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| --- | --- |
|  **Name**  | Pramod Shivaji Pagar |
| **Designation** | Head- IT and Sales |
| **Current Location** | Pune, India |
| **E-mail ID** | Pagar.pramod@gmail.com |
| **Mobile No.** | +91-9762891044 |

 |

## Experience Summary

* Sales force Consultant with Overall 10 Years and 8 Months of work experience in software product configuration, integration and delivery management.
* 8 years and 4 months of experience in Configuration, Development and Testing of Salesforce.com and third party (Integrated with SFDC) CRM application.
* 2+ Year onsite experience working closely with End user in salesforce.com configuration and development.
* Sound understanding of CRM business processes such as Sales process, Lead Process and Support Process.
* Strong understanding of Force platform developed applications and AppExchange.
* Proficient with Salesforce API data load tools like Data loader, Excel Connector and Data import wizard. Ability to manage data loads and data quality.
* Hands on experience in Reporting (Custom reports), Dashboards, Role hierarchy, Workflow approvals, Validation Rule Configuration.
* Experience in working with the Salesforce.com Lead management (Lead Rules) and case Management.
* Hands on Experience on salesforce lightning (Process builder).
* Hands on experience with reporting app Conga Composer.
* Hands on experience on Salesforce Console.
* Working closely with business team in requirement gathering and finalization.
* Involved in Estimation, Planning and Metrics Management.
* Excellent verbal and written communication skills, equipped with good interpersonal skills.
* **Business Knowledge**
* In-depth of knowledge and understanding of Salesforce.com- Enterprise Edition (from business/functionality side).
* Sales Force Automation, Opportunity, Lead management, Quote (Firepond), Case Management and Customer portal (Now its Community Portal) functionalities.
* **Leadership & Management**

• Project Estimation, Planning and Metrics Management

• Project Co-ordination with Business Team.

## Education

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Graduation/Post Graduation** | **Month/Year Of Passing** | **College Name** | **University Name** | **Final %age / Grade Obtained** |
| Bachelor Of Engineering. | June ‘07 | SGGG Institute of Engg and Tech., Nanded (Govt. Aided) | SRTM University, Nanded | (72.84%)distinction |

## Project Experience

### ***Sforce.in, Pune***  ***Sept’2017 –* *Till Date***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Company** | **Designation** | **Technologies/Skills Used** |
|  | Sforce.in | Head- IT and Sales | Sales and Marketing, Salesforce.com |
| **Responsibilities** | Sforce.in is IT Company based in Pune specialized in Salesforce.com. It Helps its Customer to successfully implement and Maintain their Salesforce instance.* Co ordinate with Client
* Connect New with New Potential Clients.
* Provide Solutions to complex issues in salesforce.
* SalesForce.com configuration and Customization.
* Provide inputs to implement best practices in Industry.
* Assist Team Members on Production Defects/Issues.
* Perform Deployment of change set
 |

### ***Smoothwall, UK***  ***Jan’ 2017 –* *July 2017***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Project Name** | **Customer****/Client Name** | **Team Size** | **Designation** | **Role** | **Technologies****/Skills Used** |
|  | **Salesforce.com** | Smoothwall | 2 | Salesforce Developer  | Developer | Salesforce.com Configuration, customization and implementation |
| **Project Details** **Responsibilities** | Smoothwall is UK Based Firewall Company which empowers schools to digitally safeguard the students. Smoothwall uses Salesforce.com to track its sales and Service activity. I was supporting them for Sales as well as service cloud. My major role is providing solutions to them based on best practice for Case management and Opportunity Management.Agile methodology was used in this project. Smoothwall is using JIRA for Agile. * Involved in requirement analysis and finalizing with End users.
* Prepare Requirement document based on inputs from End Users.
* Prepare Design document.
* SalesForce.com configuration and Customization.
* Provide inputs to implement best practices in Industry.
* Assist End users on Production Defects/Issues.
* Perform Deployment and Env Refresh activity.
 |

### ***Syntel, Pune***  ***Sept’ 2015 –* *Sept’ 2016***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Project Name** | **Customer****/Client Name** | **Team Size** | **Designation** | **Role** | **Technologies****/Skills Used** |
|  | **Salesforce.com** | GBT, Amex, USA | 4 | Technical specialist  | Offshore Team Lead | Salesforce.com Configuration, customization and implementation |
| **Project Details** **Responsibilities** | American Express Global Business Travel is a full-service travel management company that supports corporate business and corporate Business Travelers, across the globe. GBT uses Salesforce.com to track its sales activity. We are supporting them for Sales as well as service cloud. Our major role is providing solutions to them based on best practice for Case management and Opportunity Management. We are also going to assist them on migration from Salesforce Classic to Salesforce Lightning Experience.Agile methodology is used in this project. GBT is using JIRA for Agile. JIRA migration is in Process so it is not yet full-fledged in use. We are still using salesforce to track our activities.* Involved in requirement analysis and finalizing with End users.
* Prepare Requirement document based inputs from End Users.
* Prepare Design document.
* SalesForce.com configuration and Customization.
* Provide inputs to implement best practices in Industry.
* Coordinate with onsite.
* Assist End users on Production Defects/Issues.
* Perform Deployment and Env Refresh activity.
 |

### ***Syntel, Pune***  ***May’ 2015 –* *To Sept’ 2015***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Project Name** | **Customer****/Client Name** | **Team Size** | **Designation** | **Role** | **Technologies****/Skills Used** |
|  | **Salesforce.com** | Transamerica- TRS, USA | 8 | Technical specialist  | Onsite Team Lead | Salesforce.com Configuration and implementation |
| **Project Details** **Responsibilities** | Transamerica Retirement Solution group is using Salesforce.com to track its sales activity, being SFDC is best for its Customer Relationship Management (CRM). This application runs in the cloud, so the user can access it anywhere through an Internet-enabled mobile device (Salesforce1) or a connected computer. Configuration and implementation scope involved thorough knowledge governance of SFDC, such as Account Management, Contact Management, Activity Management, Opportunity Management, Forecasting, and Reporting.Agile methodology is used in this project. TRS group is using salesforce inbuilt App Agile Accelerator. * Involved in requirement analysis and finalizing with End users.
* SalesForce.com configuration and application development.
* Create Custom reports as per end user requirement
* Work on work stories created by End User.
* Defect Tracking in agile accelerator.
* Implement Process builder to automate complex process.
* Implemented salesforce console
 |

### ***Syntel, Pune***  ***Feb’ 2015 – May 2015***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Project Name** | **Customer****/Client Name** | **Team Size** | **Designation** | **Role** | **Technologies****/Skills Used** |
|  | **Salesforce.com POC** | Cloud Lab | 2 | Technical specialist  | NA | Salesforce.com Configuration and Development |
| **Project Details** **Responsibilities** | This POC mainly focus Community Portal for one of the premium customer of Syntel.* Implement Community Portal
 |

### ***Syntel, Pune***  ***Dec’ 2013* – *To Jan’ 2015***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Project Name** | **Customer****/Client Name** | **Team Size** | **Designation** | **Role** | **Technologies****/Skills Used** |
|  | **Salesforce.com** | Transamerica, USA | 6 | Technical specialist  | Onsite Team Lead | Salesforce.com Configuration and implementation |
| **Project Details** **Responsibilities** | Transamerica is an insurance company using Salesforce.com for its sales activity, being SFDC is best for its Customer Relationship Management (CRM). This application runs in the cloud, so the user can access it anywhere through an Internet-enabled mobile device (Salesforce1) or a connected computer. Configuration and implementation scope involved thorough knowledge governance of SFDC, such as Account Management, Contact Management, Activity Management; Forecasting, and Reporting.* Involved in requirement analysis and finalizing with End users.
* Prepare Design document based on functional requirement.
* Involved in Planning and Estimation.
* SalesForce.com configuration and application development.
* Create Custom reports as per end user requirement
* Work on cases created for Admin activities.
* Defect Tracking.
* Developed new Defect tracking tool in salesforce.com.
* Coordinating with offshore Team on Admin and development Tasks.
 |

### ***Syntel, Pune***  ***Feb’ 2013* – *To Oct’ 2013***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Project Name** | **Customer****/Client Name** | **Team Size** | **Designation** | **Role** | **Technologies****/Skills Used** |
|  | **Salesforce.com** | Moody’s Investor Services, USA | 9 | Technical specialist | Onsite Team Lead | Salesforce.com Configuration/Testing. |
| **Project Details** **Responsibilities** | Moody’s was already using salesforce.com for their Moody’s Analytics group. They come up with idea to implement it for new group called Moody’s Investor services. Syntel was involved in implementation of salesforce.com for MIS from initial phase. First phase covered sales cloud implementation and second phase was covered integration of salesforce with Legacy systems like nRDE and Core to process orders. * Involved in requirement analysis and finalizing with Client.
* Salesforce implementation and extensive application testing.
* Involved in Planning and Estimation.
* Defect Tracking.
* Involved in Metrics management.
* Providing training on Saleforce.com application to new team member.
 |

### ***Syntel, Pune***  ***Nov’ 09* – *To Jan’ 2013***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Project Name** | **Customer****/Client Name** | **Team Size** | **Designation** | **Role** | **Technologies****/Skills Used** |
|  | **Salesforce.com** | Moody’s Analytics, USA | 9 | Technical specialist | Team Lead | Salesforce.com Configuration/Testing. |
| **Project Details** **Responsibilities** | Salesforce.com is best known for its Customer Relationship Management (CRM). This application runs in the cloud, so the user can access it anywhere through an Internet-enabled mobile device or a connected computer. Testing scope involved thorough knowledge governance of SFDC, such as Account Management, Contact Management, Territory Management, Target Setting and Management, Activity Management, Opportunity Management; Forecasting, Quote and Automated Pricing, Proposal Generation, Sales Order Capture. * Involved in requirement analysis and finalizing with Client.
* Salesforce configuration and extensive application testing.
* Performing logic based testing of pricing calculators (FPX).
* Involved in Planning and Estimation.
* Defect Tracking.
* Involved in Metrics management.
* Providing training on Saleforce.com application to new team member.
 |

## Previous Employment

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **From** | **To** | **Duration** | **Company Name** | **Designation** | **Role** |
| Nov ‘07 | Oct ‘09 | 23 months | Cognizant Technology Solutions, Pune | Programmer Analyst | Team Member |
| Nov’09 | Sept’16 | 6 Years 10 Months | Syntel Ltd | Technical specialist | Team Leader |
| Jan’17 | July’17 | 7 Months | Smoothwall Ltd | Salesforce Developer  | Developer |

## Summary of Skills

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Skill Category** | **Skill Type** | **Skill Detail** | **Level** | **Proficiency**Scale(1-5) | **Duration of Usage** | **Yrs of Experience** |
| Technical | CRM | Salesforc.com | Primary Skill | Level 4  | 100 months | 8 Years |
| Technical | Testing Methodology | Defect tracking tools like Quality Centre. | Secondary Skill | Level 4  | 24 months | 2 Years |
| Technical | Agile | Agile Accelerator | Secondary Skill | Level 3 | 3 month | 0 Years |

## Training Undergone &Certifications Acquired

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Certification Name** | **Institution** | **Certification No** | **Certified Date** | **Validity Date** |
| **Salesforce.com Certified Administrator(ADM-201)** | Salesforce.com | 1080761 | 20/09/2012 | Renewed |
| **Salesforce.com Certified sales cloud consultant** | Salesforce.com | 2294305 | 02/02/2014 | Renewed |

## Visa Details

|  |  |  |  |
| --- | --- | --- | --- |
| **Visa Type** | **Visa No** | **Visa Issued Date** | **Visa Expiry Date** |
| H1 | F9622915 | 30Nov2012 | 30Nov 2015 |

## Personal Details

|  |  |
| --- | --- |
| Gender: Male |  |
| Date of Birth: 22/05/1985 |  |
| Nationality: Indian |  |
| Passport No: P1214175 |  |
| Mailing Address: pramod.pagar@sforce.in |  |
| Personal e-mail ID: pagar.pramod@gmail.com |  |
| Contact No. Mob: +91-9762891044 |  |

## Other Comments

I hereby declare that the information that I have furnished is authentic, and true to the best of my knowledge.

Pramod Pagar