on Infrastructure, SaaS Practice covering Global presence including Delivery in India, Costa Rica, Canada and North America.
* Managed to grow key accounts YoY Revenue by 65%
* 80% utilization of over 600 resources world-wide
* Managed SaaS and IaaS delivery centers with Cost/Profit responsibilities
* Client Management and Delivery oversight on Global NTT Accounts

2012 – 2016 **Senior Director** **NTT Data**

Responsibilities include running Sales Pipeline globally, growing India Practice from 100 to 1,200 in 12 Months and increasing revenue to meet industry standards by 10x magnitude.

*Key Achievements*

* Fastest growing Practice in NTT Group with 768% YoY Revenue
* Facilitating high Gross Margin while keeping Operating Margin to less than 8%
* 80% utilization ratio with 7 month pipeline for forecasting
* Managing to grow team size from 45 to 165 in USA
* Creating Strategic goals for next 5yrs along with Practice Plan and Org Wide structure for aggressive growth.

2011 – 2012 **Global Client Manager - Honeywell** Wipro Limited

An international company and based in Bangalore, India. Responsible for handling 360 degree relationship with client managing portfolio size of $16million and growing. Handling Fortune 500 client with relationship management and increasing market share along with portfolio revenues.

Organize meetings with clients and perform sales presentations that provide clients with information about Wipro Limited. Follow up with owners to answer questions and resolve concerns. Entertain owners by hosting dinners and performing sales presentations. Generate referrals and build personal relationships with each client and close sales by signing contracts.

*Key Achievements*

* Frequently earn recognition for top sales performance
* Rapidly advanced through positions and promoted to **Global** **Client Manager**
* Closed 60% - 70% of all deals
* Focused on Client relationship and building pipeline for YoY growth of 53%
* Highest deal for RFP: $128m

2009 – 2011 **Delivery Manager** Wipro Limited

Responsible for building out Salesforce.com Practice and assisting in creating an offshore development team to handle mass requests of Salesforce.com projects. Building a bridge between Wipro and Salesforce.com to allow for **Platinum Partnership** to be achieved.

*Key Achievements*

* Excellent delivery on top client projects of over $1 million
* Creating relationship with Salesforce.com to allow for revenues to double within Wipro
* Initiated a strategy that involved offshore team to be utilized 80% and increase efficiency
* Integrated Sales and Delivery to allow for quicker Sales process and decrease delivery failures to avoid escalations.

2007 – 2009 **Managing Partner** Dirgesh Patel Group

Responsible for running my own firm with the assistance of offshore delivery team. Ability to work with Salesforce.com and initiate leads to convert into multi – million dollar deals.

*Key Achievements*

* Managed to increase revenues by YoY growth of 64%
* Handled all delivery aspect of the company and increased growth by head count and revenue
* Successfully partnered with various Salesforce.com firms to broaden client base
* Organized and styled advertising for successful marketing efforts

2006 – 2007 **Chief Technology Officer (CTO)** US Health Benefits Group

Held accountability for all technology initiatives in North America for this health insurance company generating $35 million in annual revenues. Developed both long-range and short-range technology plans, formulated sales strategies with a dual focus on increasing efficiency and margin, adjusted benefits policy to guarantee competitive yet profitable pricing, and collaborated with operations to ensure a cohesive communications approach within the marketplace.

*Key Achievements*

* Implemented Salesforce.com to allow for growth in Sales
* Handled negotiations with vendors to allow for speedy lead time and Customer Support
* Created cost-cutting initiatives to allow for technology to replace manual labor and contribute towards growth in company
* Co-chaired an R&D effort that led to the introduction of 3 new insurance types, leading to increase in customer satisfaction rating and total market share.

**EDUCATION**

Portland State University, Portland, Oregon

* Computer Science

**National Board Member – INROADS Non-Profit**