

# Samir Potdar

## Salesforce Certified ADM & Platform App Builder

Achievement-driven and High Performer with a strong record of contributions in streamlining IT Delivery functions, meeting managerial/technical challenges and customer needs while developing and implementing effective IT & Digital solutions.

Preferred Location: Mumbai & Pune / Preferred Industry: IT (Service Based)



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## Personal Details

Languages Known: English

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Neelkanth Heights, Pokhran Rd 2,  
Thane - 400610. Maharashtra

## Certifications

Salesforce ADM Certification

Salesforce Platform App Builder

PMP Certification from PMI

ITIL v3 Foundation Certification  
from ITIL

## Training

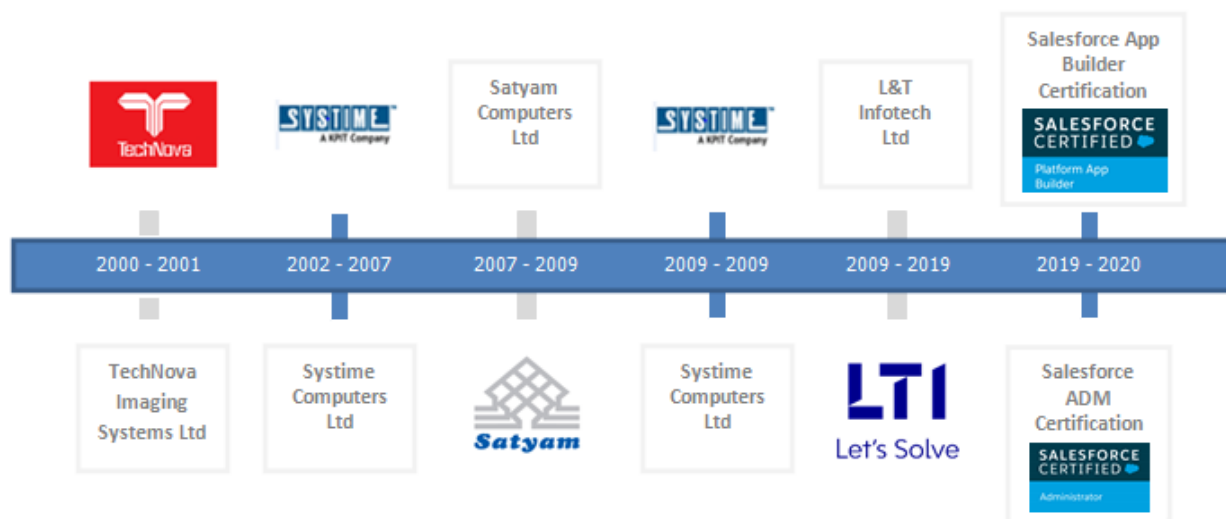
Salesforce ADM & App Builder

Leadership Journeyman (Sr.)  
Initiation Program from LTI

## Profile Summary

- Salesforce ADM & Platform App Builder, PMP Certified Professional with 19 years of diverse experience in areas of Product & Delivery Management, Project Management, Agile & Waterfall Design & Development
- Gained insightful experience in IT consulting across various geographies while meeting business needs in a fast paced, dynamic and globally expanding MNC environment
- Proven success in leading End-to-End Delivery, managing account future growth and revenue numbers
- Possess diverse domain exposure covering entire value chain of Oil and Gas, Logistics, Pharma and Manufacturing Industry
- Streamlined the Delivery processes in compliance with business functions to support Global IT delivery standards
- Insightful experience in activities including project scoping, estimation, cost control, capacity planning, risk management and quality management
- Skilled at monitoring delivery of high-quality customer expectation, elevating customer satisfaction, while adhering to the SLAs and work processes, with effective resolution of escalations within turnaround time
- Resourceful in establishing & nurturing strong rapport with key clients / stakeholders

## Career Timeline (Recent 4 Companies)



## Core Competencies

### Software Delivery Management

Delivery Quality & Time Improvements

Agile / Waterfall Methodology

Risk & Issue Management

### Project Management

Stakeholder Management

Process Optimization

Team Management

Organizational Experience

Jan'20 to Mar'20: Salesforce ADM/Platform App Builder Training with Simplilearn

Key Result Areas:

- Completed Salesforce Administrator & App Builder course with Simplilearn
- Project – College Management Solution for Australian University, Scenario - Australia-based College wants to track the performance of the students and wants to update it automatically to the class teacher who is in charge of the students, if a student has failed.
- Activities performed – Planning project road map, Designing Data model, Creating App, Objects, Tabs, Fields, Creating Security Set up & Configuring Process Builder

Dec'09 to Nov'19: L&T Infotech Limited, Mumbai as Key Delivery Manager

Key Result Areas:

- Worked in closed coordination between company & clients as point of contact for all their business needs
- Administered Norwegian world leader (in convenience stores & fuel transportation) & Danish multinational manufacturer (of medical devices and services) accounts in capacity as – Key Delivery Manager
- Demonstrated expertise in multi-cultural large team management with global geographical locations, Resource and Revenue Management, Quality Management, Project/Program Management
- Lead end-to-end Project Life Cycle, involving scoping, RFP discussion, estimation, requirement gathering, business & system process analysis, testing, go-live assistance, planning risk responses & contingency planning
- Prepared budgets, resource planning, scheduling for all the expansion projects as well as transition projects
- Focused on the requirement for all the new project expansions and preparing the project plans accordingly considering all the required phases of the project lifecycle
- Established cordial vendor relationships and performance tracking for all the vendors involved (directly or indirectly) in the project / program
- Performed team competency analysis and annual appraisal cycle

Previous Work Experience

Jun'09 to Oct'09:	Systime Computer Systems Ltd., UK	Delivery Manager
Apr'07 to Jun'09	Satyam Computers Ltd., Mumbai	Project Manager
Feb'02 to Mar'07	Systime Computer Systems Ltd., Mumbai	Project Manager
Jul'01 to Jan'02	Vora Information Technologies, Mumbai	Project Manager
Jun'00 to Jun'01	TechNova Imaging Systems Pvt. Ltd., Mumbai	ERP Super User

Academic Details

- BE in Electrical Engineering from Pune University
- Diploma in Industrial Electronics from Mumbai Board of Technical Education

IT Skills

- JD Edwards, Salesforce, Microsoft Project, MS Office, MS Visio

Skill Set



## Annexure

### Project/Program Details

<b>Project # 1</b>	<b>Circle-K/Norway &amp; Coloplast/Denmark</b>	<b>Team Size</b>	<b>60+</b>
<b>Start Date</b>	April 2017	<b>End Date</b>	November 2019
<b>Description</b>	Key Delivery Manager for Circle-K, Norway & Coloplast, Denmark		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>Responsible for P&amp;L, delivery and account management responsibilities.</li> <li>Additional responsibilities include pre-sales, stakeholder management and operations</li> </ul>		
<b>Technologies</b>	Oracle EnterpriseOne E9.1/BW/SOA/Main Frame/BI/PeopleSoft CRM/Salesforce		
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>Delivery streamlining</li> <li>Increased revenue by 25% with better PAT &amp; EBIT</li> <li>Increased customer satisfaction index (CSI)</li> </ul>		

<b>Project # 2</b>	<b>CB&amp;I (APP), USA</b>	<b>Team Size</b>	<b>35+</b>
<b>Start Date</b>	January 2016	<b>End Date</b>	March 2017
<b>Description</b>	New JDE implementation to provide CB&I (APP) a platform for ongoing growth, create flexibility & agility to meet increasing customer demands.		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>Project Management &amp; Change Management</li> <li>Development &amp; Technical Support</li> <li>Problem Management</li> </ul>		
<b>Technologies</b>	Oracle EnterpriseOne E9.1		
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>Successful on time go live</li> <li>Used agile methodology for entire project development cycle by facilitating exercises such as sprint planning and team stand-up meetings</li> <li>No single day business interruption during Go Live days</li> </ul>		

<b>Project # 3</b>	<b>Otis CPQ JDE Solution, USA</b>	<b>Team Size</b>	<b>30+</b>
<b>Start Date</b>	June 2015	<b>End Date</b>	December 2015
<b>Description</b>	Managing Finance Global Template enhancement in consultation with Otis WHQ Leads & L&T Infotech team.		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>Delivery Manager &amp; Change Management</li> <li>Development &amp; Technical Support</li> <li>Problem Management</li> </ul>		
<b>Technologies</b>	Oracle EnterpriseOne E9.1/BW/SOA		
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>Delivered multiple value-added services</li> <li>On time delivery</li> </ul>		

<b>Project # 4</b>	<b>MSS Vessels Global Rollout, Denmark</b>	<b>Team Size</b>	<b>25+</b>
<b>Start Date</b>	December 2014	<b>End Date</b>	May 2015
<b>Description</b>	Rolling out the Global Template for 56 different vessels having multiple different classes for Canada/Brazil/Angola/Australia HQ rollouts.		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>Delivery Manager</li> <li>Planning the program, Organizing the program &amp; Staffing the program</li> <li>Leading the program &amp; Controlling the program</li> </ul>		
<b>Technologies</b>	IFS 8.0		
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>Setting up IFS practice</li> <li>On time delivery</li> <li>Increased customer satisfaction index (CSI)</li> </ul>		

<b>Project # 5</b>	<b>Nynas Production Support, India</b>	<b>Team Size</b>	<b>35+</b>
<b>Start Date</b>	June 2011	<b>End Date</b>	November 2014
<b>Description</b>	Managing the 24*5 support (Level-1, Level-2 & Level-3) in consultation with Nynas Governance team, situated in Stockholm/Sweden.		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>• Delivery Manager for SLA driven 24*5 Support (L1, L2 &amp; L3)</li> <li>• Change Management &amp; Problem Management</li> <li>• Value Added Services</li> </ul>		
<b>Technologies</b>	Oracle EnterpriseOne E9.1, Oracle CRM On-Demand & IBM Lotus Notes		
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>• Delivered seamless support without any escalation for continuous 2 years</li> <li>• No SLA breach during entire project duration</li> <li>• Increased customer satisfaction index (CSI)</li> </ul>		

<b>Project # 6</b>	<b>Nynas Continental Europe (Nynas Group), Belgium</b>	<b>Team Size</b>	<b>30+</b>
<b>Start Date</b>	June 2010	<b>End Date</b>	May 2011
<b>Description</b>	Implementation of JDE solution across 6 different countries (Belgium, France, Germany, Spain, Switzerland & Poland) of Continental Europe conforming to client 'Global Process Template' & satisfying all local statutory requirements.		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>• Project Manager for implementation of JDE S&amp;D, MFG &amp; FIN suites</li> <li>• Responsible for executing Interfaces &amp; Data Migration activities</li> <li>• Set up the L&amp;T ODC for Nynas Development Work</li> <li>• Managing Offshore Development deliveries &amp; Support to testing &amp; training activities within project</li> </ul>		
<b>Technologies</b>	EnterpriseOne E8.12 (Tool Release 8.98)		
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>• On time delivery</li> <li>• Not a single day downtime while moving into production</li> <li>• Received 'Best Managed Project' Eagle award</li> </ul>		

<b>Project # 7</b>	<b>Volvo Penta (Volvo Group), Sweden</b>	<b>Team Size</b>	<b>100+</b>
<b>Start Date</b>	October 2007	<b>End Date</b>	May 2009
<b>Description</b>	Implementation of JDE solution across all locations of Volvo Penta		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>• Project Manager &amp; Master Planner for implementation of JDE S&amp;D, MFG &amp; FIN suites</li> <li>• Responsible for planning of overall project activities in multi-vendor environment</li> <li>• Managing Offshore Development deliveries &amp; supporting testing &amp; training activities within project</li> </ul>		
<b>Technologies</b>	EnterpriseOne E9.0 (Tool Release 8.98)		

<b>Project # 8</b>	<b>Norgren, UK</b>	<b>Team Size</b>	<b>15+</b>
<b>Start Date</b>	April 2006	<b>End Date</b>	March 2007
<b>Description</b>	Implementation of Flex Accounting for Norgren Euro SOP Project for total nine countries & ten locations.		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>• Functional Consultant along with coordinating the Offshore Development deliveries</li> <li>• Support to testing &amp; training activities within project</li> </ul>		
<b>Technologies</b>	EnterpriseOne E8.11		

<b>Project # 9</b>	<b>TechNova Imaging Systems Pvt. Ltd, India</b>	<b>Team Size</b>	<b>10</b>
<b>Start Date</b>	June 2000	<b>End Date</b>	June 2001
<b>Description</b>	Implementation of JD Edwards ERP		
<b>Role &amp; Contribution</b>	<ul style="list-style-type: none"> <li>• Business Super User + Functional Consultant for AS-Is &amp; To-Be discussion</li> <li>• CRP, I-CRP &amp; UAT</li> </ul>		
<b>Technologies</b>	JD Edwards One World Xe ERP SQL Server 7, Win NT		